12K
Total Complaints

3K
Open Backlog

0.08
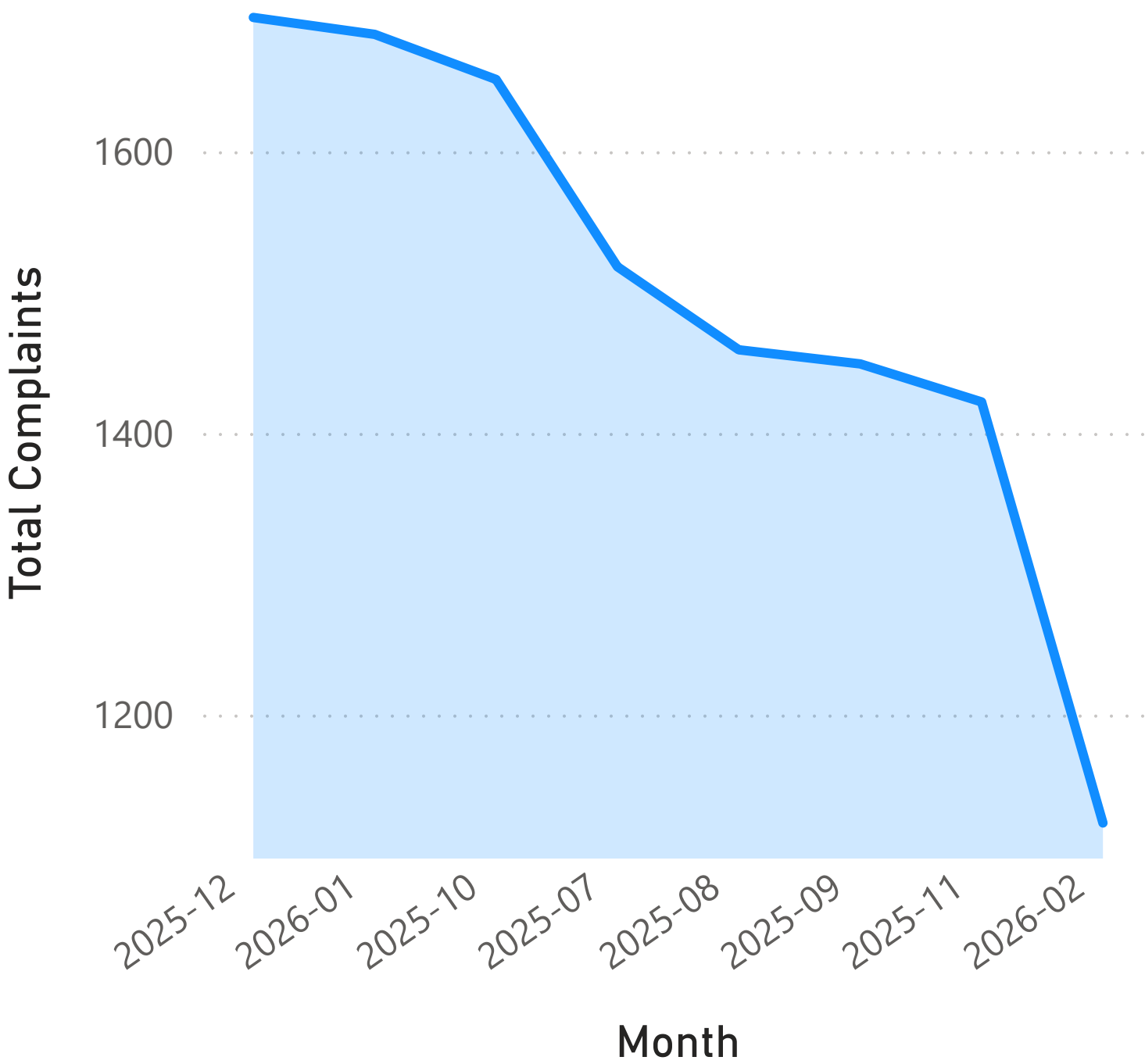Escalation Rate %

36.13
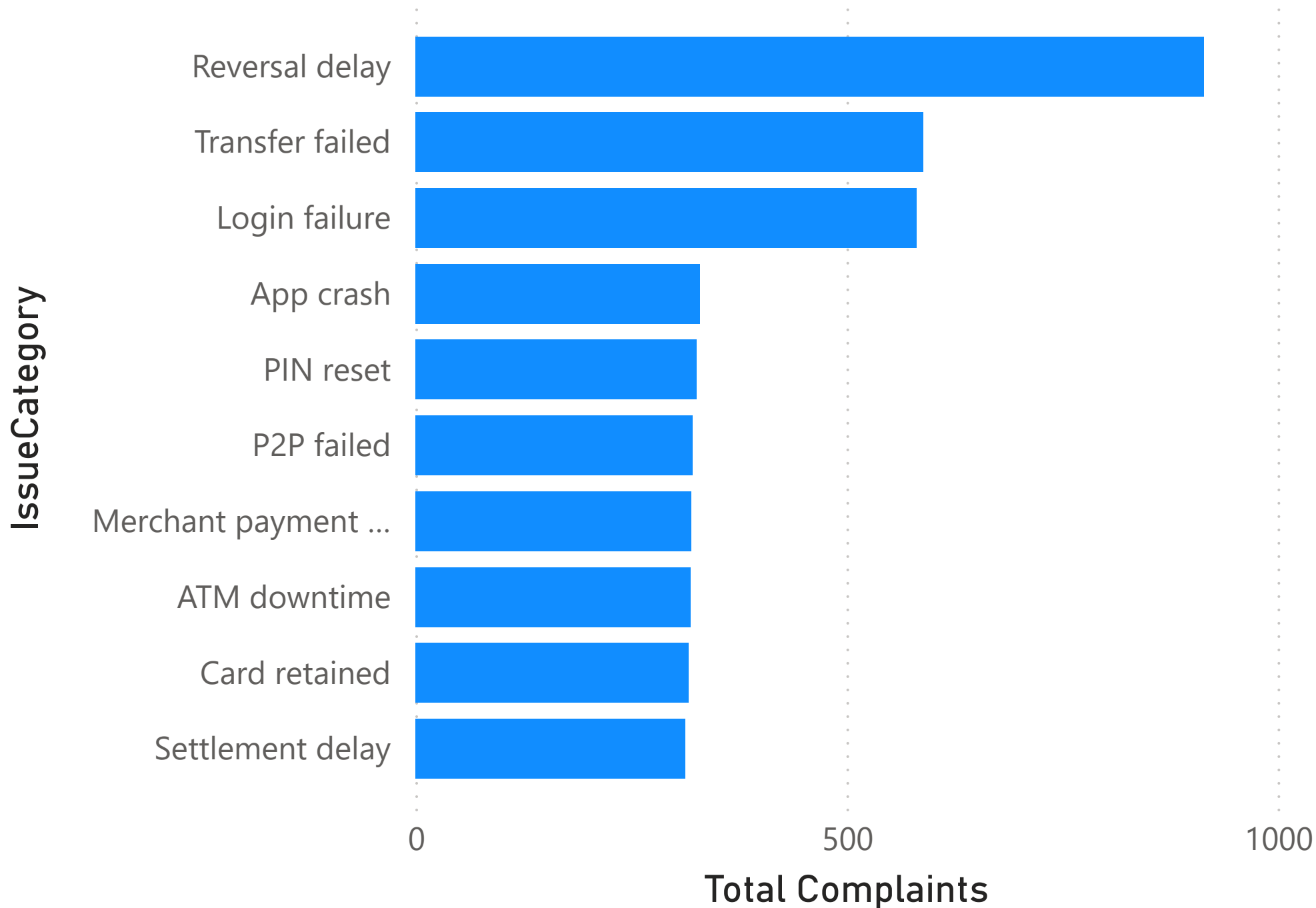Average Time To Resolution (Hours)

79.2%
SLA Compliance %

Total Complaints by Month

Top 10 Issue Categories

Product

| All | ▼ |

Channel

| All | ▼ |

Region

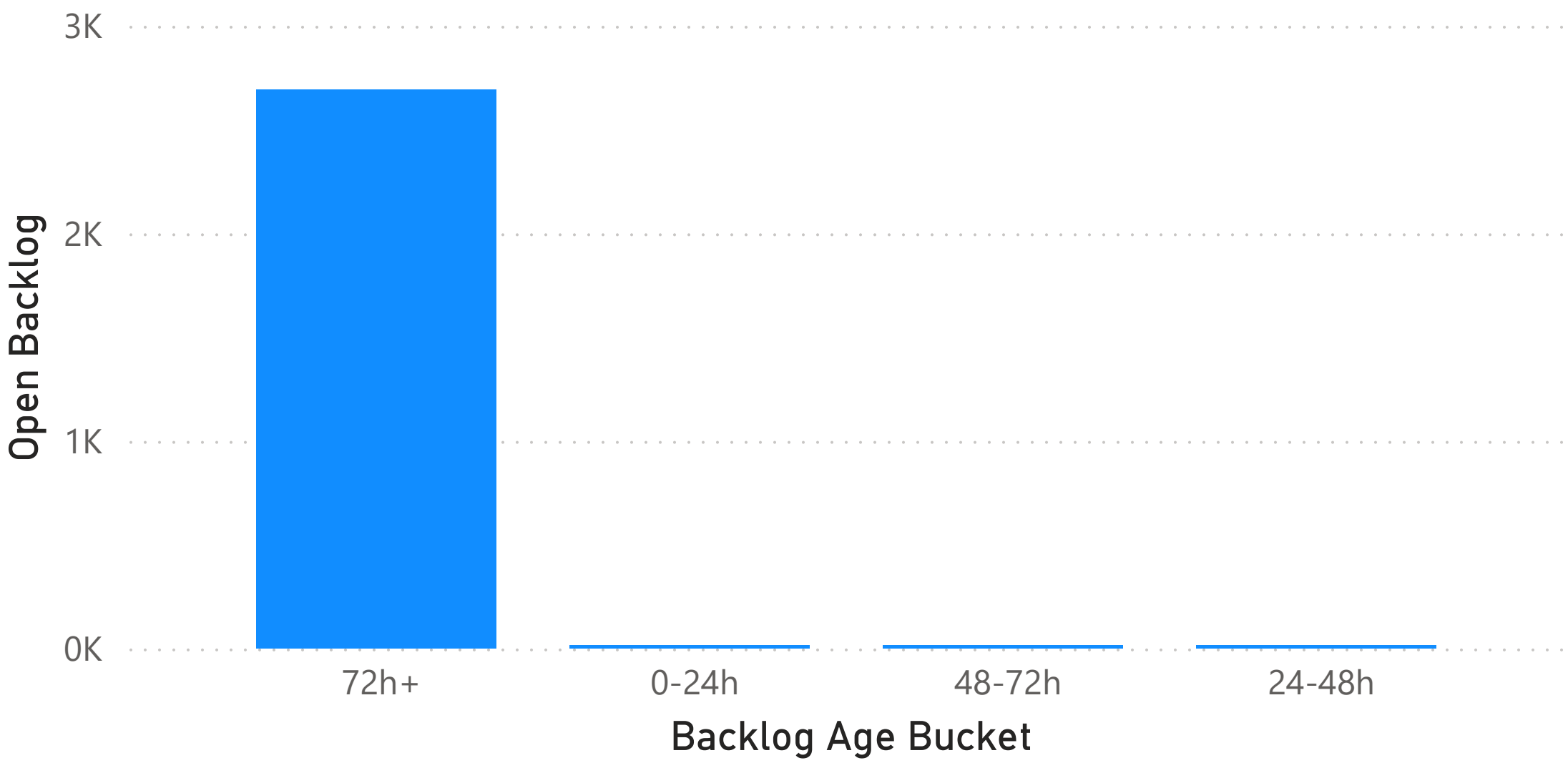| All | ▼ |

Segment

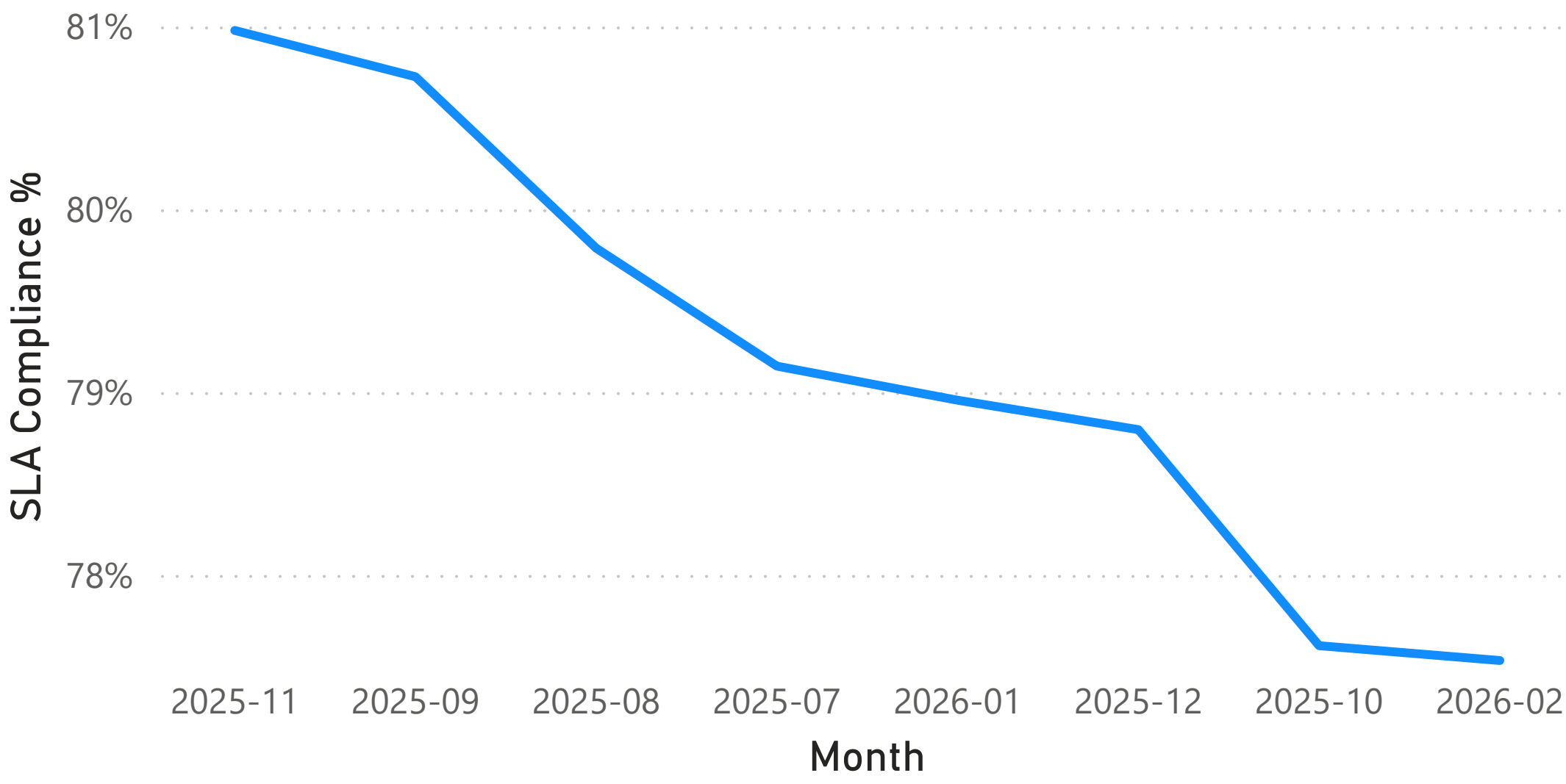| All | ▼ |

Month

| All | ▼ |

Open Backlog by Backlog Age Bucket

SLA Compliance % by Month

SLA Compliance % by Product & Channel

Product ▲	App	Branch	Call Centre	Email	Facebook	Live Chat	WhatsApp	X	Total
Accounts	72.1%	56.3%	59.4%	57.6%	66.9%	70.9%	68.5%	59.9%	**63.8%**
Agent Banking	90.7%	84.1%	86.2%	86.6%	82.9%	87.9%	91.3%	90.6%	**87.6%**
ATM	80.5%	64.8%	75.7%	73.3%	70.6%	77.7%	75.7%	63.4%	**72.8%**
Cards	77.6%	77.5%	74.1%	77.9%	77.0%	78.2%	77.0%	75.9%	**76.8%**
Internet Banking	92.3%	92.9%	92.8%	93.7%	98.7%	91.9%	94.0%	93.7%	**93.8%**
Loans	78.3%	70.9%	78.1%	70.5%	77.0%	79.9%	77.6%	75.6%	**76.1%**
Mobile Banking	94.0%	87.9%	90.8%	89.5%	87.7%	93.6%	95.5%	94.0%	**91.7%**
Payments	78.8%	61.1%	66.7%	65.3%	75.3%	75.2%	72.5%	73.4%	**71.2%**
Total	**83.2%**	**73.8%**	**77.9%**	**76.7%**	**79.6%**	**81.8%**	**81.8%**	**78.7%**	**79.2%**

Product

All ▾

Channel

All ▾

Region

All ▾

Segment

All ▾

Month

All ▾

Drivers of SLA Breaches

Top Escalation Drivers (Issue Category)

Channel ✕	Product ✕	IssueCategory ✕	Severity ✕
Branch	Accounts	KYC update	

SLA Breach Count
1928

Branch 291	Accounts 73	KYC update 33	Low 12
Call Centre 263	ATM 51	Charges dispute 23	Medium 12
Email 261	Payments 51	Balance discrepancy 9	High 9
X 253	Loans 37	Account blocked 8	

Top Escalation Drivers (Issue Category)

IssueCategory (vertical axis), Escalated Complaints (horizontal axis, 0 to 100):

- Reversal delay
- Transfer failed
- Login failure
- Bill payment f...
- Declined trans...
- Merchant pay...
- Wrong posting
- ATM downtime
- Beneficiary iss...
- P2P failed

IssueCategory	Accounts	Agent Banking	ATM	Cards	Internet Banking	Loans	Mobile Banking	Payments	Total
Account blocked	292								**292**
App crash							330		**330**
ATM downtime			319						**319**
Balance discrepancy	300								**300**
Beneficiary issues					292				**292**
Bill payment failed							302		**302**
Card blocked				293					**293**
Card retained			317						**317**
Cash not dispensed			274						**274**
Cash-out failed		299							**299**
Chargeback dispute				305					**305**
Charges dispute	286								**286**
Total	**1498**	**1538**	**1506**	**1491**	**1476**	**1441**	**1520**	**1530**	**12000**
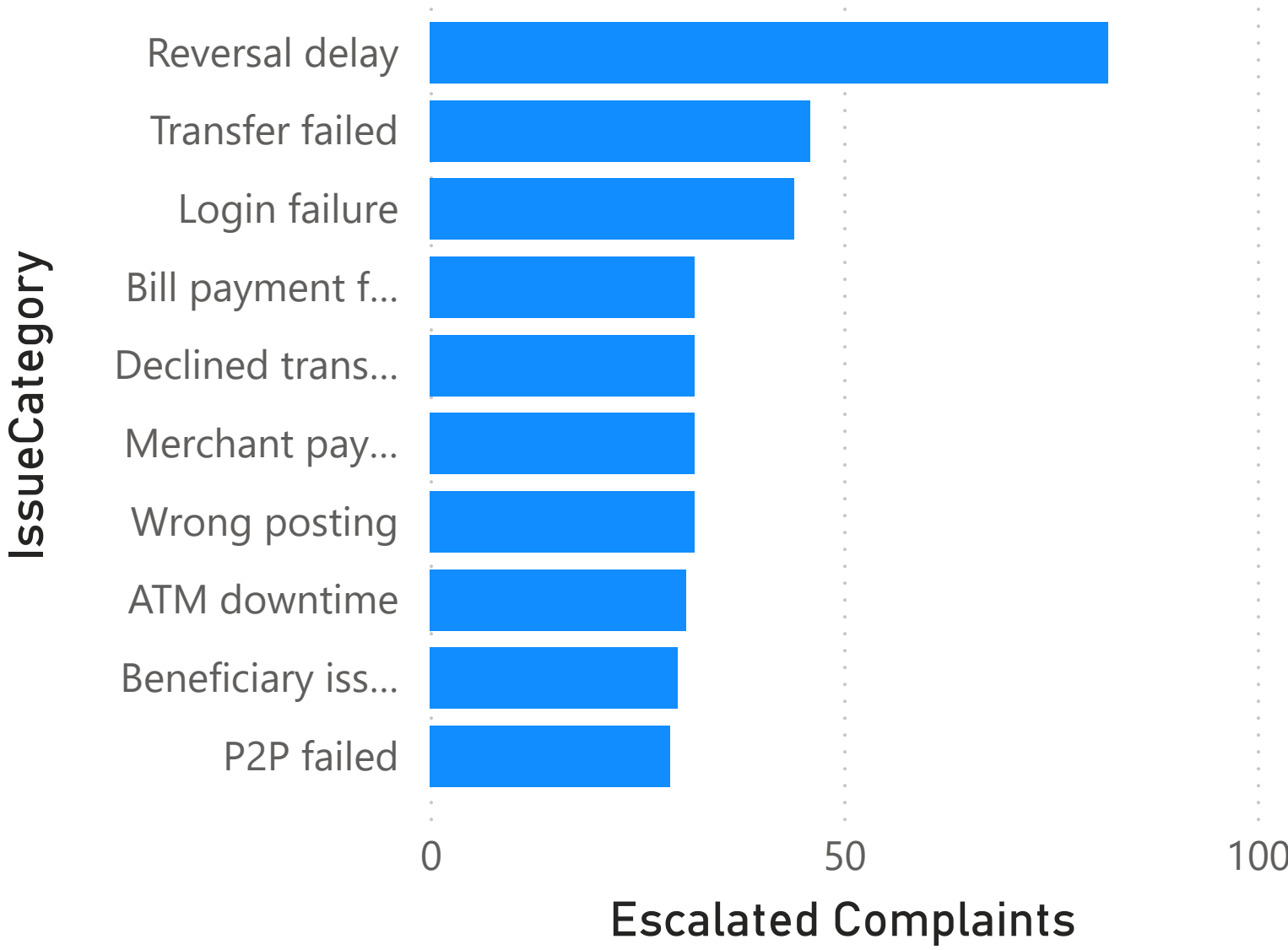
Product
All

Channel
All

Region
All

Segment
All

Month
All

IssueCategory	RootCauseHypothesis	Recommendation	Owner	Year	Quarter	Month	Day	ExpectedImpact
OTP not received	Telcom delays	Add OTP retry + alt OTP channel	Digital Ops	2026	Qtr 1	March	15	-15% repeat contacts

Product

All ⌄

Channel

All ⌄