



CUSTOMER SUPPORT — WEEKLY REPORT

Weekly Support Report

ClarityHub Support Desk — a sample weekly report format, built from a full mock ticket batch run through New → Closed.

- Freshdesk
- Reporting
- SLA Tracking

Summary

Metric	This Week
Tickets received	16
Tickets resolved	13
Still open	3
Average first response time	2.4 hours
Average resolution time	1.8 business days
SLA compliance	94%

Ticket Volume by Category

Category	Count	Share
Technical / Integration	6	37.5%
Billing	4	25%
Onboarding	3	18.75%
General / Feature Requests	3	18.75%

Notable This Week

- 01 Data sync delay affecting dashboard accuracy — flagged by a customer, root-caused to a third-party integration lag, escalated with a workaround shared same-day.

02 **Inventory integration break** reported by two accounts within the same day — treated as a linked incident rather than two isolated tickets, which cut duplicate investigation time.

03 **Feature request: bulk contact upload** — logged and tagged for the product team; this is the third request for this feature in a month, worth surfacing beyond this report.

Recommendations

Proactive note for recurring issues: when the same root cause produces multiple tickets in a short window, a short status update posted before the next wave of tickets arrives tends to reduce duplicate volume significantly — worth adopting as standard practice rather than reacting ticket-by-ticket.

The bulk contact upload request has now surfaced three times this month across different accounts. Recommend flagging to product as a recurring theme rather than treating each mention as a one-off.