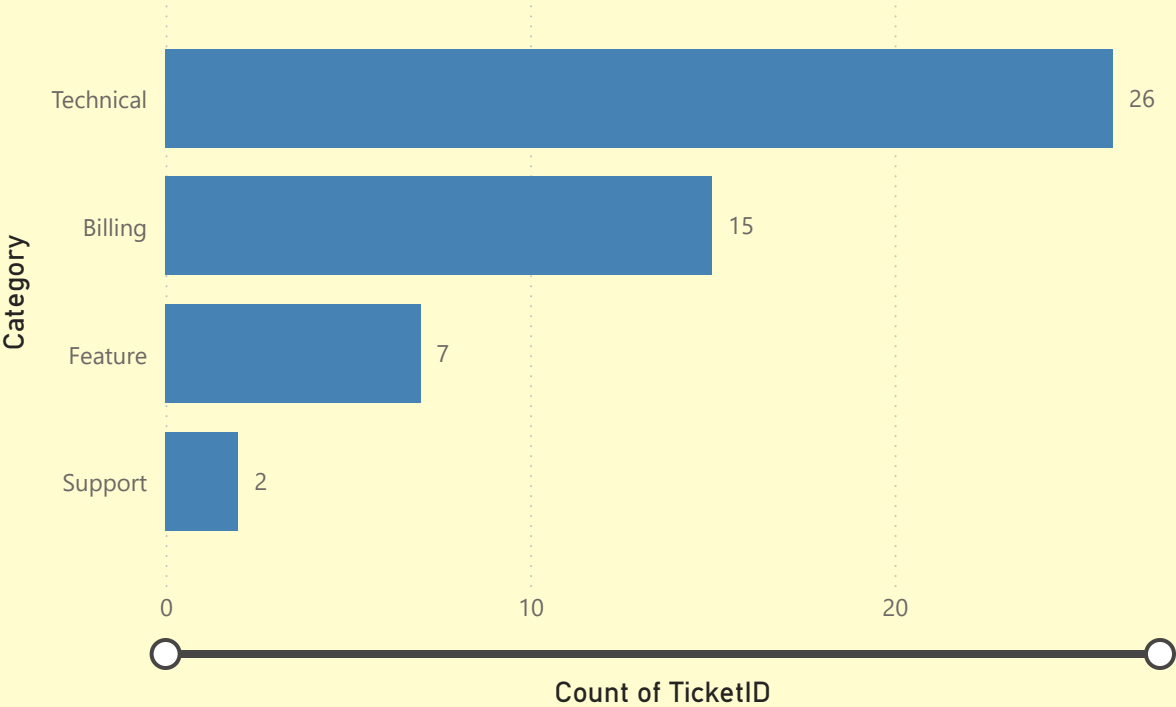


# Customer Support Analysis Dashboard

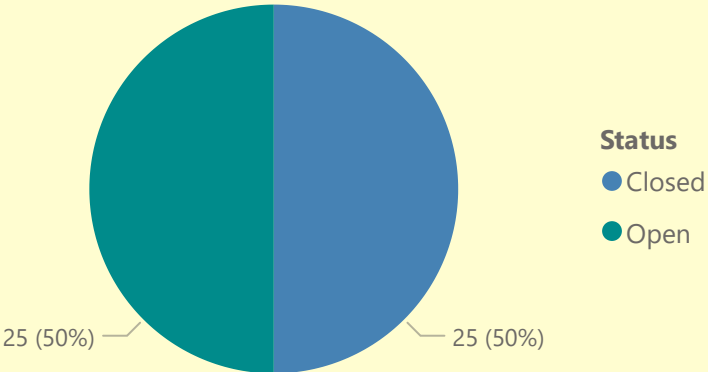
Issues by Category



Category

All

Ticket Status



Analysis of 50 customer support tickets from April 2025. Technical issues dominate, with app crashes being the top concern.

# Customer Support Analysis Dashboard

Ticket Details		
TicketID	IssueDescription	ResolutionTime
T001	App crashes on login	2 hours
T002	Incorrect billing amount	1 hour
T003	Password reset not working	3 hours
T004	Feature request for dark mode	4 hours
T005	App crashes on login	2.5 hours
T006	Payment not processed	1.5 hours
T007	App crashes on login	2 hours
T008	Login error after update	3 hours
T009	Refund not received	2 hours
T010	Slow app performance	4 hours
T011	Unable to upload profile picture	2 hours
T012	Subscription not activated	1.5 hours
T013	App freezes during checkout	3.5 hours
T014	Request for offline mode	5 hours
T015	Error 404 on dashboard	2 hours
T016	Double charged for subscription	1 hour

Category

All

Total Tickets

Count of TicketID

50

Key Insight: Technical issues take up to 3.5 hours, suggesting automation.