

# Customer Support Overview: Performance & Insights

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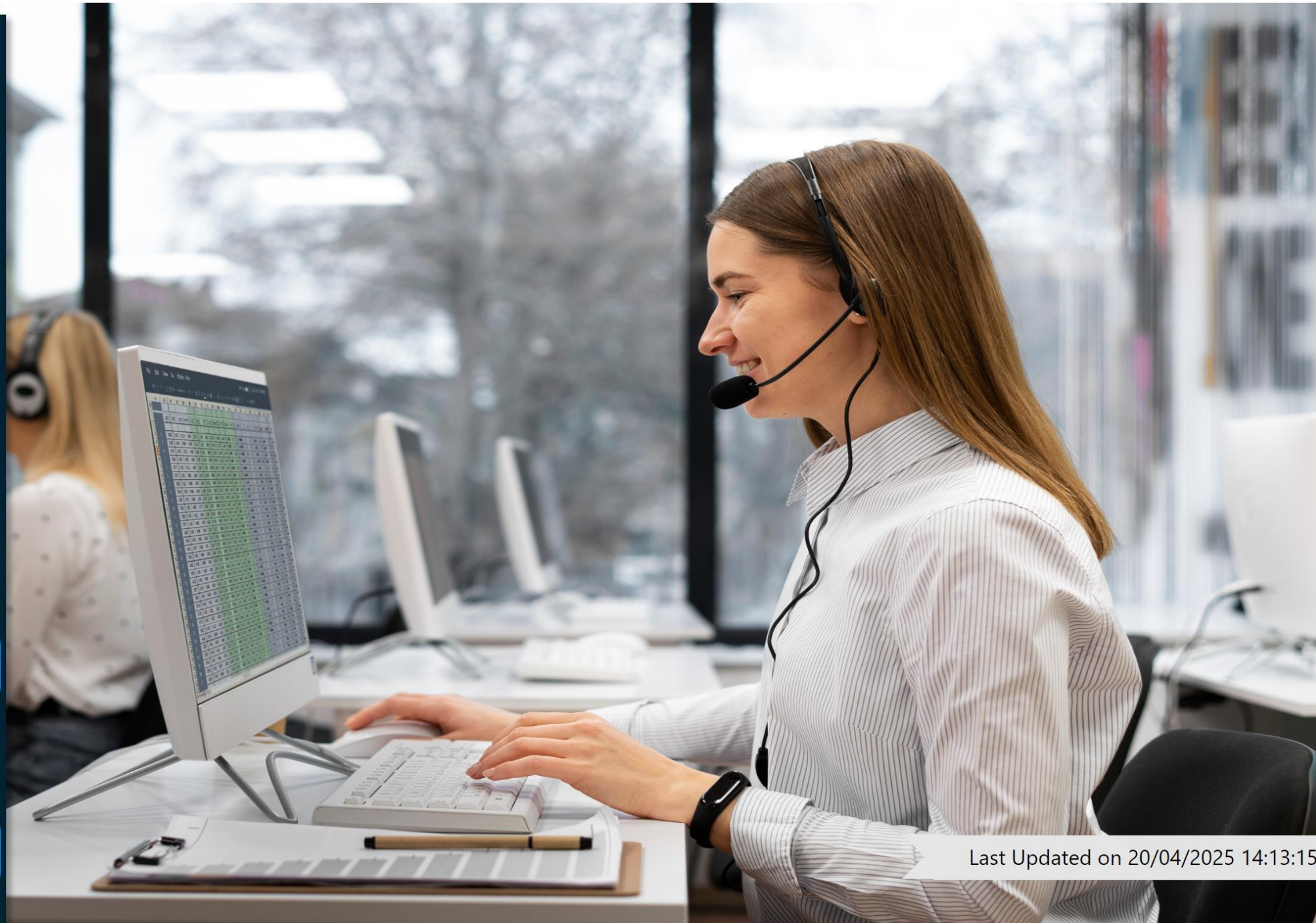
**Executive Overview**



**Customer Satisfaction**



**Resolution & Response**



Last Updated on 20/04/2025 14:13:15

← Back to Cover



Year

Todas

Month

Todas

Channel

Chat

Phone

Email

Social media

Ticket Priority

Low

High

Medium

Critical

## How is our customer support performing overall?

→ Customer Satisfaction Breakdown

Total Tickets Created

8,47 mil

Tickets Closed

2,77 mil

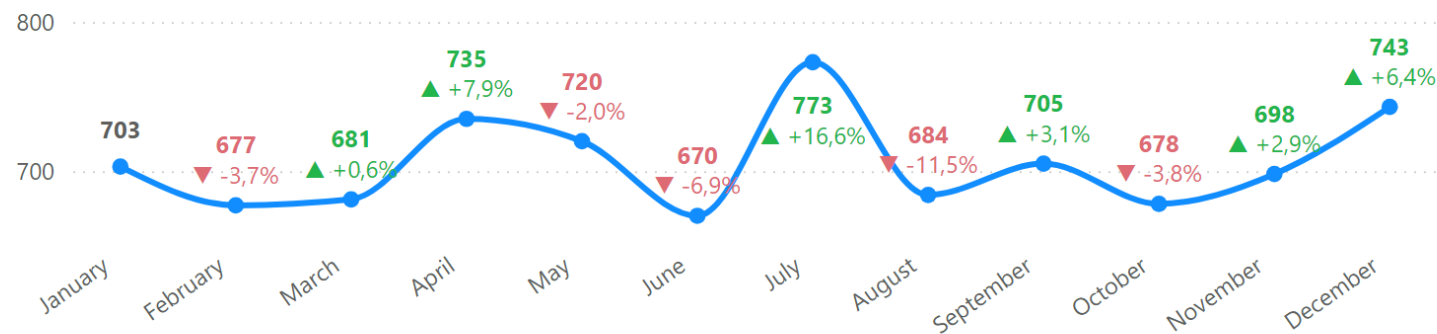
Avg. Resolution Time (Days)

2,17

Avg. CSAT

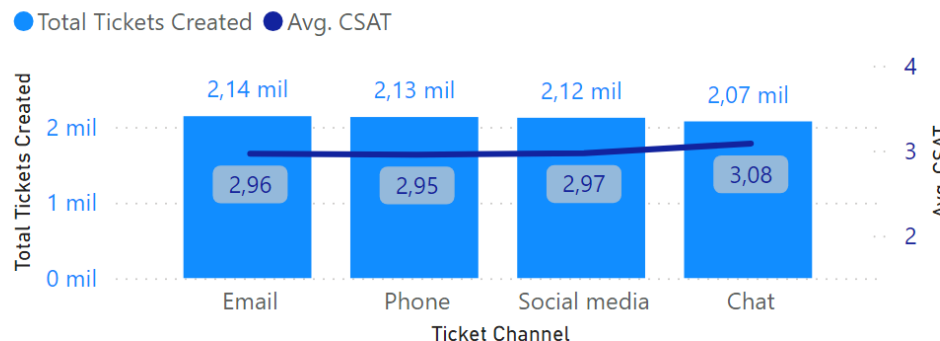
2,99

### How has the Total Number of Tickets changed over time?

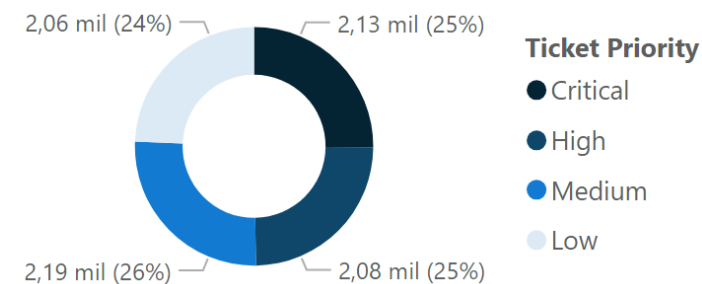


**Ticket Volume Trend:** The highest ticket volume was seen in July with a peak of 773 tickets, while June recorded the lowest volumes, 670 tickets.

### How does Ticket Volume and Satisfaction vary by Channel?



### What is the distribution of Tickets by Priority Level?



Donut chart

Bar chart

Back to Cover



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## Customer Satisfaction Breakdown | Customers Speak - We listen

Resolution & Response Times

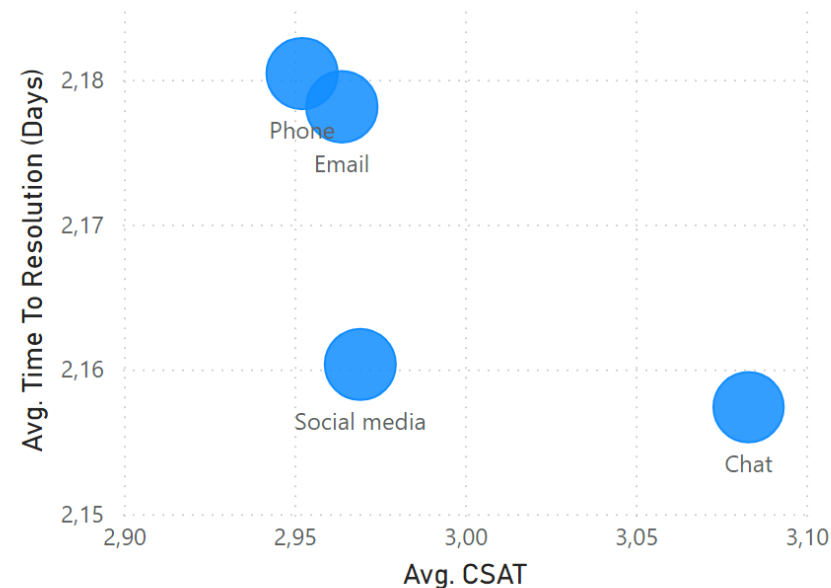
Top Rated Product  
Dyson Vacuum Cleaner

Lowest Rated Product  
Fitbit Versa Smartwatch

Best Channel  
Chat

Highest Rated Priority  
Medium

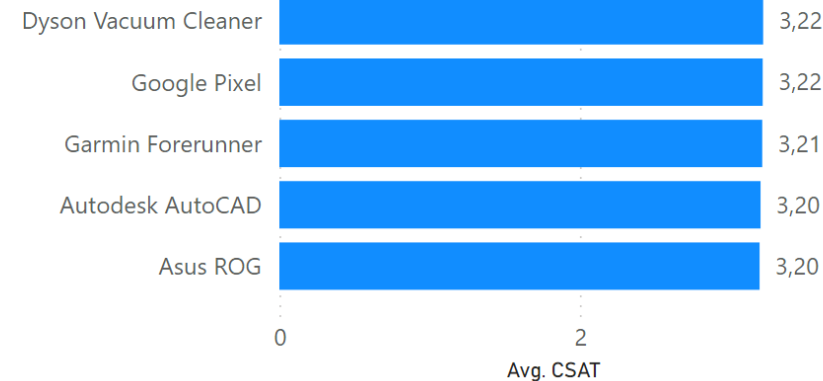
### Does Speed Impact Satisfaction?



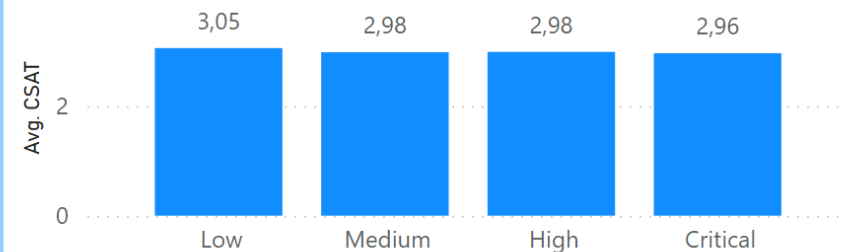
### What Are the Top N Products Based on Customer Satisfaction?

Explore Top Products by Rating

5



### How Does Customer Satisfaction vary by Ticket Priority?



← Back to Cover



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## How Efficiently Are Tickets Being Resolved?

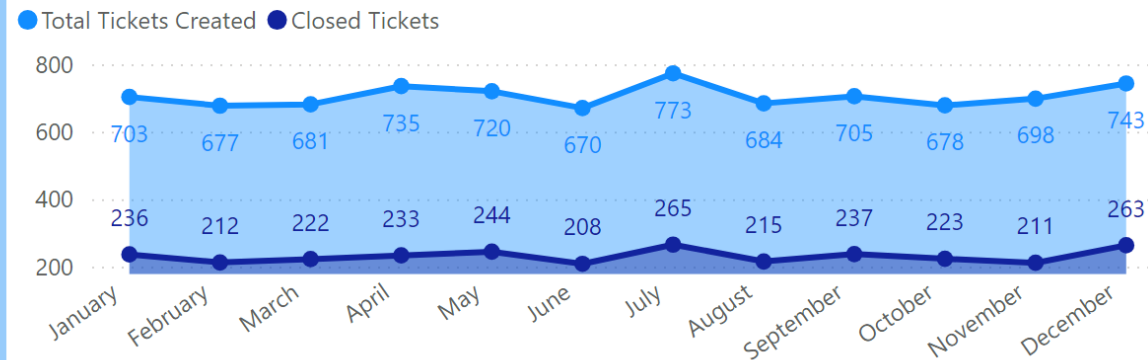
Avg. Time To First Response (Hours)

4,04

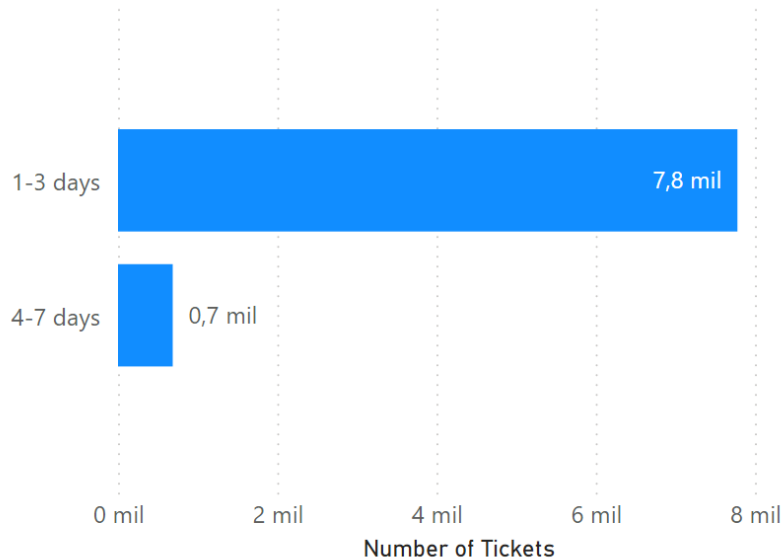
Avg. Time To Resolution (Days)

2,17

### Created vs Closed: What's the Monthly Balance?



### How long does it take to resolve tickets?



### How do response times vary across channels?

