1. Could you provide more details about the specific metrics or key performance indicators (KPIs) that are currently used to measure customer satisfaction and operational efficiency?
2. Is there any additional information available regarding the types of strategies or initiatives that have been previously implemented to address repeat caller issues?
3. Are there any specific compliance or privacy regulations that we need to consider when handling and analyzing the customer support call data?
4. Could you clarify the level of granularity required for analyzing the problem types? For example, do stakeholders need insights into specific subcategories within each problem type?
5. Are there any particular trends or patterns that stakeholders have observed in the customer support call data that they would like us to explore further in the dashboard analysis?