

CUSTOMER SERVICE PERFORMANCE REPORT

May 2024

EXECUTIVE SUMMARY

The Customer Service team achieved exceptional performance in May 2024, with customer satisfaction scores reaching 4.8/5.0 and first-call resolution rates improving to 87%. The implementation of AI-powered chatbots has significantly improved response times while maintaining high quality support.

KEY PERFORMANCE METRICS

Metric	May 2024	April 2024	Target	Status
Customer Satisfaction	4.8/5.0	4.6/5.0	4.5/5.0	✓ Exceeded
First Call Resolution	87%	84%	85%	✓ Exceeded
Average Response Time	2.3 minutes	3.1 minutes	3.0 minutes	✓ Exceeded
Ticket Volume	3,247	2,981	N/A	↑ Increasing
Agent Utilization	76%	74%	75%	✓ On Target
Escalation Rate	8%	11%	10%	✓ Improved

TICKET ANALYSIS

Total tickets processed: 3,247 (8.9% increase from April) Ticket Categories: • Technical Issues: 1,624 tickets (50%) • Account Management: 649 tickets (20%) • Product Questions: 487 tickets (15%) • Billing Inquiries: 325 tickets (10%) • Feature Requests: 162 tickets (5%) The increase in technical issues is primarily due to CloudMax platform onboarding, which is expected as we scale our customer base. However, the resolution time for technical issues has improved by 15% due to better documentation and training. Common Issues Resolved: • CloudMax login problems: 234 tickets (average resolution: 8 minutes) • DataFlow integration issues: 189 tickets (average resolution: 45 minutes) • SmartWidget Pro configuration: 156 tickets (average resolution: 22 minutes)

AI CHATBOT PERFORMANCE

Our AI chatbot system handled 2,367 inquiries in May (73% of total volume): • Successfully resolved without human intervention: 1,892 tickets (80%) • Escalated to human agents: 475 tickets (20%) • Customer satisfaction for chatbot interactions: 4.2/5.0 • Average resolution time: 45 seconds Most common chatbot resolutions: • Password resets: 567 cases • Account information updates: 423 cases • Basic troubleshooting: 389 cases • Billing questions: 345 cases • Feature explanations: 168 cases The chatbot has reduced agent workload by approximately 35%, allowing human agents to focus on complex technical issues and relationship building.

TEAM PERFORMANCE HIGHLIGHTS

Top performing agents for May 2024: 1. Amanda Rodriguez: • 98% customer satisfaction • 92% first-call resolution • Handled 312 tickets • Average resolution time: 5.2 minutes 2. James Wilson: • 96% customer satisfaction • 89% first-call resolution • Handled 287 tickets • Average resolution time: 6.1 minutes 3. Priya Patel: • 95% customer satisfaction • 91% first-call resolution • Handled 275 tickets • Average resolution time: 7.3 minutes Team training initiatives completed in May: • Advanced CloudMax troubleshooting (8 hours) • Customer empathy training (4 hours) • New ticketing system features (2 hours) The team achieved a 15% improvement in complex issue resolution times compared to April.

IMPROVEMENT INITIATIVES

Planned initiatives for June 2024: 1. Chatbot Enhancement: • Add 15 new resolution flows for common issues • Improve natural language understanding • Enable chatbot-to-agent handoff with context 2. Knowledge Base Expansion: • Add 50 new troubleshooting articles • Create video tutorials for top 10 issues • Implement customer feedback system 3. Agent Training: • Advanced technical certification program • Soft skills development workshops • Cross-training with sales team 4. Process Improvements: • Streamline escalation procedures • Implement new quality assurance system • Reduce average hold time to under 1 minute Goal for June: Achieve 4.9/5.0 customer satisfaction and 90% first-call resolution.