

Customer Support Dashboard

Ticket Creation

Total number of Tickets created per Quarter

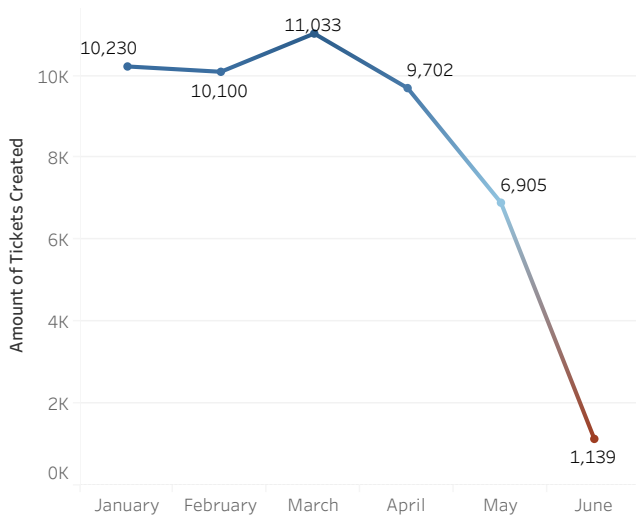
| 2021 | |
|--------|--------|
| Q1 | Q2 |
| 31,363 | 17,746 |

Support Channel

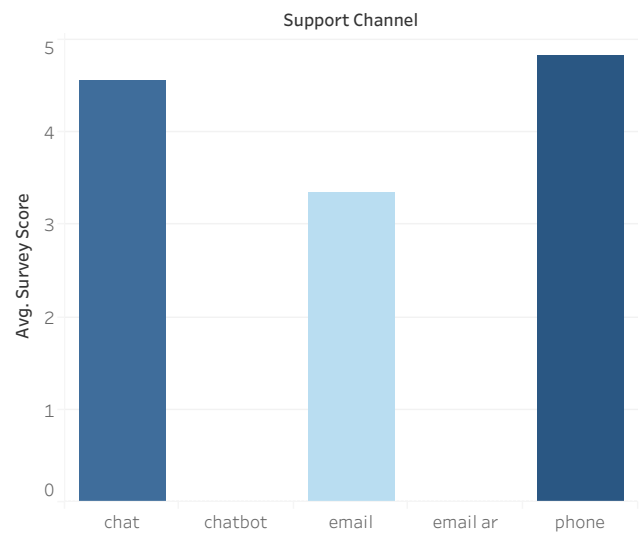
Type of Support Channel used for Resolution

| chat | chatbot | email | email ar | phone |
|--------|---------|--------|----------|-------|
| 28,407 | 422 | 14,917 | 818 | 4,545 |

Amount of Monthly Tickets Created



CSAT Score by Support Channel



Source Data:
2021 Dropbox Customer Support CSV