

CUSTOMER SATISFACTION ANALYSIS DASHBOARD

Switch to Machine Learning Dashboard 

Year

2020

2021

Month

Jul

Aug

Sep

Oct

Nov

Dec

Gender

Female

Male

Age Group

20-29

30-39

40-49

50-59

Type Of Ticket

Cancellation re...

Product inquiry

Ticket Channel

Chat

Email

Ticket Priority ...

Critical

High

Low

Medium

Ticket Status

Closed

Open

ProductPurchased

Amazon Echo

Amazon Kindle

TOTAL TICKETS

8469

AVERAGE SATISFACTION

2.99

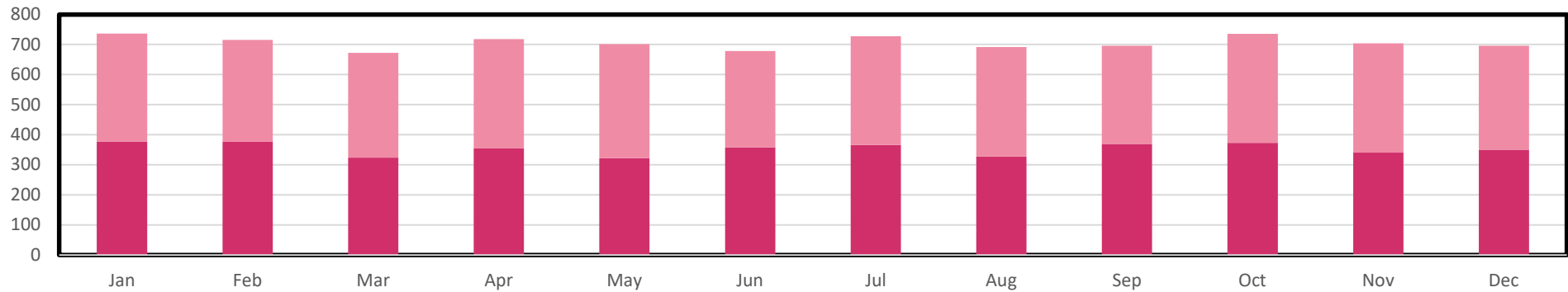
% HIGH PRIORITY

24.62%

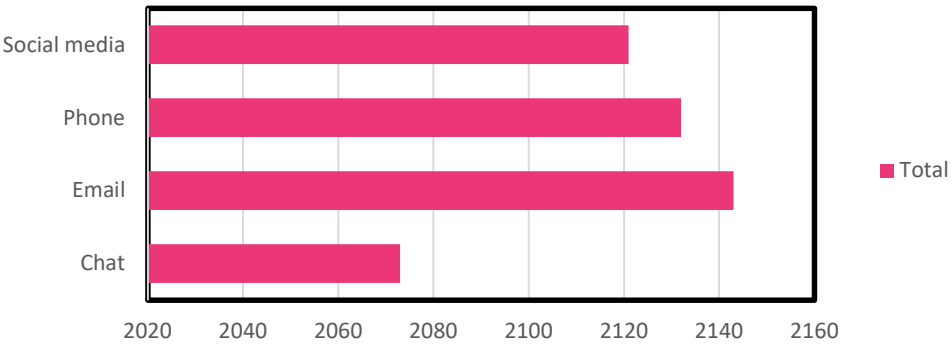
AVG. TIME TO RESOLUTION

1274061.22 min

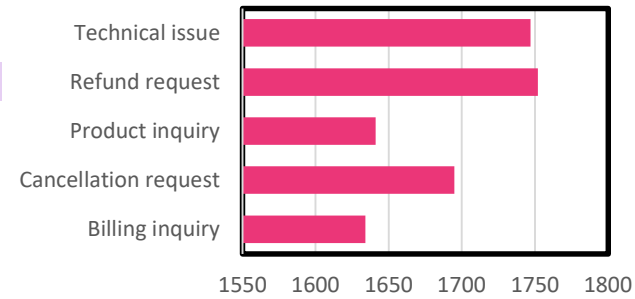
TICKET VOLUME OVER TIME



TICKET CHANNEL DISTRIBUTION



TICKET COUNT BY TYPE



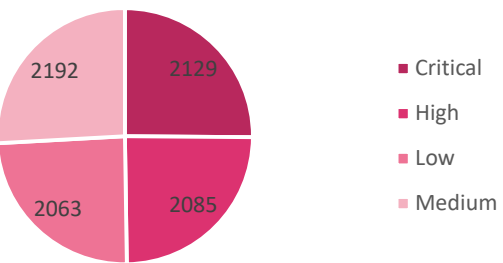
TICKET STATUS



TICKETS BY PRODUCT PURCHASED



DISTRIBUTION OF TICKET PRIORITY



AVERAGE SATISFACTION BY CUSTOMER GENDER

