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Weekly Customer Support Report

This report provides an overview of customer ticket activity over the past week

Project Name

BlackBox Support

Report generated by:

Sujeet Pathak

Report generated on:

2024/06/27

Report period:

2024/06/20 to 2024/06/26



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Executive Summary



Total tickets

17

Breakdown by status



To do

8



In-progress

4



Done

5



Ticket Overview



Total tickets

17

Breakdown by issue type



Bugs

9



Feature requests

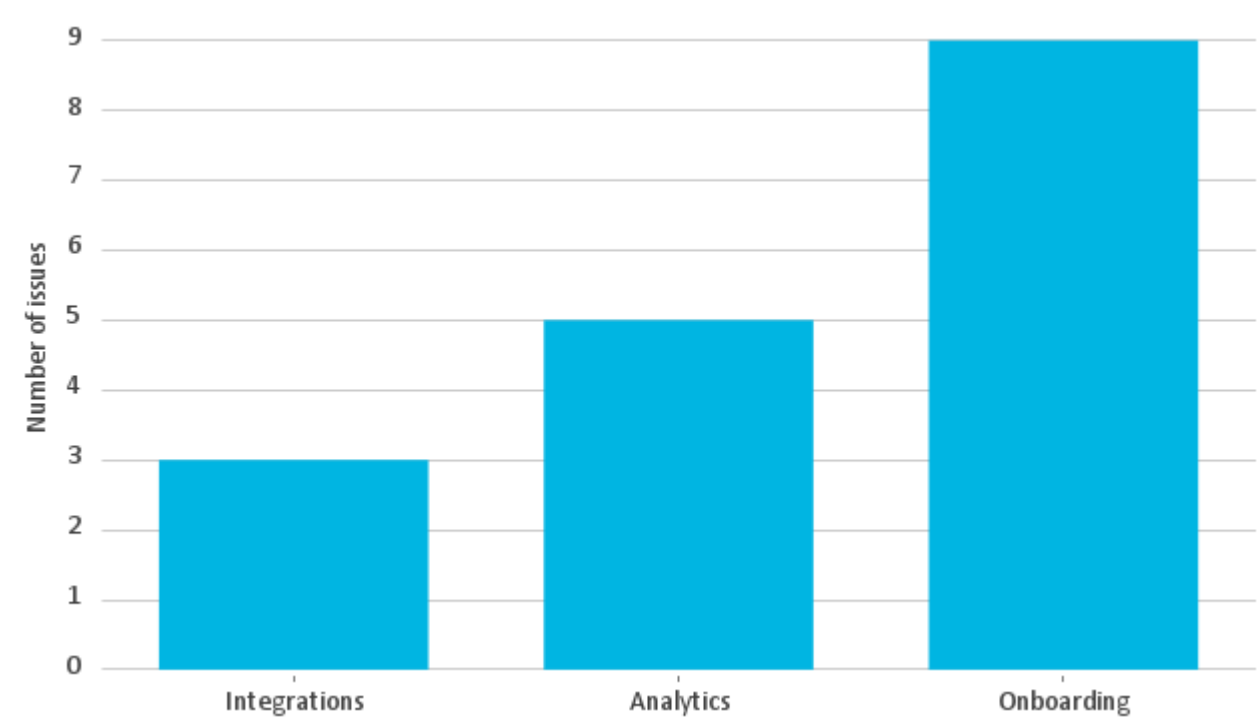
5



Support

3

Breakdown by components:



Agent Performance

Agent	Created	Resolved	Pending
Agent 1	8	5	3
Agent 2	5	4	1
Agent 3	4	4	0

SLA Performance

SLA	Breached	Not breached
Time to first response	9	8
Time to resolution	8	8

Customer Satisfaction Ratings

5 Star		1
4 Star		3
3 Star		2
2 Star		0
1 Star		0

Reported issues

Tickets reported within the last one week.

Key	Issue Type	Summary	Reporter	Assignee	Status
BLS-5	[System] Problem	How to set up custom domain	Peter Copter	Saul Harber	OPEN
BLS-4	[System] Incident	Incorrect calculations in report dashboard	Kenneth Dale	Saul Harber	COMPLETED
BLS-3	[System] Change	Add integration with Slack	Sujeet Pathak	John Doe	REVIEW
BLS-2	[System] Incident	unable to login with Google auth	Jane Smith	John Doe	WORK IN PROGRESS
BLS-1	[System] Incident	Error when exporting data to CSV	Sujeet Pathak	John Doe	OPEN
BLS-7	[System] Change	Implement two-factor authentication	Tom Smith	John Doe	REVIEW
BLS-6	[System] Incident	Browser crashes when using drag-and-drop feature	Tom Smith	Matt Cullerton	OPEN
BLS-10	[System] Problem	Reset password not working	Sourya G	Saul Harber	COMPLETED
BLS-9	[System] Change	Add custom branding options for white-labeling	Karan Bainade	John Doe	REVIEW
BLS-8	[System] Incident	Search function not working on mobile devices	Karan Bainade	John Doe	WORK IN PROGRESS
BLS-12	[System] Change	Allow users to customize their dashboard layout	Sourya G	Matt Cullerton	REVIEW
BLS-11	[System] Incident	Unable to access user profile settings	Kenneth Dale	Saul Harber	COMPLETED
BLS-15	[System] Incident	Dropdown menus are unresponsive in certain browsers	Nikhil kagwade	John Doe	COMPLETED