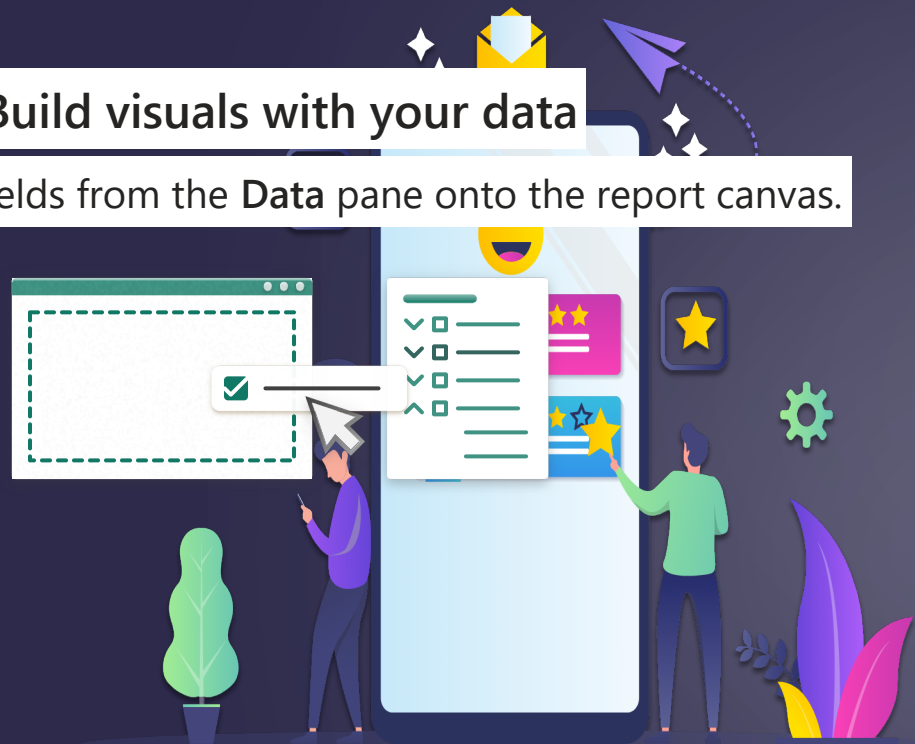


Complaint Insights

VIEW ANALYSIS

Build visuals with your data

Select or drag fields from the Data pane onto the report canvas.



Complaint Dashboard

Home Complaint Dashboard Complaint Analysis Investigator Analysis Key Influencers Complaint Distribution

Slicer

01-01-2020 15-08-2024

TOP N Selection

All

Cases Selection

Total Cases

Zone

All

Location

All

Escalated to

All

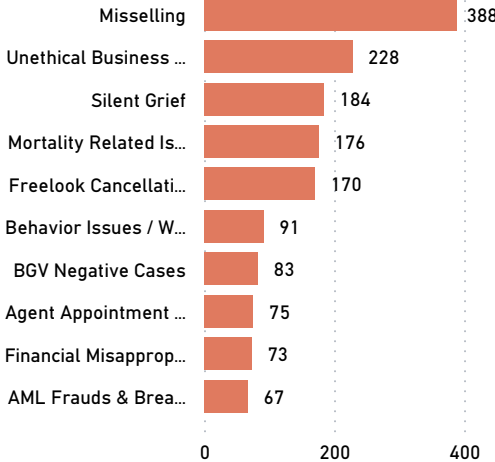
Status as on date

All

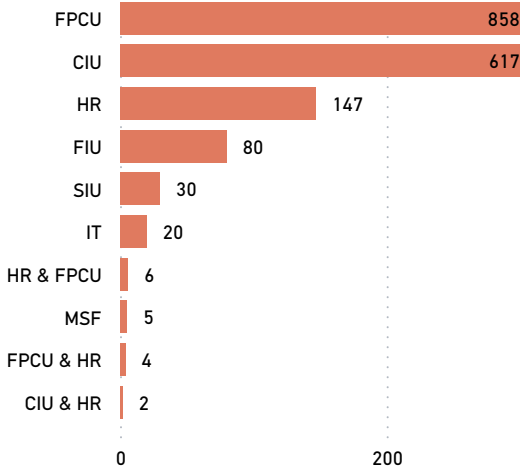
Allegation Substantiated

All

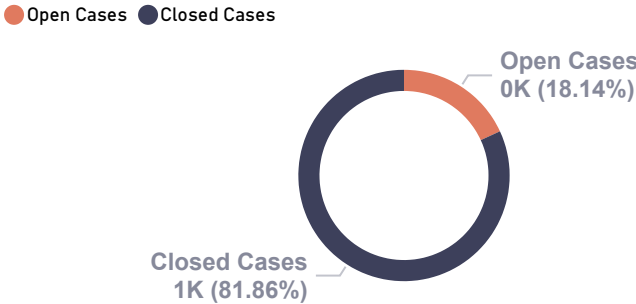
Total Cases By Category



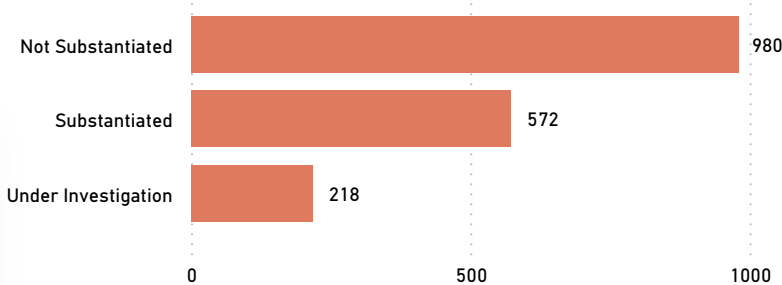
Total Cases By Allocated to (Team)



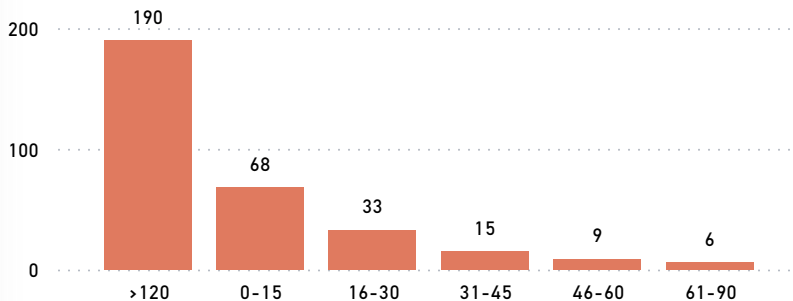
Open Cases and Closed Cases



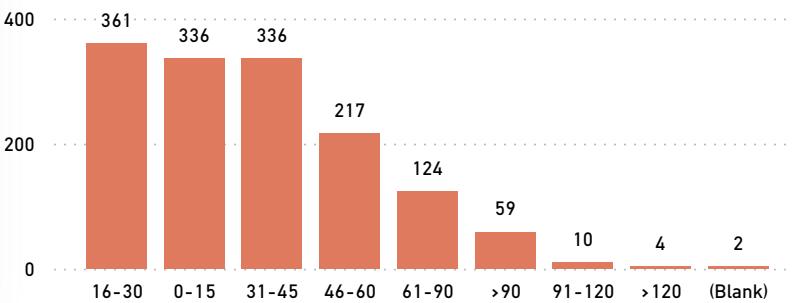
Total Cases By Allegation Substantiated



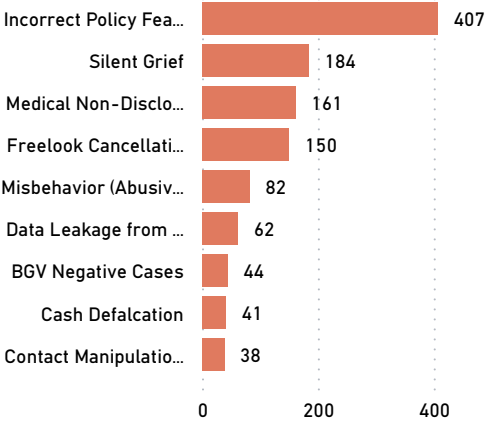
Open Cases by Aging Bucket



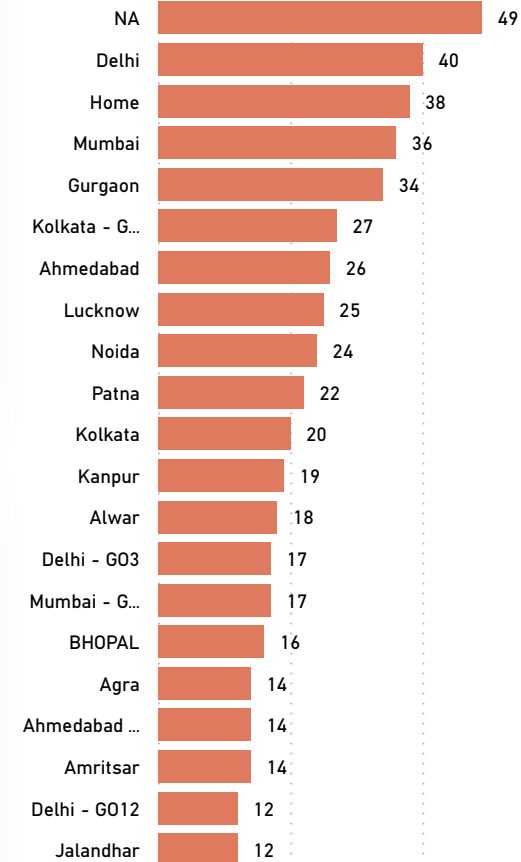
Closed Cases by Investigation TAT Bucket



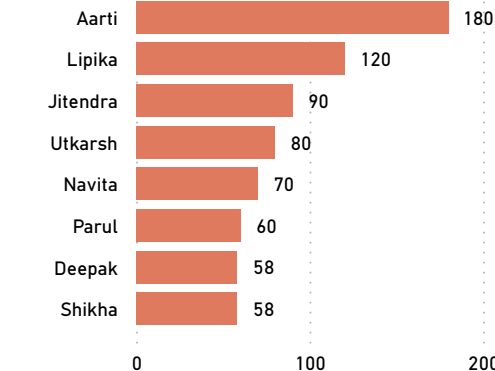
Total Cases By Sub-Category



Total Cases By Location



Total Cases By Investigator



Complaint Analysis

Home Complaint Dashboard **Complaint Analysis** Investigator Analysis Key Influencers Complaint Distribution

Slicer

Month Selection

January, 2023

Comparison Period

Previous Month

Investigation TAT Bucket

All

Zone

All

Location

All

Escalated to

All

Status as on date

All

Allegation Substantiated

All

CURRENT MONTH

120



LAST MONTH

50



Q1

120



Q2

150



Q3

120

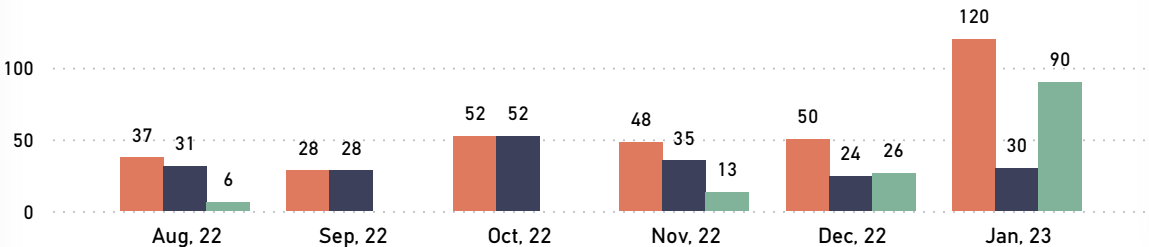


Q4

119

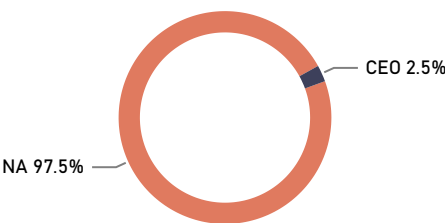
Total Cases, Closed Cases and Open Cases by Last 6 Month

● Last 6M Total Cases ● Last 6M Closed Cases ● Last 6M Open Cases



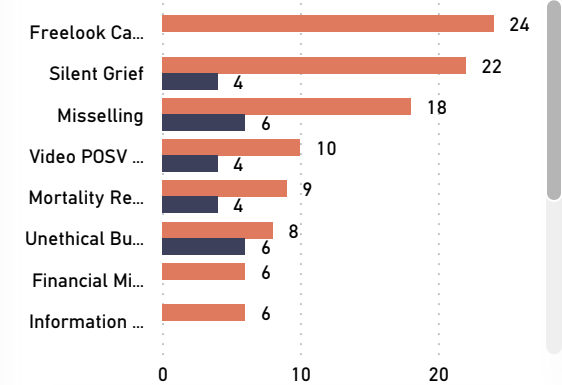
Total Cases by Escalated to

● NA ● CEO



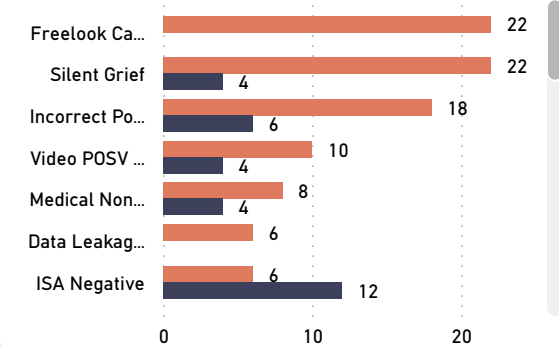
Current vs. Previous Month By Categories

● Current Period Comparison ● Previous Period Comparison



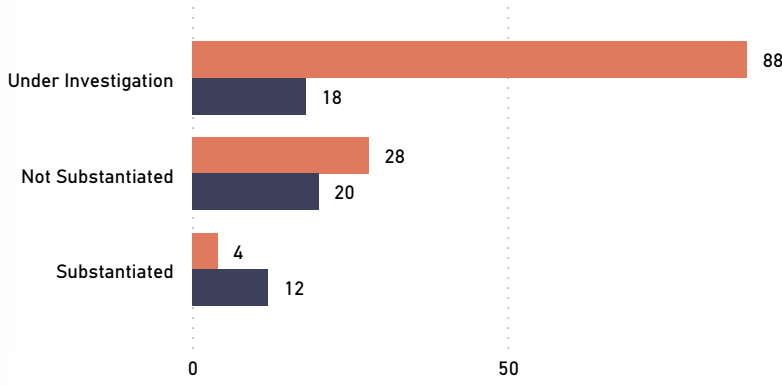
Current vs. Previous Month By Sub Categories

● Current Period Comparison ● Previous Period Comparison



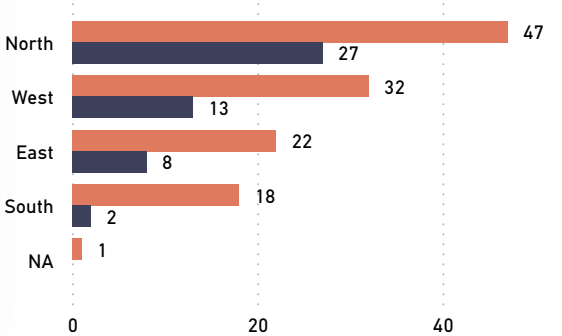
Current vs. Previous Month By Substantiated

● Current Period ● Previous Period



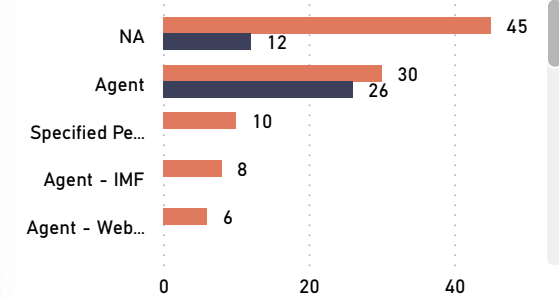
Current vs. Previous Month By Sub Zone

● Current Period Comparison ● Previous Period Comparison



Current vs. Previous Month By Designation

● Current Period Comparison ● Previous Period Comparison



Type	Aug, 22	Sep, 22	Oct, 22	Nov, 22	Dec, 22	Jan, 23
Total Cases	37.00	28.00	52.00	48.00	50.00	120.00
Open Cases	6.00			13.00	26.00	90.00
Closed Cases	31.00	28.00	52.00	35.00	24.00	30.00
Closed Cases %	83.78%	100.00%	100.00%	72.92%	48.00%	25.00%
Open Cases %	16.22%			27.08%	52.00%	75.00%

Investigator Analysis

Home Complaint Dashboard Complaint Analysis Investigator Analysis Key Influencers Complaint Distribution

Slicer

01-01-2020



15-08-2024



TOP N Selection

All

Cases Selection

Closed Cases

Zone

All

Location

All

Escalated to

All

Status as on date

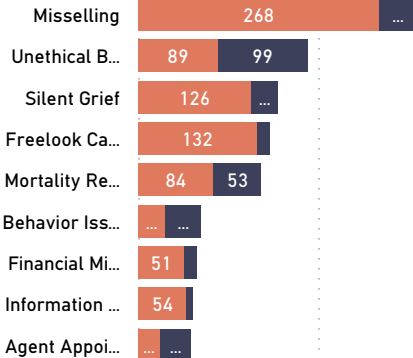
All

Allegation Substantiated

All

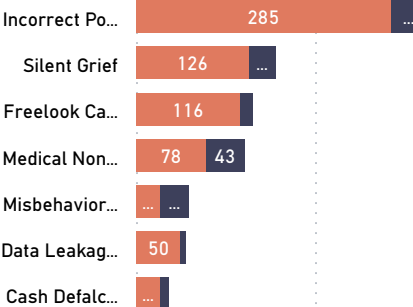
Closed Cases By Category

In TAT Out TAT



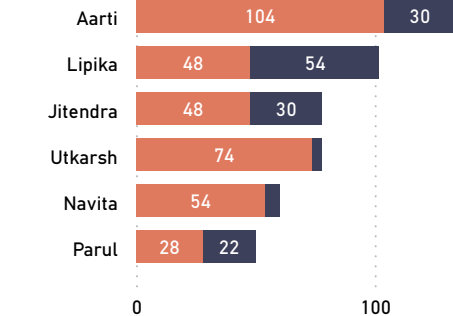
Closed Cases By Sub-Category

In TAT Out TAT



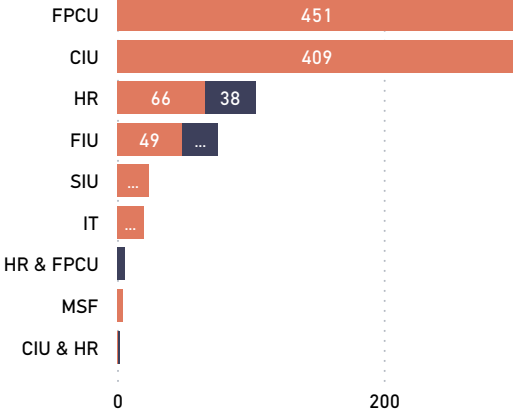
Closed Cases By Investigator

In TAT Out TAT



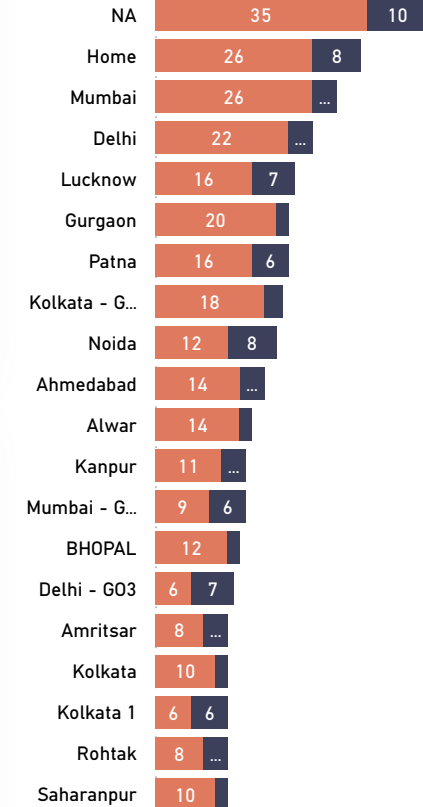
Closed Cases By Allocated to (Team)

In TAT Out TAT



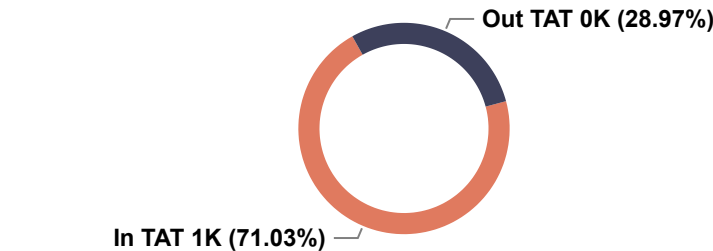
Closed Cases By Location

In TAT Out TAT



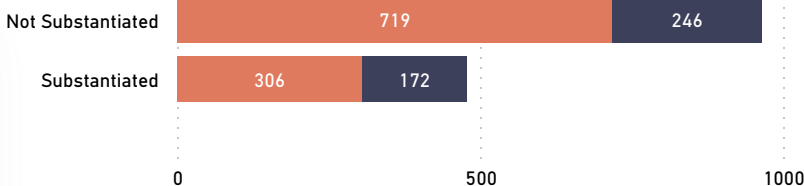
TAT for Closed Cases.

In TAT Out TAT



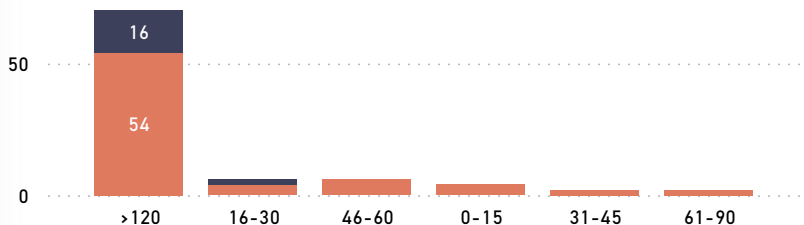
Closed Cases By Allegation Substantiated

In TAT Out TAT



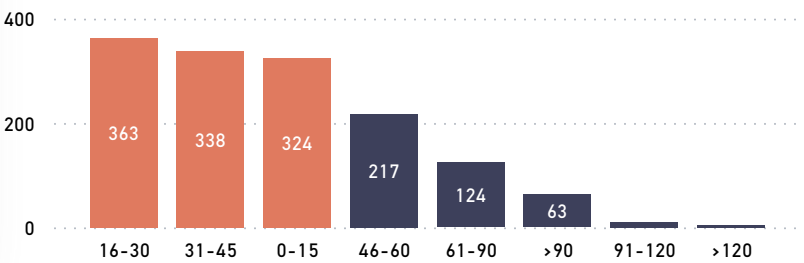
Open Cases by Aging Bucket and IN TAT/ Out TAT

In TAT Out TAT



Closed Cases by Investigation TAT and IN TAT/ Out TAT

In TAT Out TAT



2024

2023

2022

2021

2020

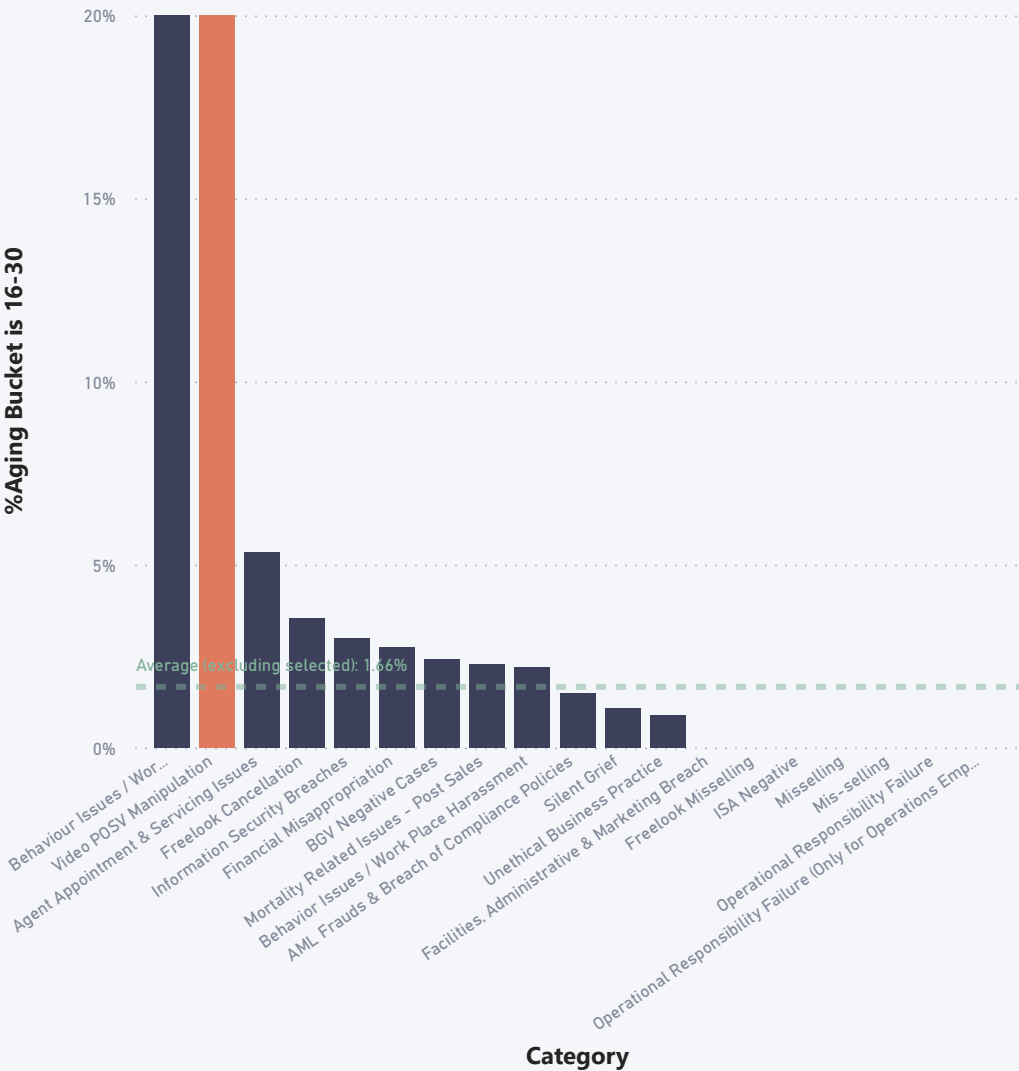
Key influencers

Top segments

What influences Aging Bucket to be 16-30 ?



← Aging Bucket is more likely to be 16-30 when Category is Video POSV Manipulation than otherwise (on average).



☐ Only show values that are influencers

Sort by: Impact Count

Open Cases Closed Cases

2024 2023 2022 2021 2020

Distribution Tree By Open Cases.

