



CUSTOMER SUPPORT — WEEKLY REPORT

Aurelia & Co. — Weekly Customer Support Report

Reporting Period: August 11–17, 2026

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- Home Goods Retail
- Email Support
- CSAT Tracking

Executive Summary

This week, the support team handled 10 tickets across Aurelia & Co.'s five product categories, resolving 8 and carrying 2 into the following week. Customer satisfaction held strong at 92%, though delivery delays emerged as the most common complaint category, accounting for 4 of the 10 tickets logged. This report breaks down ticket activity, highlights the top issue driving contact volume, and closes with three recommendations to reduce delivery-related tickets going forward.

Key Metrics

METRIC	VALUE
Total Tickets	10
Resolved	8
Pending	2
Resolution Rate	80%
Customer Satisfaction (CSAT)	92%
Top Issue Category	Delivery Delays (4 tickets)

Ticket Breakdown

#	CUSTOMER	CATEGORY	ISSUE	STATUS
1	Sofia Andersson	Kitchen & Dining	Item arrived damaged (cracked plate)	Resolved
2	Diego Ramírez	Storage & Organization	Delivery delay	Resolved
3	Yuki Tanaka	Outdoor & Garden	Delivery delay	Resolved
4	Fatima Al-Mansouri	Bedding & Bath	Billing inquiry	Resolved
5	Liam O'Connor	Home Décor	Delivery delay	Pending
6	Isabella Rossi	Kitchen & Dining	Product question (pre-purchase)	Resolved
7	Noah Kim	Storage & Organization	Delivery delay	Pending
8	Emma Dubois	Home Décor	Return request	Resolved
9	Lucas Silva	Bedding & Bath	Item arrived damaged	Resolved
10	Ava Mitchell	Outdoor & Garden	General inquiry	Resolved

Top Issue Analysis: Delivery Delays

4 of this week's 10 tickets (40%) cited delayed delivery as the primary complaint, spanning three different product categories. Both currently pending tickets (Liam O'Connor, Noah Kim) fall into this category, suggesting the underlying shipping issue is still unresolved as of this report. While overall CSAT remains high at 92%, delivery delays represent the clearest single opportunity to reduce ticket volume and protect that satisfaction score going forward.

Recommendations

- 01 Set proactive delay notifications.** Rather than waiting for customers to reach out, trigger an automatic email when a shipment is flagged as delayed in the carrier's system — before the customer has to ask. This alone typically cuts “where is my order” tickets significantly, since most complaints stem from silence, not the delay itself.
- 02 Add self-serve order tracking to confirmation emails.** Embedding a live tracking link directly in the order confirmation (rather than requiring a separate lookup) reduces inbound status-check tickets and gives customers a first line of self-service before they contact support.

- 03 Evaluate a secondary shipping carrier for high-delay routes.** With delays concentrated across multiple categories rather than one product line, the root cause likely sits with a specific carrier or route rather than packaging or fulfillment. A short audit of which routes are driving delays would clarify whether a backup carrier is warranted for those lanes specifically.

Mock data notice: This report reflects mock data generated for portfolio and automation-training purposes.