### \*CUSTOMER SUPPORT DATA ANALYSIS &

### **TICKET RESOLUTION**

# Summary Report on Frequently Reported Problems and Recommended Process Improvements

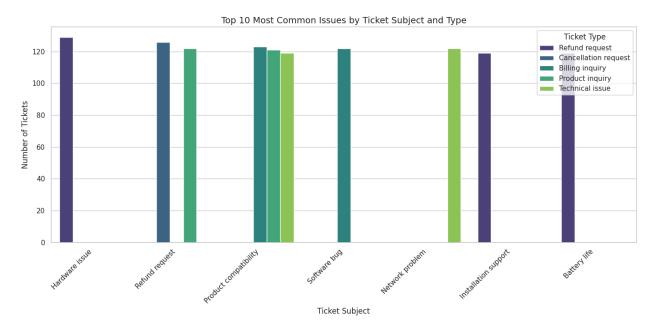
### 1. Executive Summary

This report analyzes customer support tickets to identify the most frequent issues faced by users, their priority levels, and how effectively they were resolved. It aims to highlight recurring problems and provide actionable recommendations to improve customer satisfaction and service efficiency.

### 2. Frequently Reported Problems

The following table summarizes the five most commonly reported problems, grouped by ticket type and subject:

Ticket Type	Ticket Subject	Count
Refund request	Hardware issue	129
Cancellation request	Refund request	126
Billing inquiry	Product compatibility	123
Billing inquiry	Software bug	122
Technical issue	Network problem	122

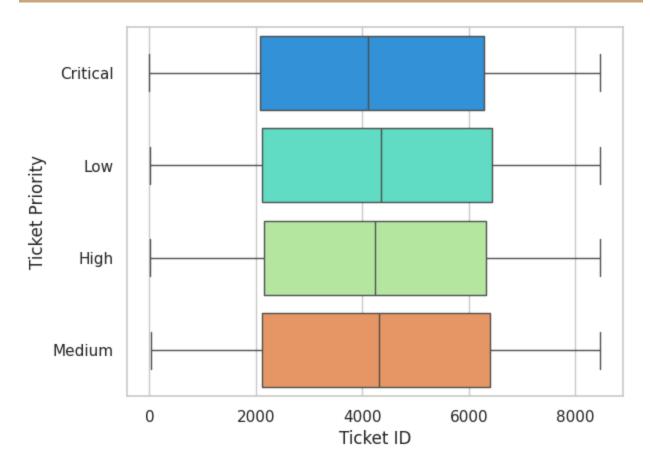


### 3. Root Cause Analysis

- Hardware Issues: product quality control problems or lack of post-sale support.
- Refund Requests under Cancellations: Likely indicates confusion in return/refund policies.
- **Product Compatibility**: Implies poor product documentation or system requirement mismatch.
- **Software Bugs**: May result from lack of quality assurance or testing.
- Network Problems: Possibly linked to infrastructure issues or lack of technical support.

### 4. Priority Analysis

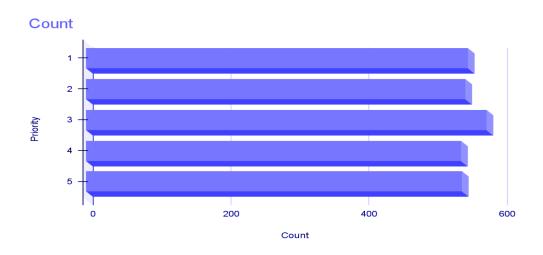
Priority	Count
Medium	2,192
Critical	2,129
High	2,085
Low	2,063



# **5. Resolution Time Insights**

• Average Time to Resolution: ~ -0.06 hours

## **6. Customer Satisfaction Ratings**



#### 7. Recommendations

- **For Hardware Issues**: Implement stricter quality checks and streamline warranty claims.
- **For Refund and Cancellation**: Simplify and clearly communicate refund/cancellation policies.
- **For Compatibility Complaints**: Improve documentation and offer compatibility check tools.
- For Software Bugs: Increase testing and feedback loops before deployment.
- **For Network Issues**: Provide clearer network setup guides or remote troubleshooting support.

#### 8. Conclusion

Frequent support requests in critical areas such as refunds, billing, and technical problems highlight the need for systemic improvements. By addressing the root causes and implementing the suggested process improvements, overall customer experience and operational efficiency can be significantly enhanced.