

Customer Support Ticket Analysis

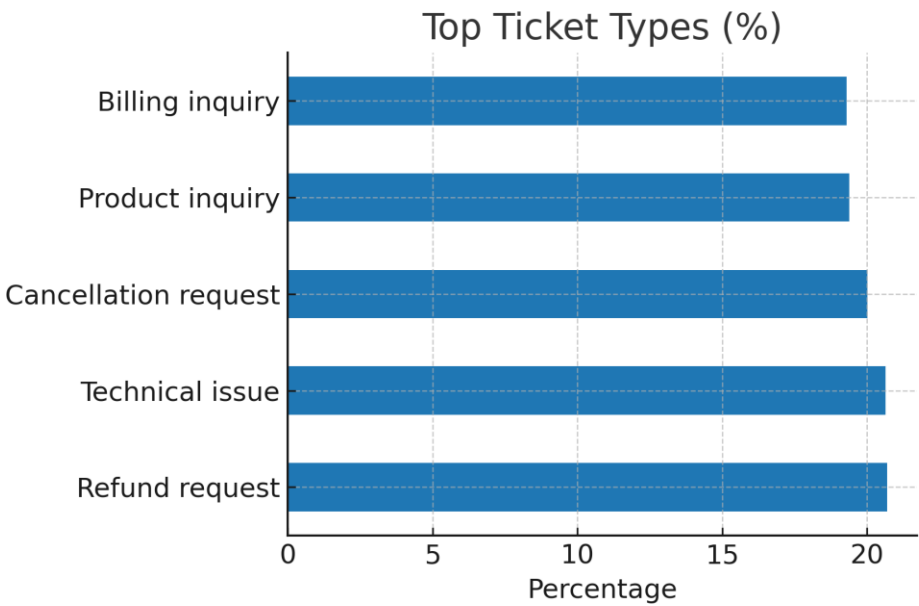
Report Date: May 29, 2025

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1. Key Performance Metrics

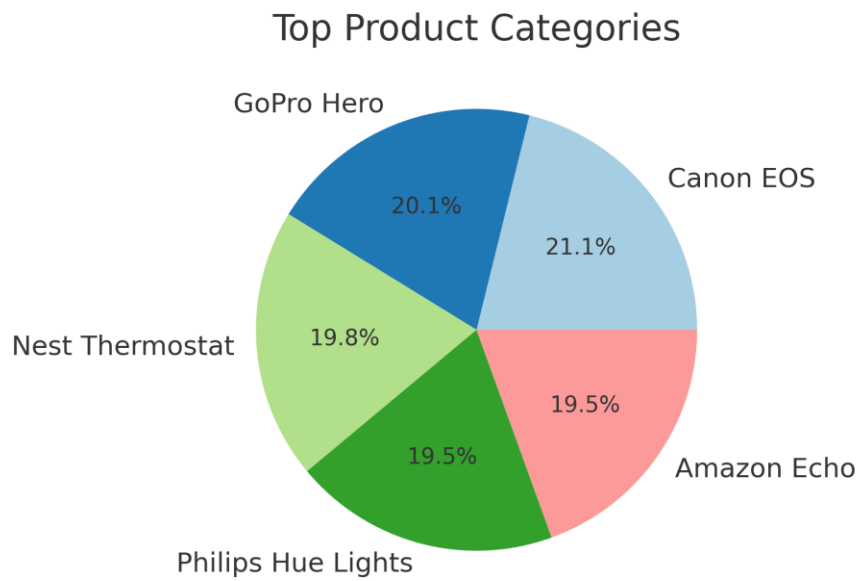
Metric	Value	Benchmark
Total Tickets Analyzed	8469	-
Avg. Resolution Time	-0.06 hours	Benchmark: 24 hours
Customer Satisfaction Score	2.99 / 5	Goal: 4.0 / 5
First Contact Resolution Rate	39.26%	Target: 65%

2. Top Issues by Ticket Type



- Refund request - 20.7%
- Technical issue - 20.6%
- Cancellation request - 20.0%
- Product inquiry - 19.4%
- Billing inquiry - 19.3%

3. Top Product Categories



- Canon EOS - 2.8%
- GoPro Hero - 2.7%
- Nest Thermostat - 2.7%
- Philips Hue Lights - 2.6%
- Amazon Echo - 2.6%