

Issue Category	Example Messages	Resolution Provided	Empathy Shown	Clarity of Response	Follow-up Provided	Escalation Needed	Professionalism Rating	Avg Response Time (s)	Outcome
Login Issue	Can't log in   Tried resetting password	Yes	Yes	Yes	Yes	No	5	30	Satisfied
Subscription Cancellation	Want to cancel   Here's my ID	Yes	Yes	Yes	Yes	No	5	45	Satisfied
Product Damage	Received broken item   Need help	Yes	Yes	Yes	Yes	No	4	50	Satisfied
Slow Internet	Internet slow   Any outage?	Yes	Yes	Yes	Yes	No	5	60	Neutral
Payment Error	Payment declined   Invalid card	No	Yes	Yes	Yes	Yes	4	80	Unresolved
Router Setup	New router not working	Yes	Yes	Yes	Yes	No	5	40	Satisfied
Double Billing	Charged twice	Yes	Yes	Yes	Yes	Maybe	5	70	Satisfied
Order Delay	Order not received	Yes	Yes	Yes	Yes	No	5	90	Satisfied
App Crash	App crashes on launch	No	Yes	No	Yes	Yes	3	100	Unresolved
Refund Request	Refund for unused service	Yes	Yes	Yes	Yes	No	5	35	Satisfied
Account Locked	Account access blocked	Yes	Yes	Yes	Yes	Yes	5	45	Satisfied
Change Email	Want to change account email	Yes	Yes	Yes	Yes	No	5	35	Satisfied
Reset PIN	Forgot security PIN	Yes	Yes	Yes	Yes	No	5	25	Satisfied
Promo Code Invalid	Code not working at checkout	Yes	Yes	Yes	Yes	No	4	30	Satisfied
Download Failed	Can't download invoice	Yes	Yes	Yes	Yes	No	5	20	Satisfied
Account Hacked	Unauthorized activity	Yes	Yes	Yes	Yes	Yes	5	60	Satisfied
Language Change	Need to switch language	Yes	Yes	Yes	No	No	4	25	Satisfied
Deactivate Account	Want to delete account	Yes	Yes	Yes	Yes	No	5	30	Satisfied
Mobile App Sync	Data not syncing	Yes	Yes	Yes	Yes	Maybe	4	50	Neutral
Incorrect Billing	Wrong charge on invoice	Yes	Yes	Yes	Yes	No	5	40	Satisfied
Notification Issues	Not receiving alerts	Yes	Yes	Yes	Yes	No	4	35	Satisfied
Gift Card Not Working	Code not valid	No	Yes	Yes	Yes	Yes	3	45	Unresolved
Reset MFA	Can't pass two-factor	Yes	Yes	Yes	Yes	Yes	5	50	Satisfied
Shipping Update	Where is my package?	Yes	Yes	Yes	Yes	No	5	40	Satisfied
Incorrect Info	Wrong details on profile	Yes	Yes	Yes	Yes	No	5	35	Satisfied

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Live Chat Slow	Chat taking too long	No	No	No	No	No	2	120	Unresolved
Survey Link Broken	Feedback form not working	Yes	Yes	Yes	Yes	No	4	25	Satisfied
Unsubscribe	Emails still coming	Yes	Yes	Yes	Yes	No	5	30	Satisfied
Wrong Product Sent	Received wrong item	Yes	Yes	Yes	Yes	No	5	40	Satisfied
Late Refund	Refund not processed	No	Yes	Yes	Yes	Yes	4	70	Unresolved
Missing Items	Parts missing in delivery	Yes	Yes	Yes	Yes	No	5	50	Satisfied
Broken Link	Broken links in emails	Yes	Yes	Yes	Yes	No	5	30	Satisfied
Profile Update Issue	Can't update address	Yes	Yes	Yes	Yes	No	5	30	Satisfied
Misleading Info	Offer details unclear	Yes	Yes	Yes	Yes	No	4	35	Neutral
Too Many Ads	Getting popups in app	No	Yes	Yes	No	No	3	40	Unresolved
Can't Contact Support	Phone support not reachable	No	No	No	No	Yes	2	150	Unresolved
App Permissions	App asking too many permissions	Yes	Yes	Yes	Yes	No	4	40	Satisfied
Feature Request	Suggesting new feature	No	Yes	Yes	Yes	No	5	20	Neutral
Language Barrier	Can't understand support	No	No	No	No	Yes	2	90	Unresolved
App Compatibility	App not working on my phone	Yes	Yes	Yes	Yes	Yes	4	55	Satisfied