Monthly Customer Support Report - [Month, Year]

Prepared For: Executive Committee
Prepared By: Head of Customer Support
Date: [YYYY-MM-DD]

1. Executive Summary

[A concise paragraph summarizing performance. E.g., "Performance stabilized after the mid-month security patch deployment. We met the P0/P1 response SLA but failed the P2 TTR target due to an unusually high volume of AI configuration tickets. CSAT remains strong at ."]

2. Key Performance Indicators (KPIs)

Metric	Target	Current Month Result	Trend (vs. Last Month)	Status
P0/P1 SLA Met		[Result]%	[Up/Down/Stable]	[Green/Red/Yellow]
Average Time to Resolution (TTR)		[Result] hours	[Up/Down/Stable]	[Green/Red/Yellow]
First Contact Resolution (FCR) Rate		[Result]%	[Up/Down/Stable]	[Green/Red/Yellow]
Customer Satisfaction (CSAT)		[Result]%	[Up/Down/Stable]	[Green/Red/Yellow]
Ticket Volume (Total)	N/A	[Result] tickets	[Up/Down/Stable]	N/A

3. Deep Dive: Ticket Volume Analysis

3.1 Volume by Category

Analyze the highest volume categories to inform R&D and Product teams.

Category	Volume (%)	R&D/Product Action Required?
AI Model Configuration Errors		Yes (Improve in-app documentation and default settings).
SAML/SSO Failures		Yes (Improve SAML-403 error messaging).
Reporting/Dashboard Issues		No (Low-complexity, easily resolved).

3.2 P0/P1 Incident Breakdown

Summary of all high-severity incidents this month.

Incident ID	Root Cause (RCA)	Days Downtime / Impact	Resolution
INC-104	Database read replica failure.	4 hours of P1 impact.	SRE implemented sharding strategy (Project Zenith).

4. Operational Insights and Future Focus

- **Multilingual Support:** Need to hire 1 dedicated bilingual (Arabic/English) L2 specialist to address the complexity of regional tickets.
- **Knowledge Base Status:** 15 new KB articles were published this month, resulting in a decrease in L1 time spent on common issues.