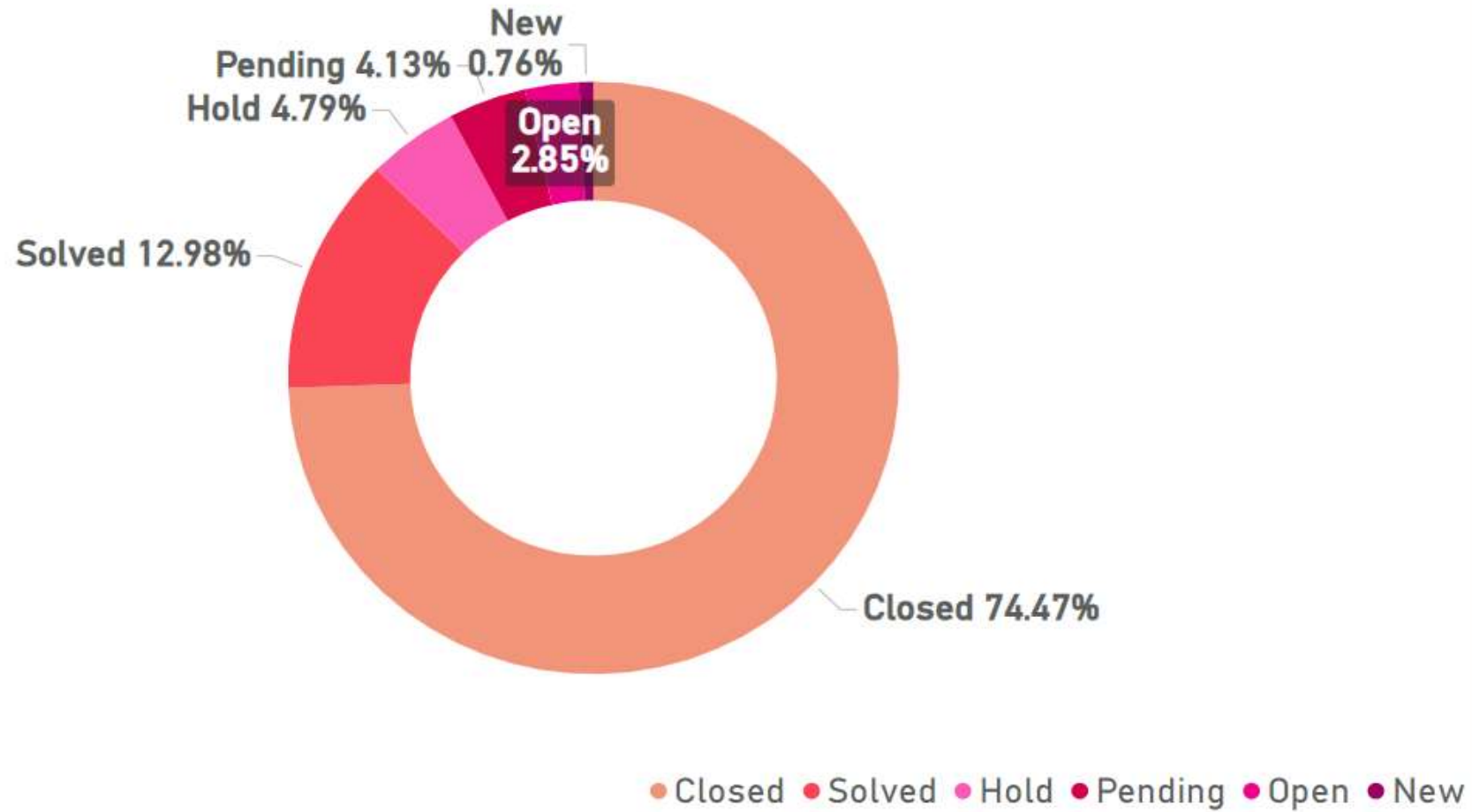


Plum – Customer Success Analysis

A brief Analysis on the Customer Success Team



Rate of Solved and Closed Cases = 87.45%

Key Metrics

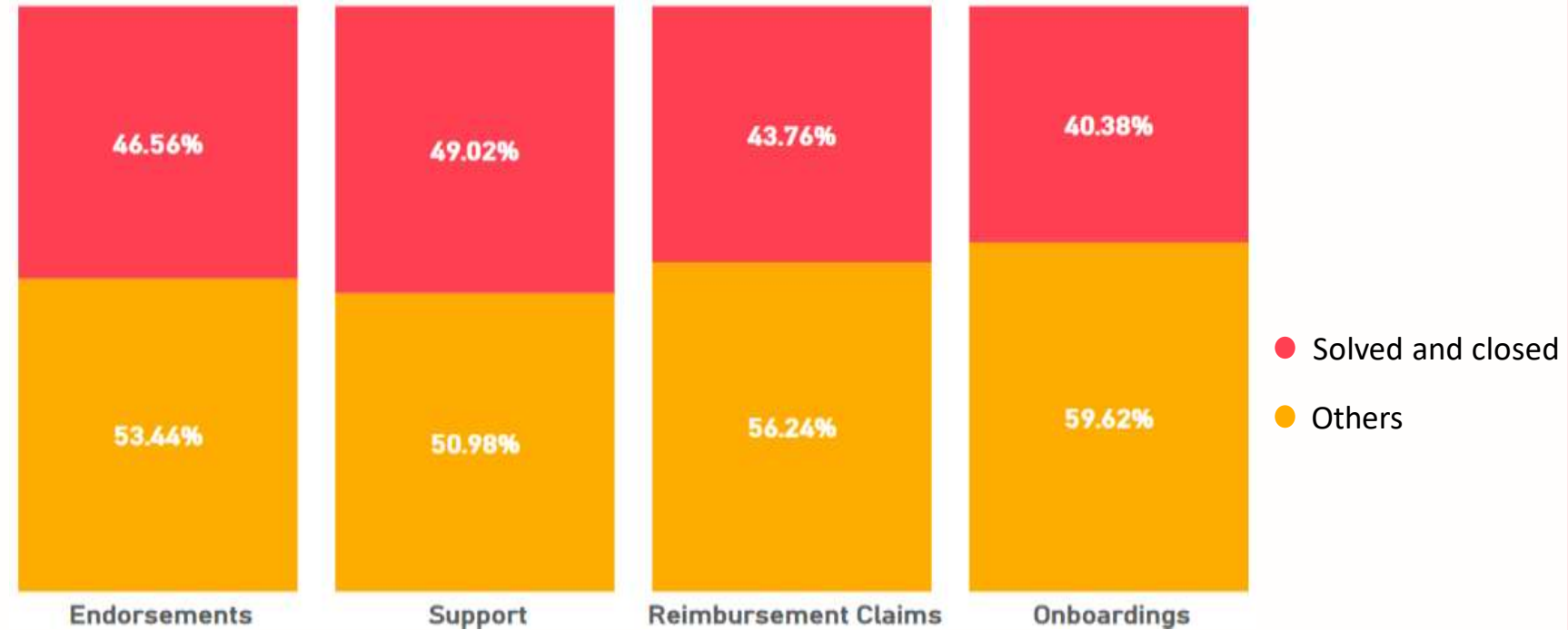
Response Rate = **14.91%**

Reopen Rate = **26.23%**

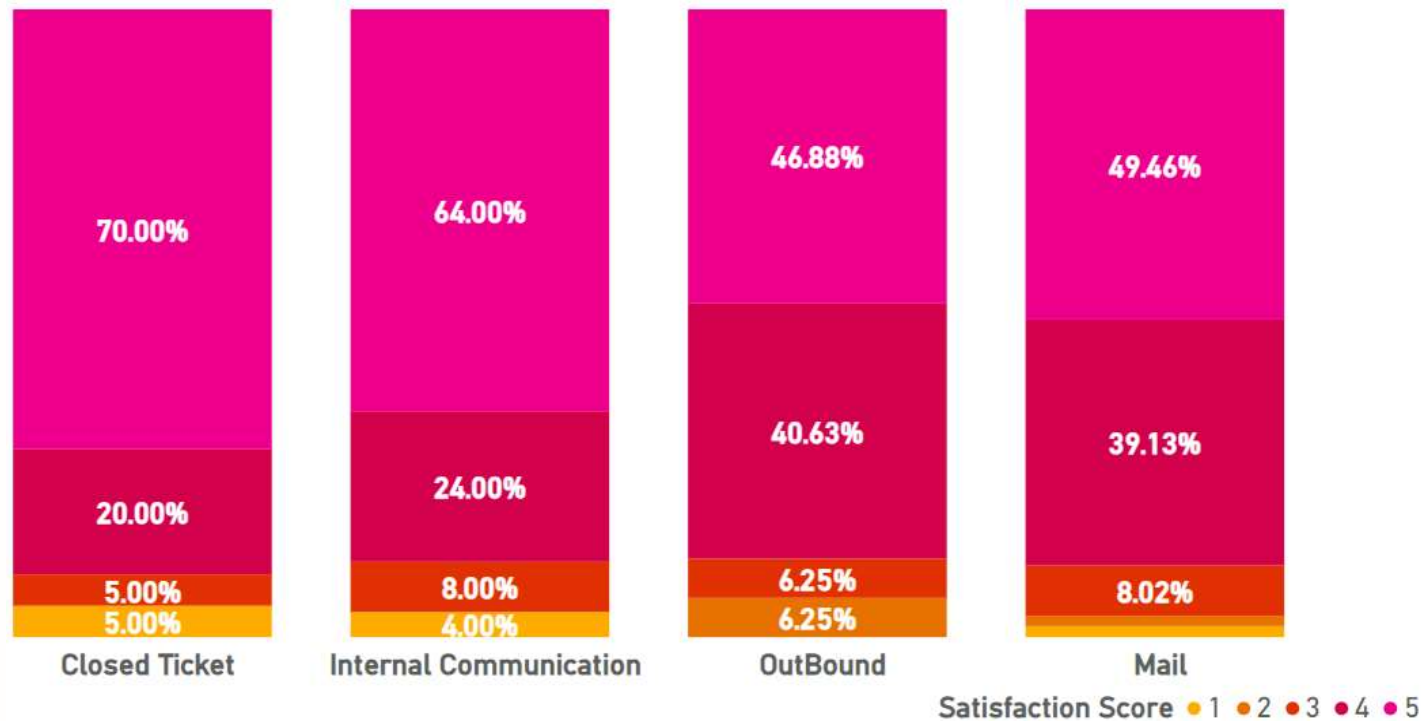
Average Resolution Time = **3.42 hours**

Average First Response Time = **2.18 minutes** from the time case creation

Support team has the highest percentage of solved cases with **49.02%** of the total cases handled marked as solved and closed.



Solved and Closed cases – Group level comparison



Customer satisfaction score was the highest among **Closed Tickets** type of communication, with **70%** of the responses were received as the highest score.

Customer Satisfaction Score Distribution



Count of Cases Solved – Date wise

4.33

CSAT Score

3.42 hours

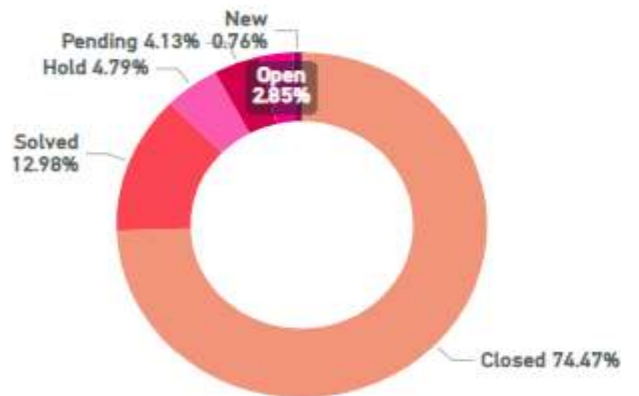
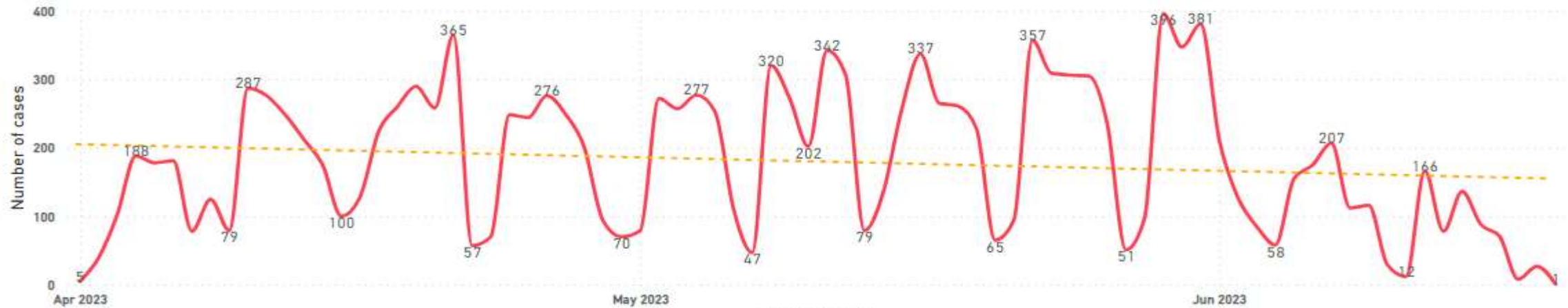
Average Resolution time (in hours)

2.18

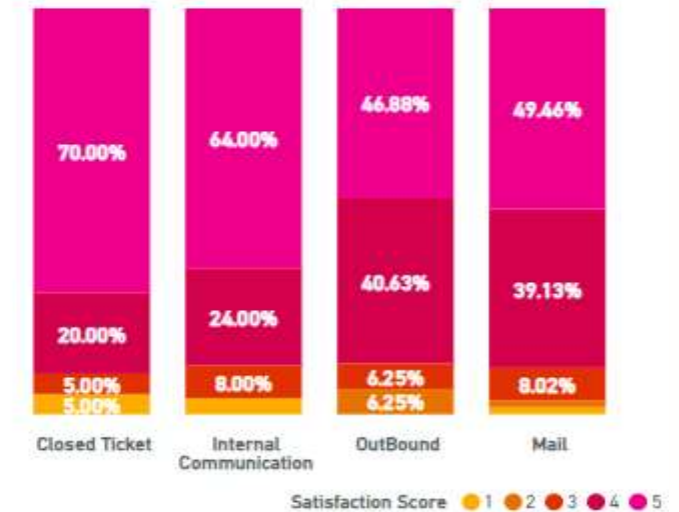
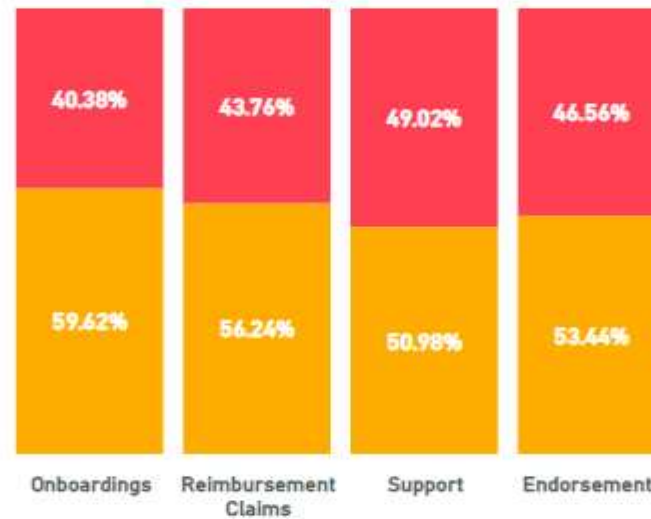
Average Response Time (in minutes)

26.23 %

Reopen Rate



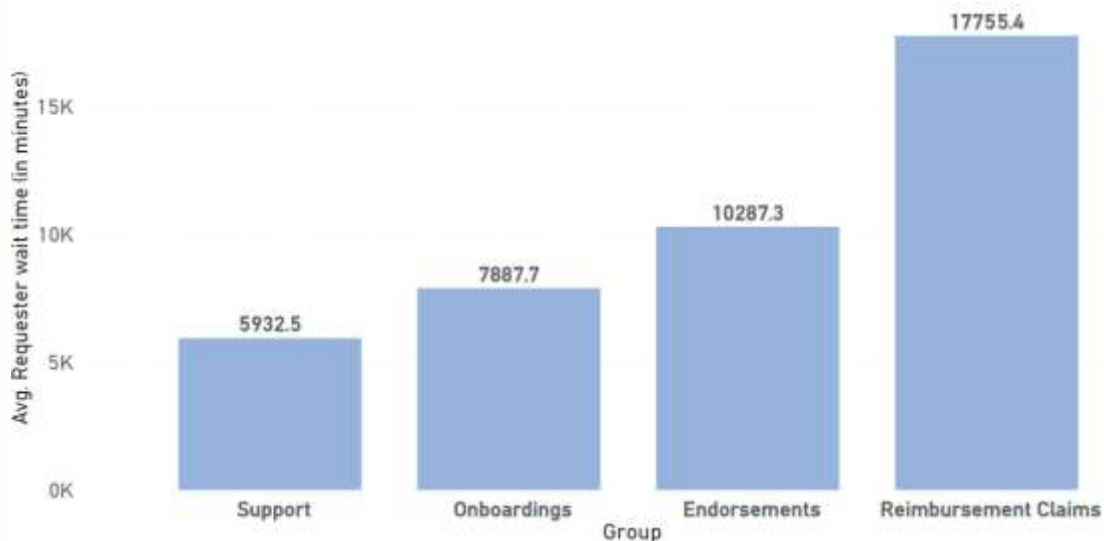
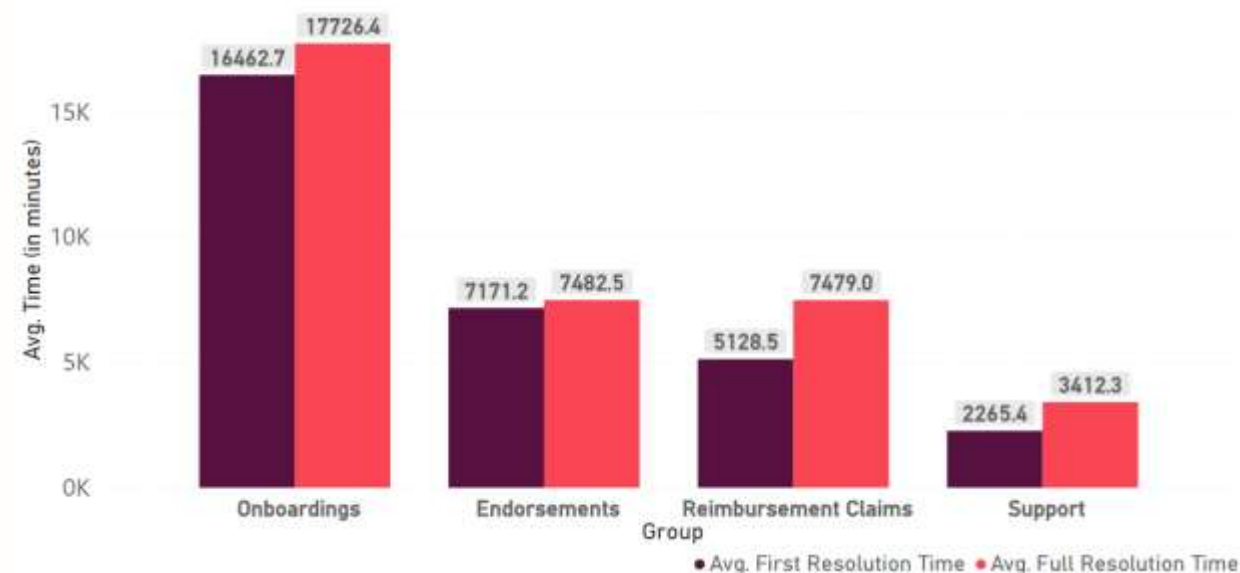
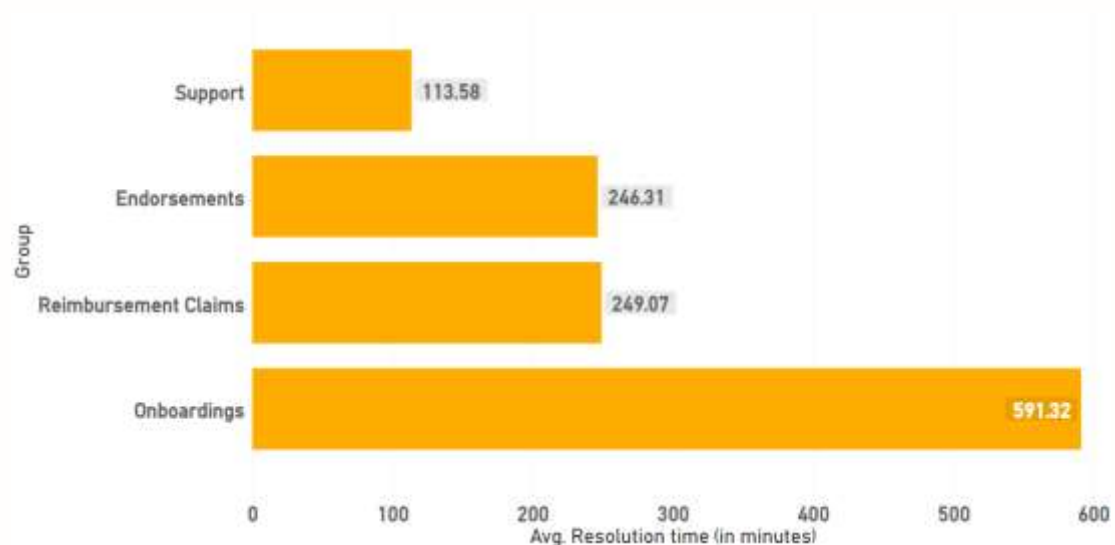
● Closed ● Solved ● Hold ● Pending ● Open ● New



Satisfaction Score ● 1 ● 2 ● 3 ● 4 ● 5

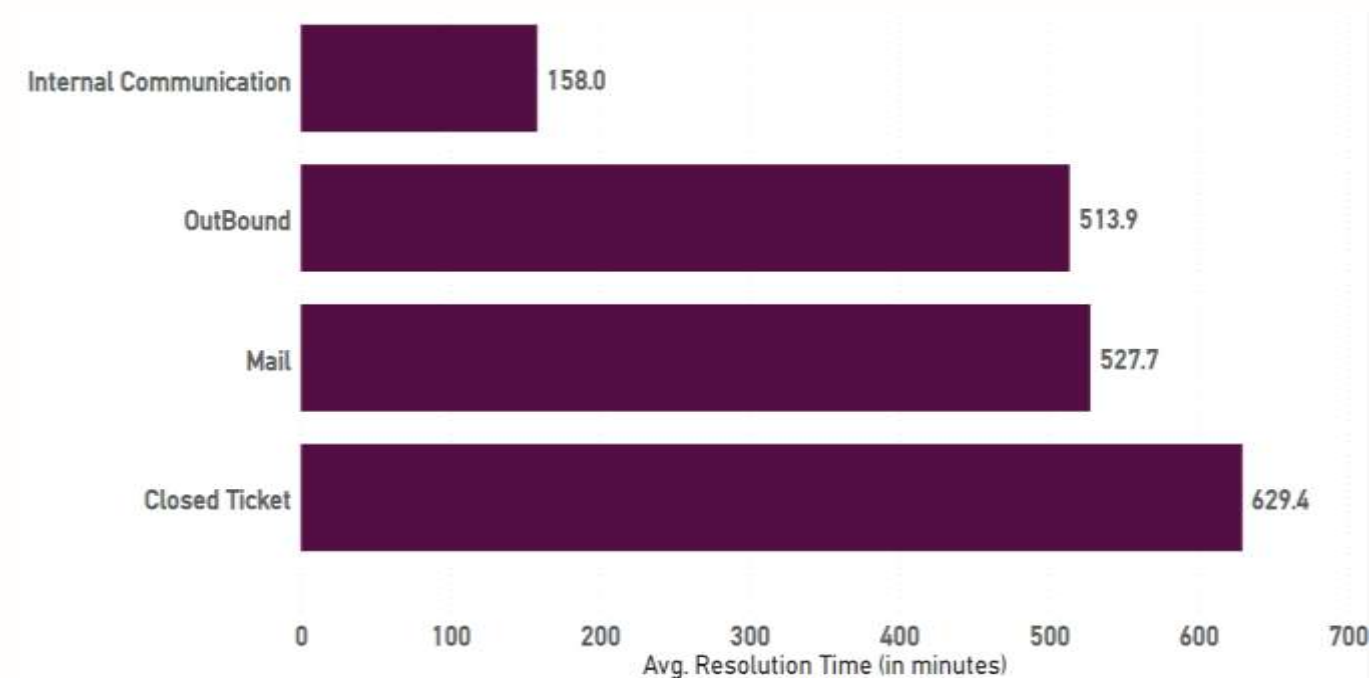
Efficiency Dashboard

Team-wise Analysis



Support team has maintained the least **average resolution time** and the least **customer wait time** for cases handled.

Ticket-wise Analysis



Tickets raised to the team via **Internal Communications** has been identified to take the least time for resolution, as seen from the graph.

CONCLUSION

The overall efficiency of the team is commendable, with a **high percentage of cases solved**, a **satisfactory customer response rate** and a high CSAT score.

The ability to maintain a relatively **low average resolution and response time** with a **low reopen rate** shows the dedication to prompt and effective resolution to customer queries.

THANK YOU