

REPORT HIGHLIGHTING COMMON CUSTOMER ISSUES WITH AVERAGE RESOLVE TIME

FILTERS

Ticket Priority	(All)
Month of Purchase	(All)
Quarters	(All)

IMPORTANT NOTE

Ticket Status: CLOSED

Main Issue	Avg Hours to Resolve	Avg Customer Satisfaction Rating	Frequency of Issue
Account Access and Recovery Issue	6.48	1.02	363
2020	6.29	1.06	182
2021	6.71	0.97	181
Firmware Update Issue	6.68	0.95	449
2020	7.57	1.02	225
2021	5.65	0.87	224
Product Purchasing Issue	7.88	0.95	3724
2020	8.09	1.00	1846
2021	7.64	0.90	1878
Product Setup Issue	7.40	1.00	3313
2020	7.39	1.01	1673
2021	7.40	0.98	1640
Software Update Issue	7.90	1.05	442
2020	8.97	0.97	227
2021	7.10	1.13	215
Wi-Fi Connection and Product Compatibility Issue	8.06	1.03	178
2020	6.41	1.02	83
2021	10.07	1.04	95
Grand Total	7.57	0.98	8469

RECOMMENDATIONS

Concerning Points

- 1) Automated Ticket Routing
- 2) Balancing number of agents for Peak Time Performance
- 3) Monitor workloads using dashboards

NOT RESOLVED: 2881
NOT RESPONDED: 2815
DATA ERRORS: 1363