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Product Team CX Dashboards

Activators CX Dashboard

❤

🔗

Ticket Created Date

Last 30 Days

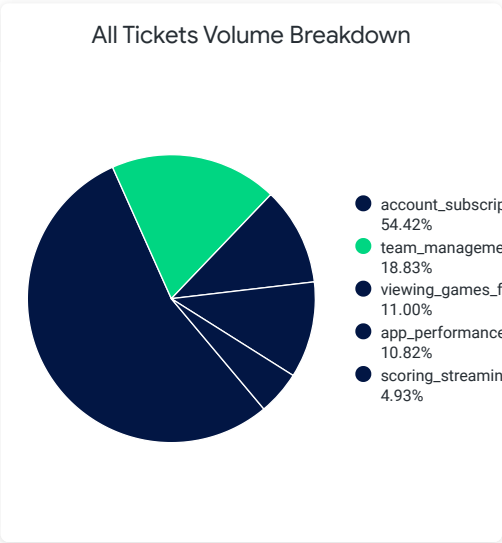
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Activators CX Dashboard

Overall Numbers



9,011

Overall CX Ticke...

84.93%

Overall CX CSAT

0.67

Overall Res. Tim...

107

Overall Escalate...

Activators-Owned Ticket Numbers

1,575

Tickets Volume

-22.1%

Volume MoM

91.63%

Activators CSAT

+2.6%

CSAT MoM

0.47

Final Resolution ...

-69.6%

Res. Time MoM

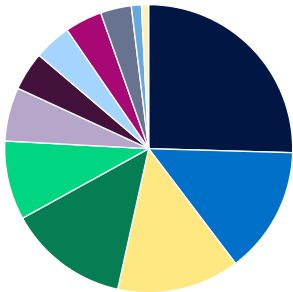
18

Escalated Tickets

+157.1%

Escalation MoM

Activators Owned Tickets Volur



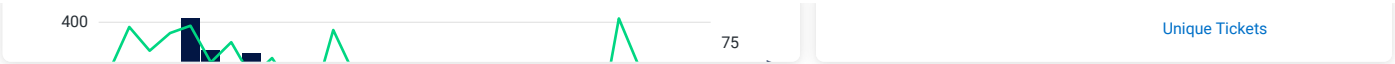
Activators Tickets: Volume Over Time

Activators Owned Tickets: Top Categories

Activators Tickets Flc

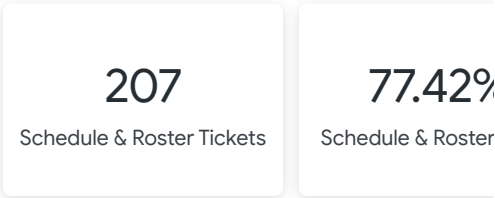
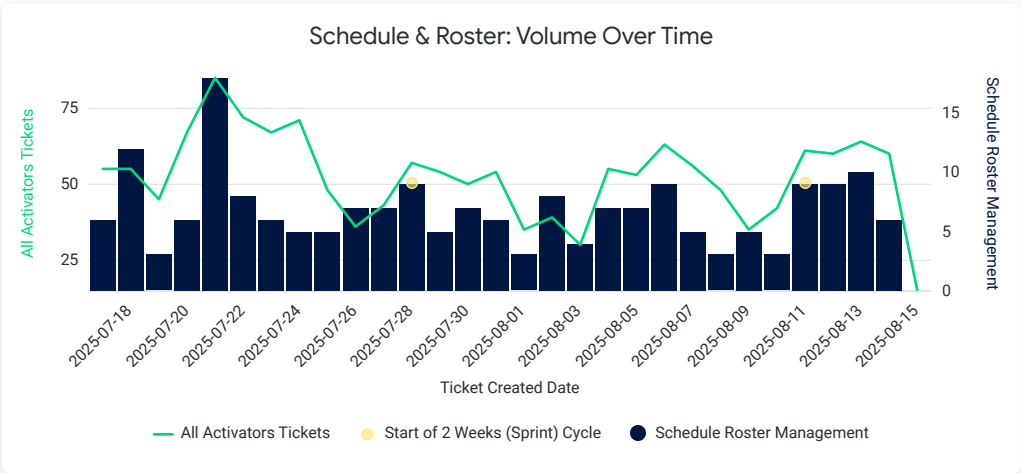
<https://gamechanger.bdm6csnxpndmt>





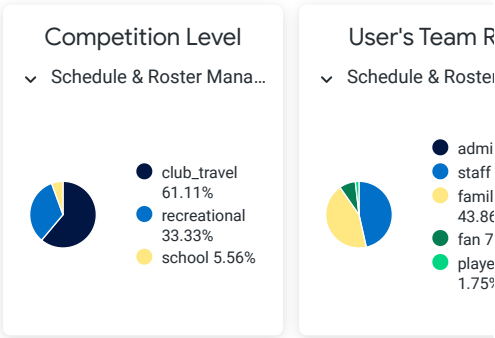
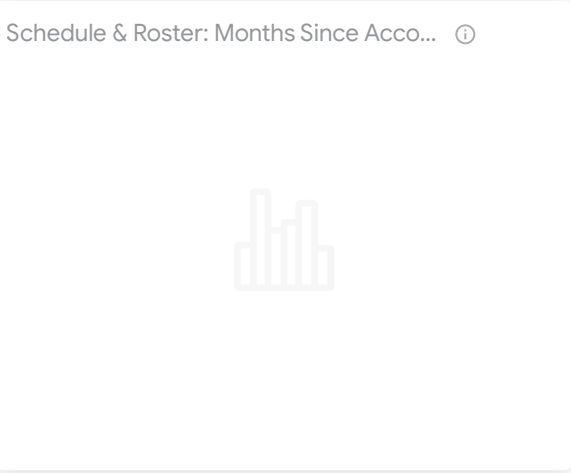
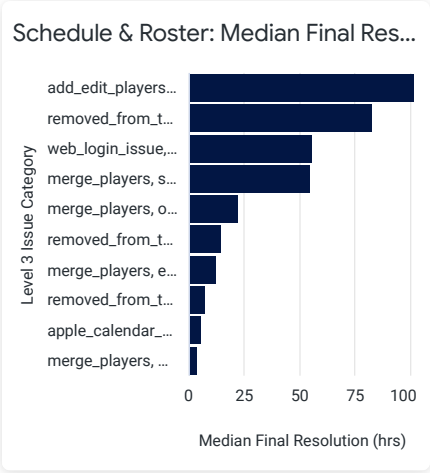
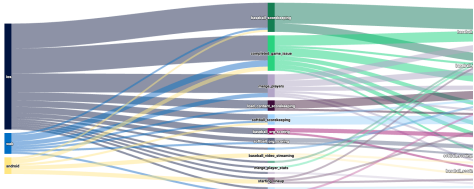
Schedule & Roster Management

Level 2 = team_creation_editing



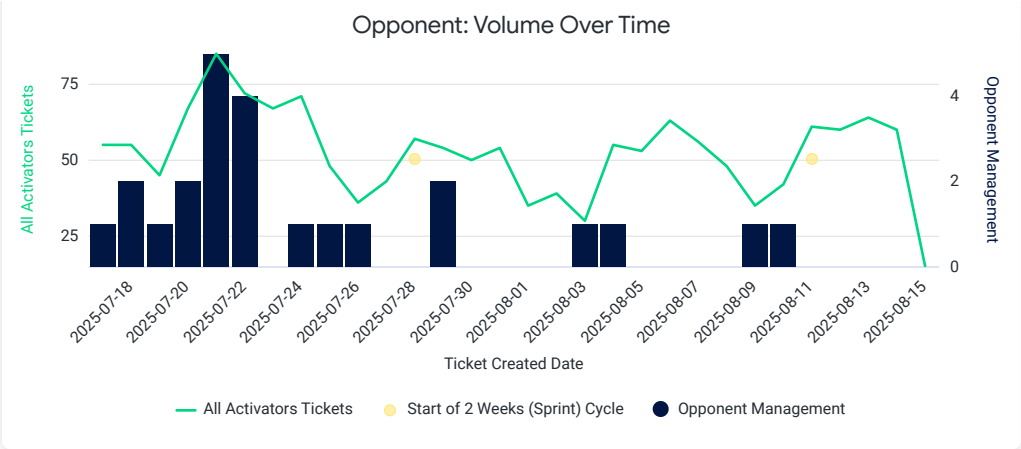
Schedule & Roster: Ticket Flow by Bil Platform

<https://gamechanger.looker.com/sql/txfcxjryhx9gq?tog>



Opponent Management

Level 2 = opponent_management

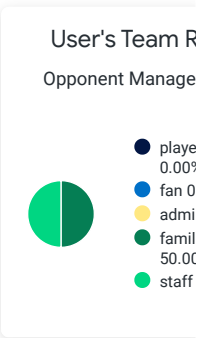
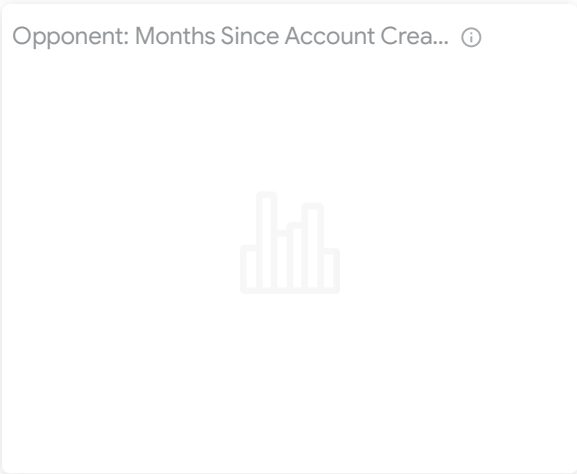
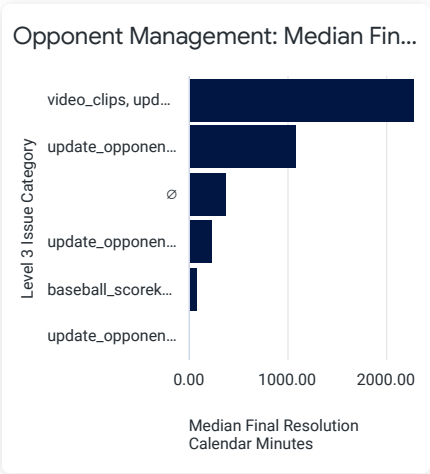
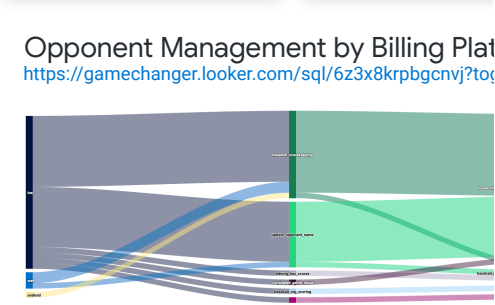


24

Opponent Tickets

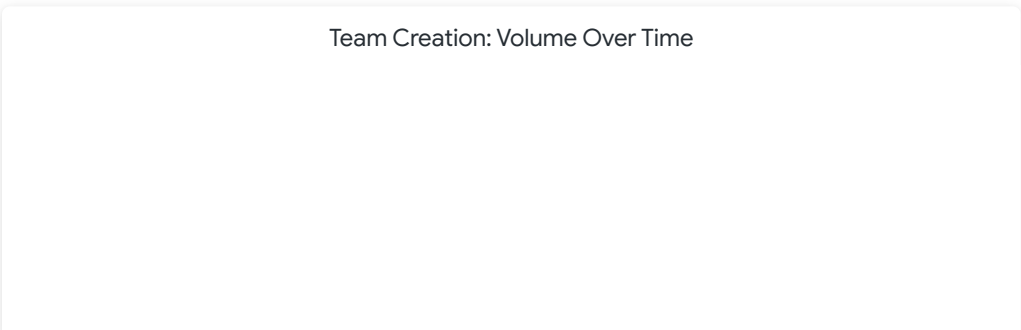
100.00

Opponent CS.



Team Creation & Editing

Level 2 = team_creation_editing



184

Team Creation Tickets

97.78%

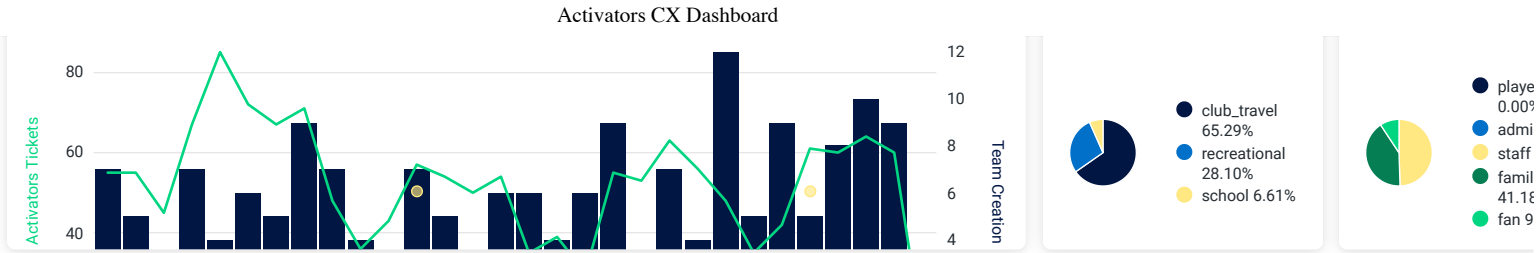
Team Creation C

Competition Level

Team Creation & Editing

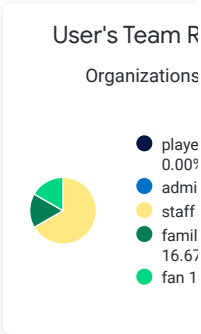
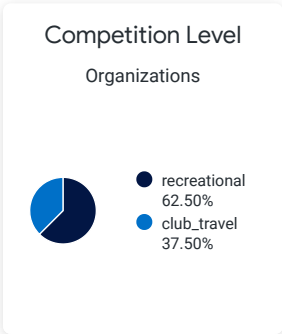
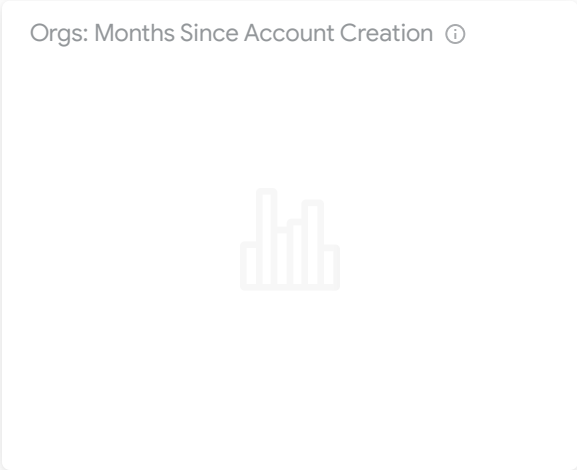
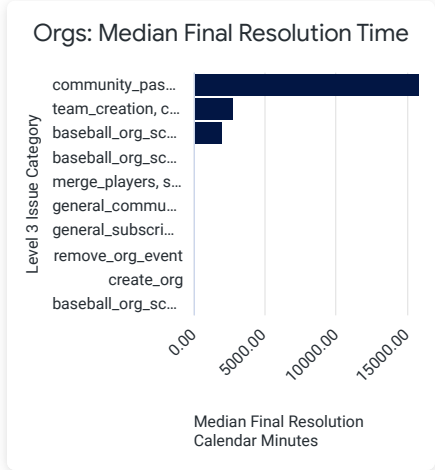
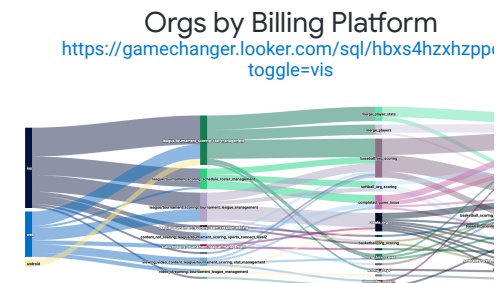
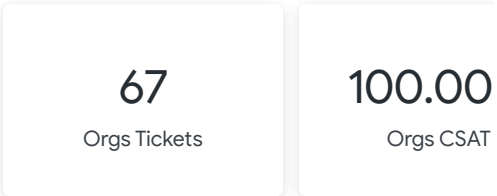
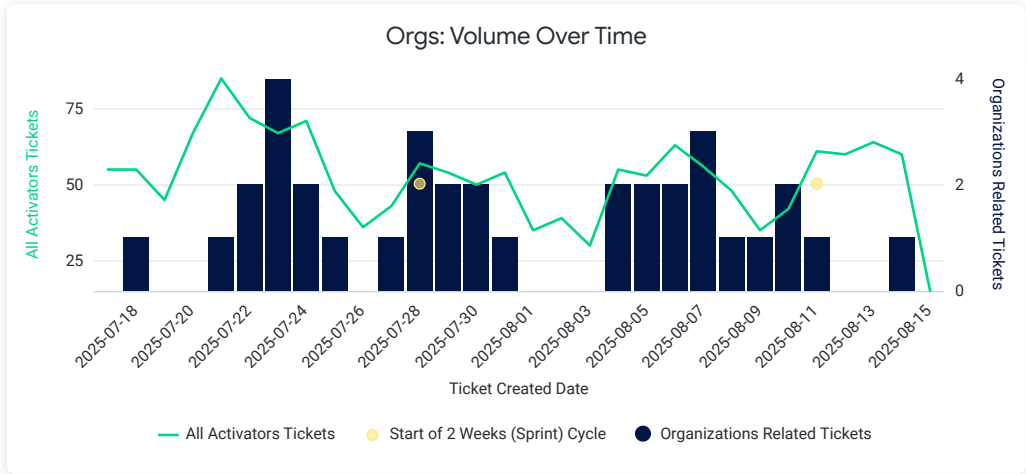
User's Team R

Team Creation & E

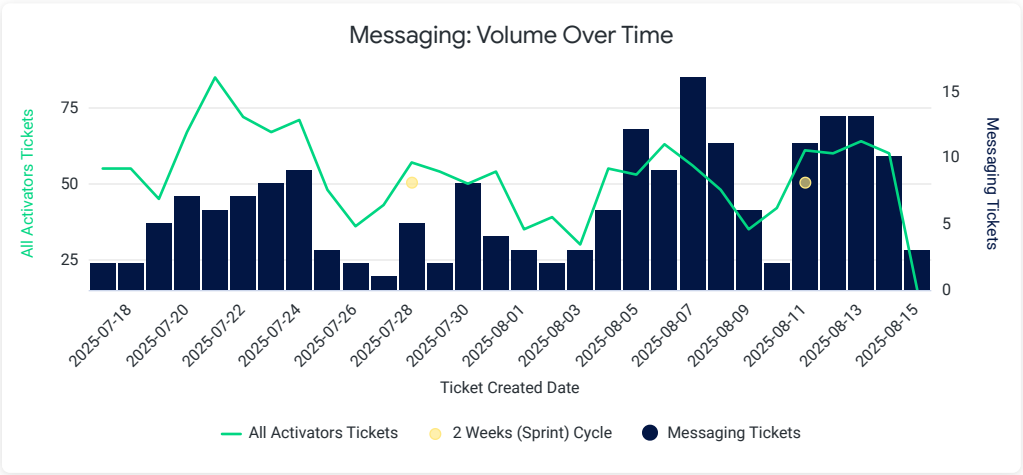


Organization Related Tickets

Level 3 = baseball_org_scorekeeping; org_creation, etc.



Messaging
Level 2 = messaging_level2



Messaging: Months Since Account Cre... ⓘ



☐ Development Mode ⓘ