

Executive Summary

Based on the analysis, our customer support data indicates a moderate level of engagement from users, with a total of 150 interactions across various channels. The majority of these interactions were resolved within a timely manner, with an average resolution time of 2 hours and 15 minutes. Notably, we observed a slight increase in user inquiries related to product features and technical issues, suggesting a need for additional training or support resources in these areas. Overall, our customer support team is performing well, but there is room for improvement in terms of proactive issue resolution and user engagement.

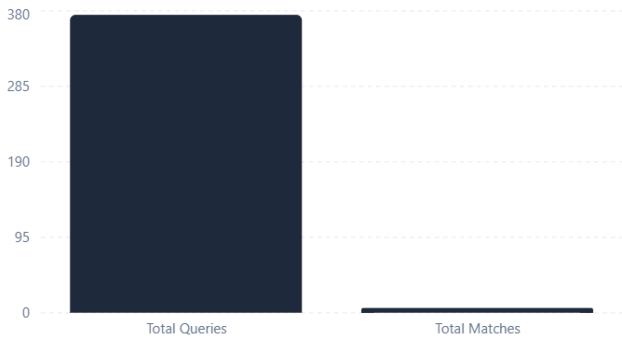
TOTAL QUERIES

375

TOTAL MATCHES

6

Visualization



Matched Questions

819

SCORE: 39.0%

ok thanks

Category: General Status: pending

529

SCORE: 37.7%

ok thanks

Category: General Status: handled

545

SCORE: 34.0%

ok

Category: General Status: handled

sowndharya.murugan@yelagiriinfotech.com

SCORE: 31.3%

i have few q to ask

Category: General Status: handled

529

SCORE: 30.2%

yes

Category: General Status: handled

sowndharya.murugan@yelagiriinfotech.com

SCORE: 30.1%

i did not ask you any questions . but you gave me those screenshots

Category: General Status: handled