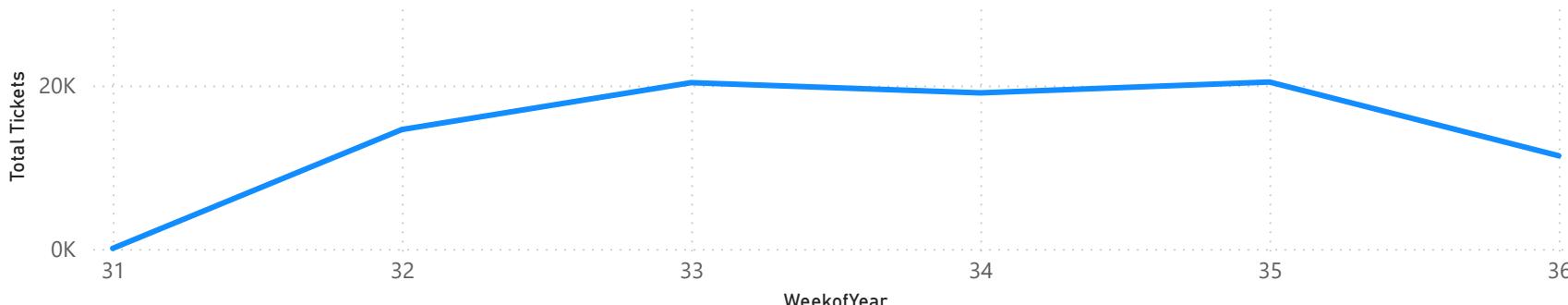


**86K**

Total Tickets

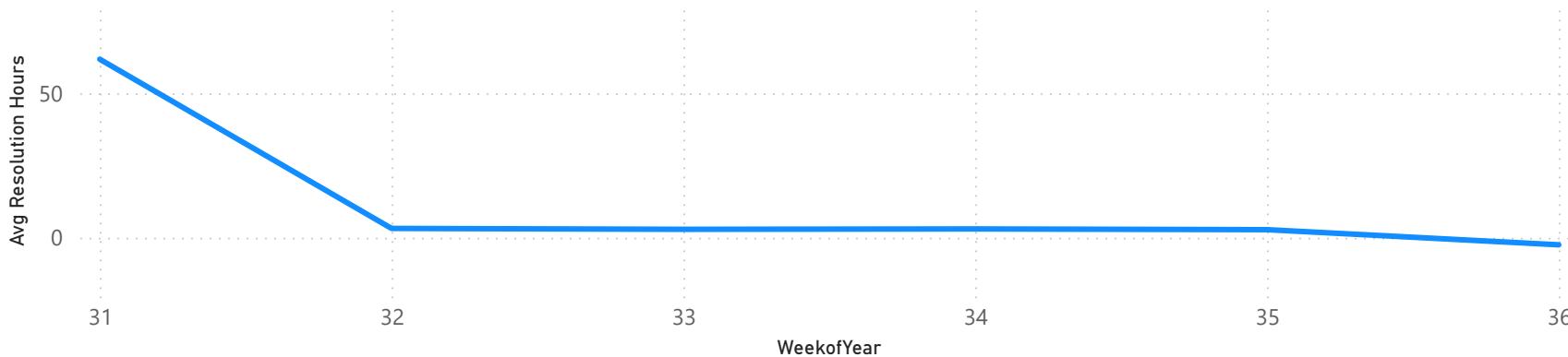
Total Tickets by WeekofYear



**2.28**

Avg Resolution Hours

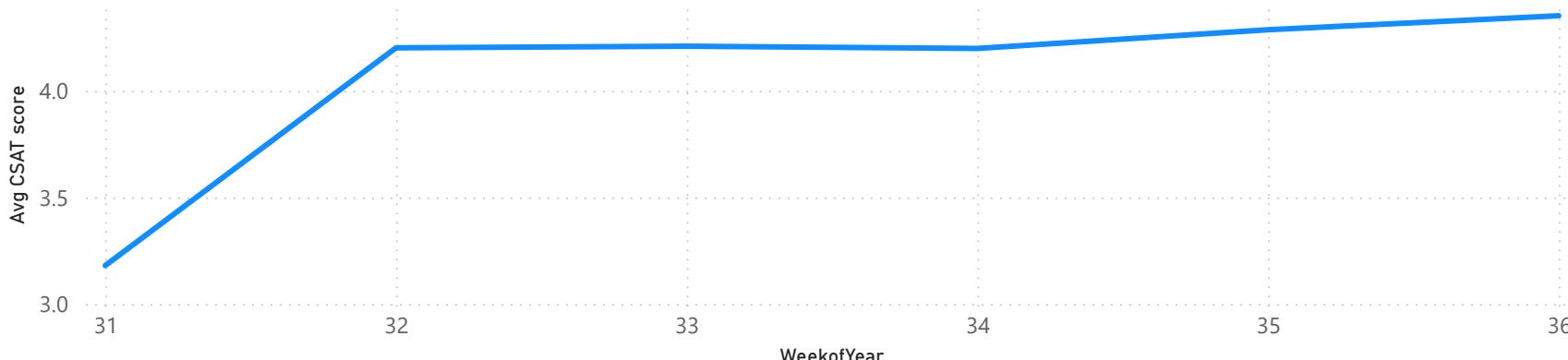
Avg Resolution Hours by WeekofYear



**98.88%**

SLA %

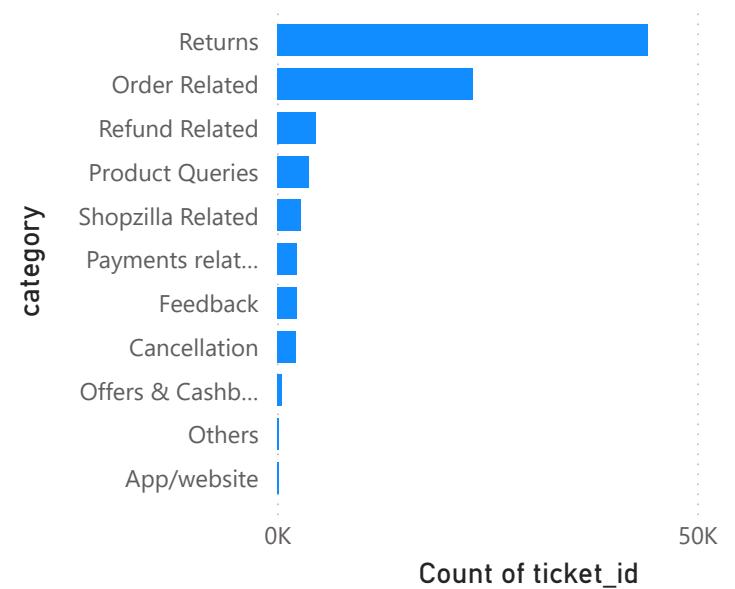
Avg CSAT score by WeekofYear



**4.24**

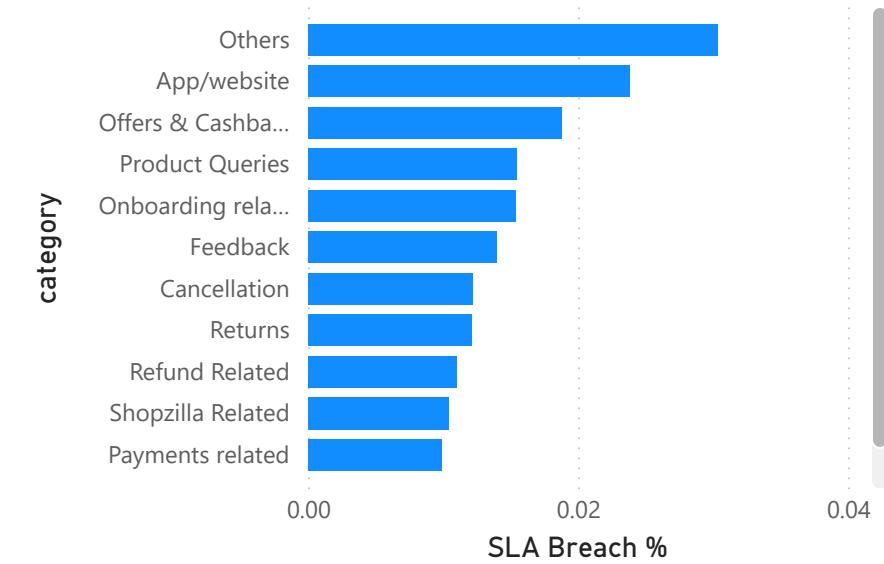
Avg CSAT score

### Count of ticket\_id by category

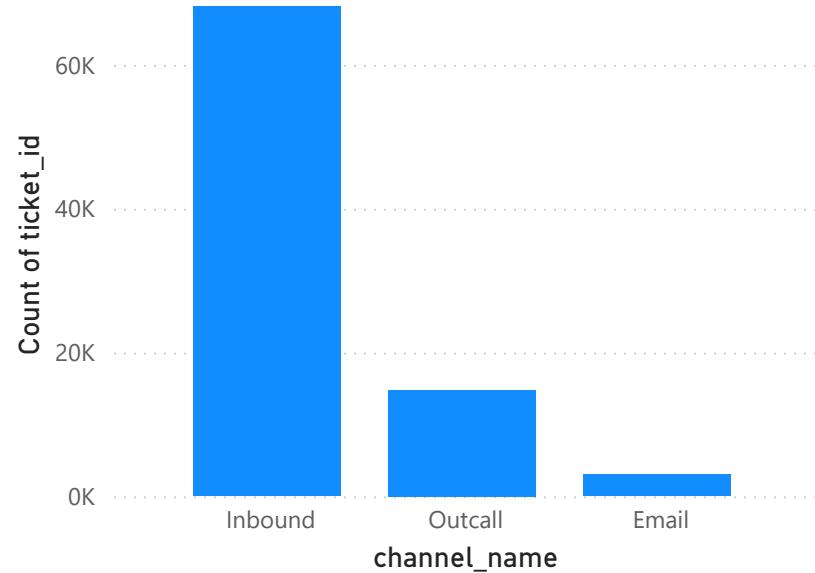


category	Avg Resolution Hours	Avg CSAT score
Others	3.97	3.43
Cancellation	2.65	3.99
Product Queries	2.58	4.04
Order Related	1.87	4.10
Feedback	2.38	4.16
Offers & Cashback	2.99	4.21
Refund Related	2.39	4.23
Onboarding related	0.68	4.26
Shopzilla Related	1.70	4.31
Returns	2.51	4.35
Payments related	1.49	4.35
App/website	4.23	4.40
<b>Total</b>	<b>2.28</b>	<b>4.24</b>

### SLA Breach % by category

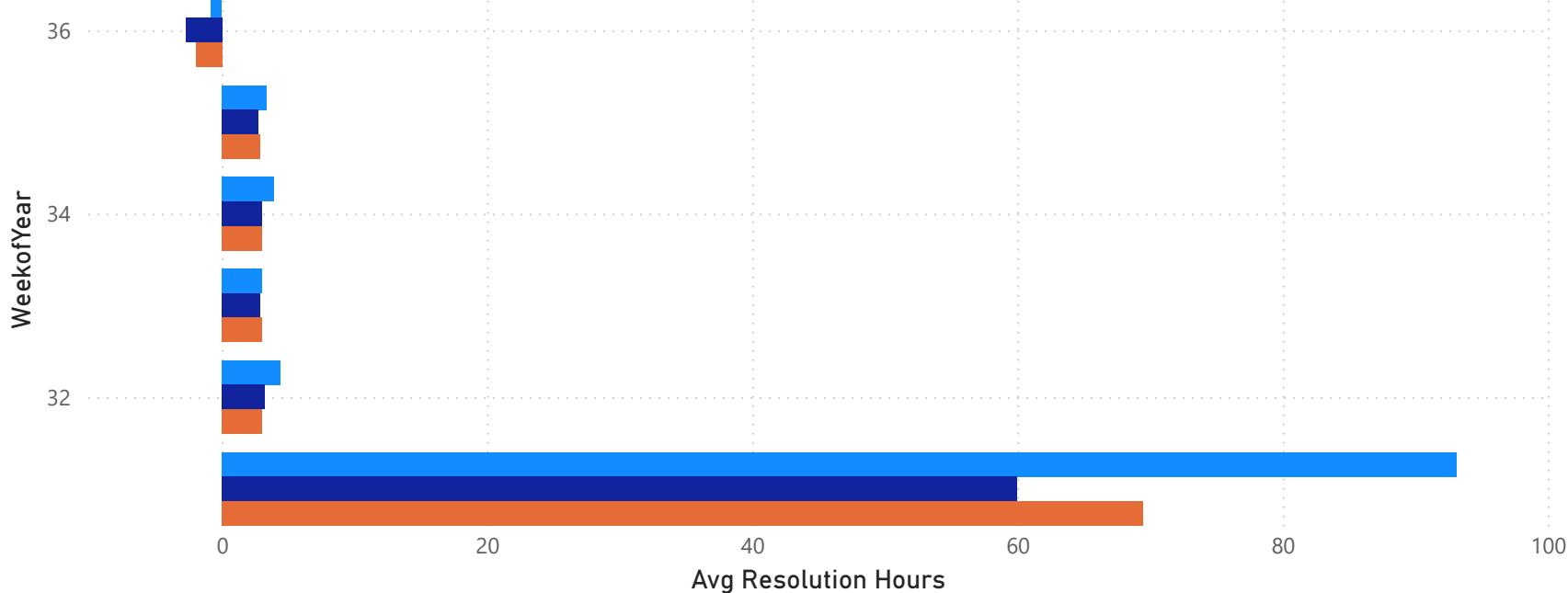


### Count of ticket\_id by channel\_name



### Avg Resolution Hours by WeekofYear and channel\_name

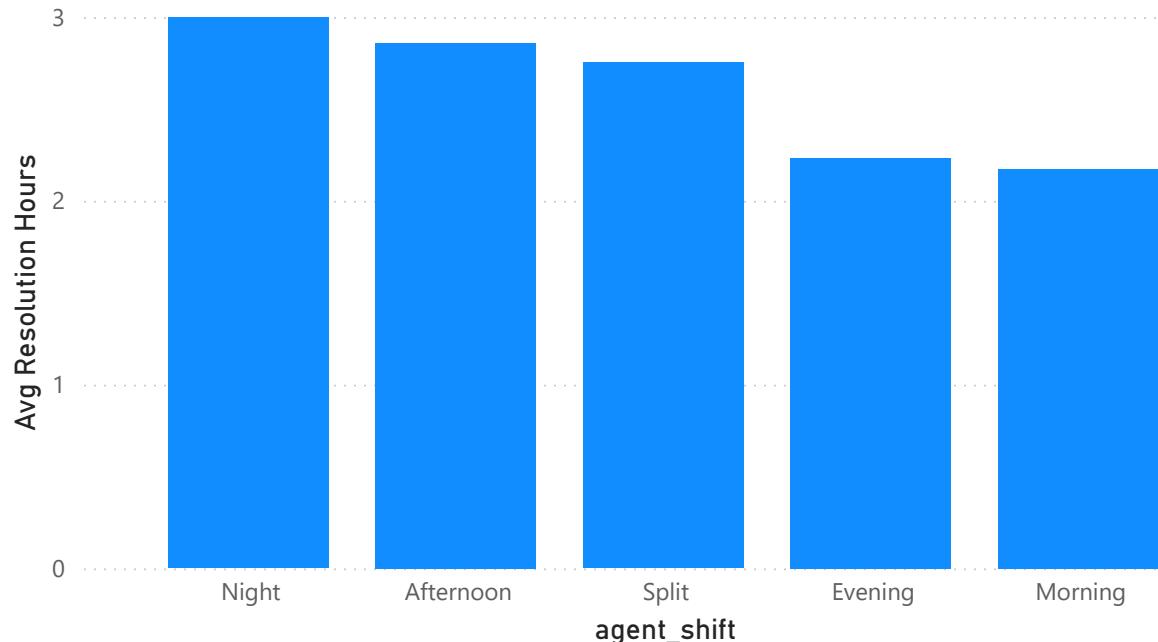
channel\_name ● Email ● Inbound ● Outcall



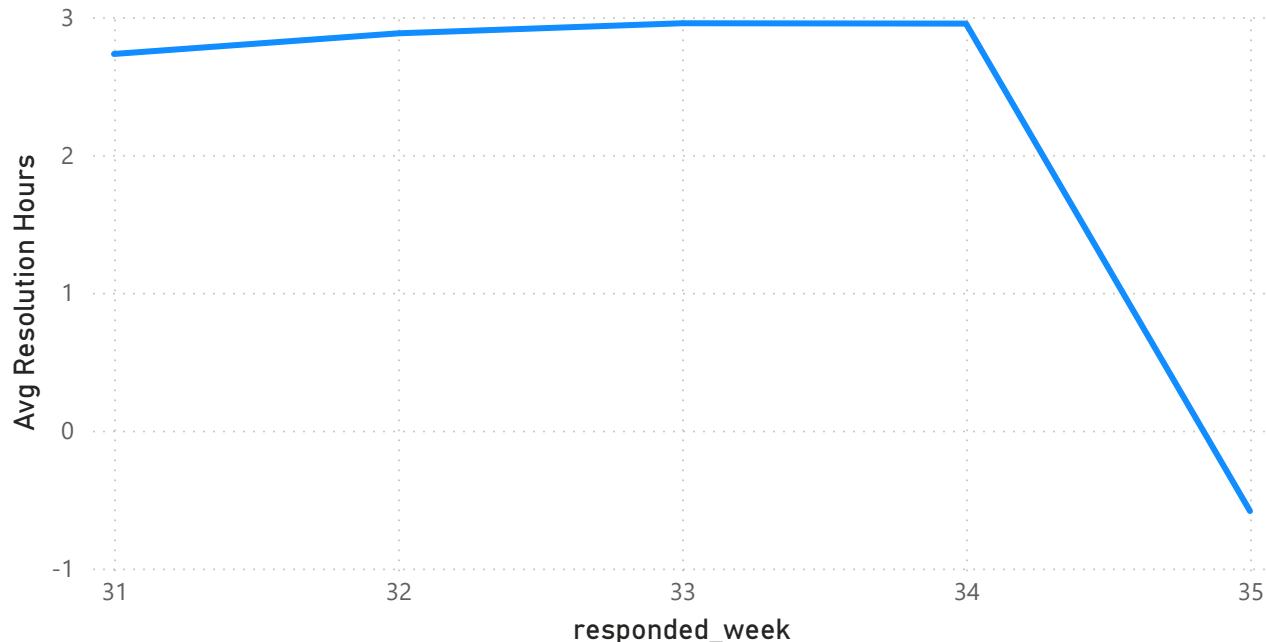
Agent Name	No. of Ticket	Avg Resolution Hours	Avg CSAT score	SLA %
Shane Humphrey	21	8.37	3.86	85.71%
John Nelson	57	8.51	3.93	89.47%
Amy Bell	20	6.75	4.10	90.00%
Jessica Sawyer	30	6.99	3.90	90.00%
Steven Gates	34	6.45	4.12	91.18%
Elizabeth Rose	23	8.09	3.04	91.30%
Virginia Mccormick	35	9.47	2.11	91.43%
Joseph Hines	26	7.99	3.58	92.31%
Paul Gill	27	6.86	4.11	92.59%
Christine Castro	28	11.37	2.79	92.86%
<b>Total</b>	<b>85907</b>	<b>2.28</b>	<b>4.24</b>	<b>98.88%</b>

manager	Count of Agents	Total Tickets	Avg Resolution Hours	Avg CSAT score
Emily Chen	209	14062	2.65	4.38
John Smith	361	25261	2.42	4.27
Olivia Tan	75	4519	2.41	4.11
Michael Lee	228	17600	2.37	4.26
William Kim	184	8568	1.90	4.12
Jennifer Nguyen	314	15897	1.82	4.16
<b>Total</b>	<b>1371</b>	<b>85907</b>	<b>2.28</b>	<b>4.24</b>

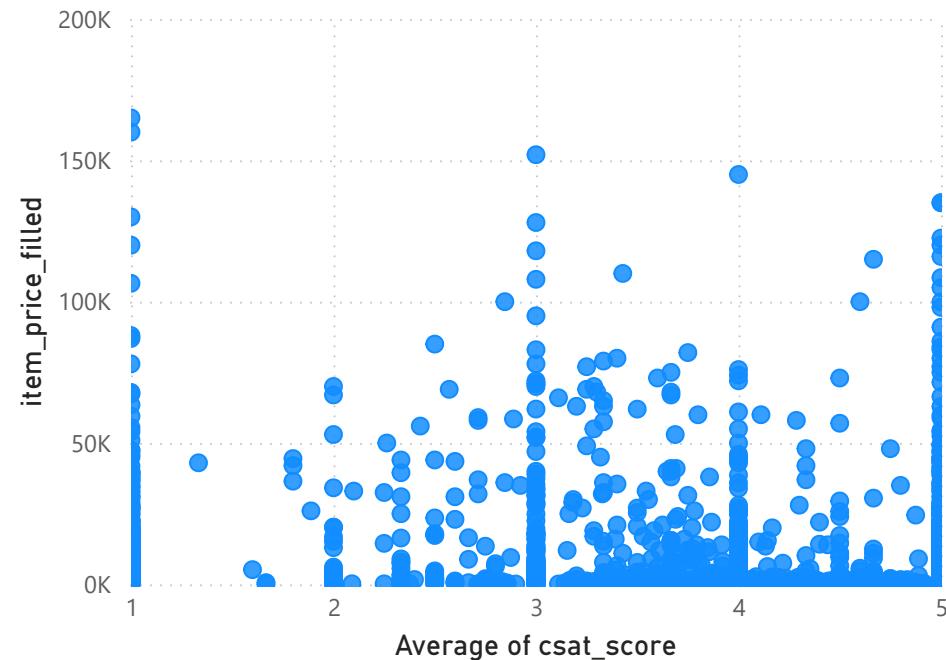
Avg Resolution Hours by agent\_shift



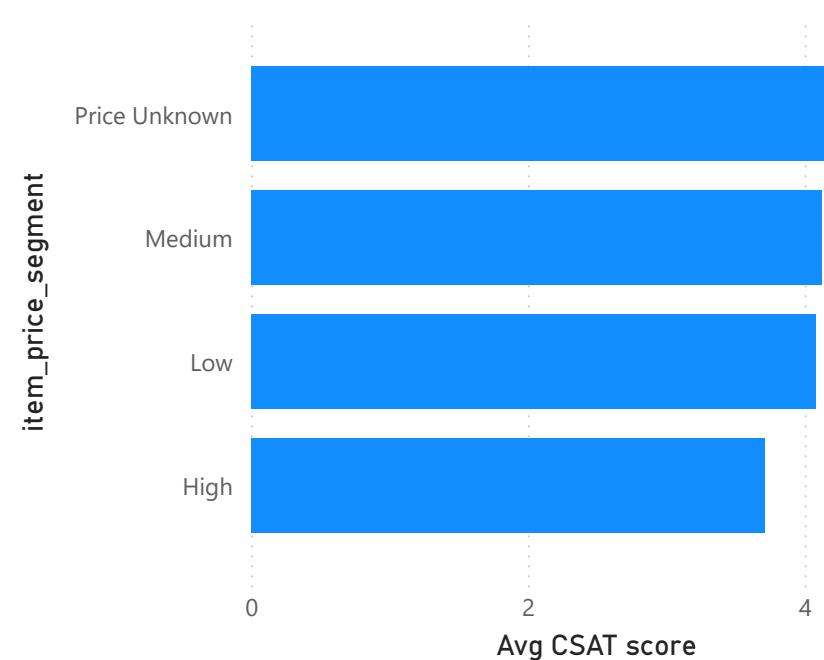
Avg Resolution Hours by responded\_week



### Average of csat\_score by item\_price\_filled



### Avg CSAT score by item\_price\_segment



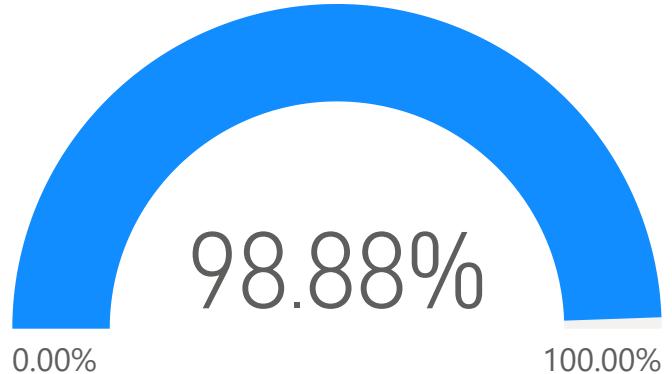
### customer\_city



### Total Purchase by customer\_city

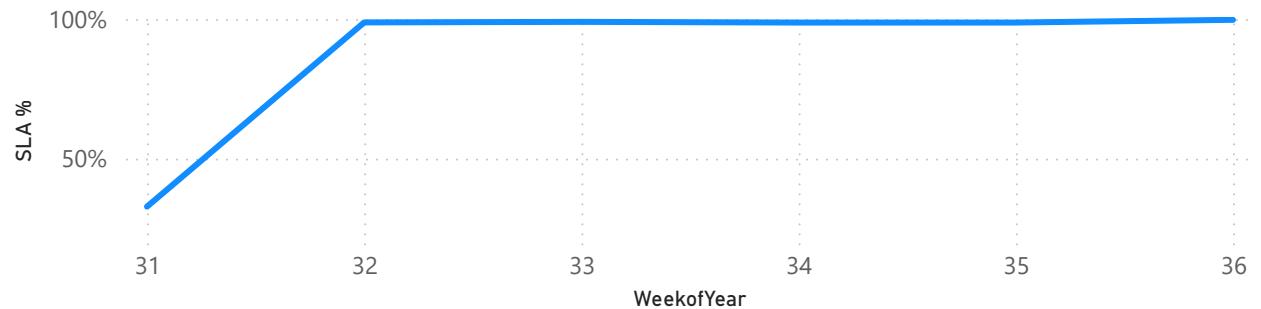


SLA %



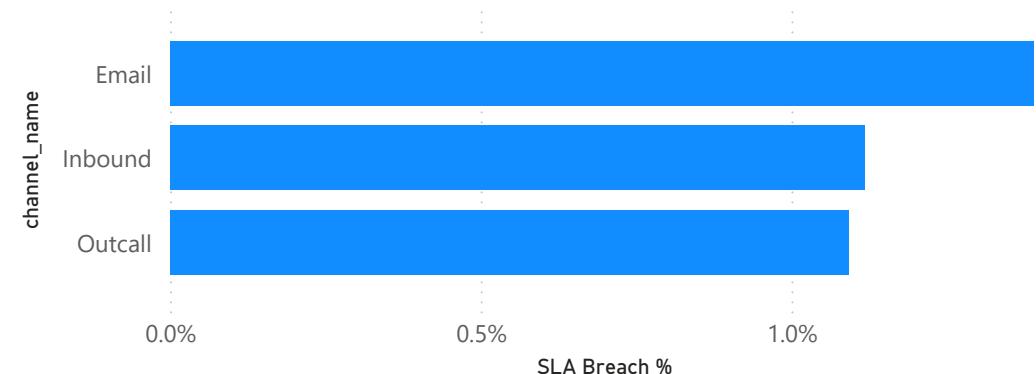
**964**  
Total SLA Breached

SLA % by WeekofYear



manager	Total Tickets	SLA %	SLA Breach %
Olivia Tan	4519	98.45%	1.55%
Emily Chen	14062	98.82%	1.18%
John Smith	25261	98.89%	1.11%
Jennifer Nguyen	15897	98.90%	1.10%
Michael Lee	17600	98.92%	1.08%
William Kim	8568	99.03%	0.97%
<b>Total</b>	<b>85907</b>	<b>98.88%</b>	<b>1.12%</b>

SLA Breach % by channel\_name



SLA Breach % by category

