# Customer Service Report

*Purpose:* This report summarizes the customer service performance metrics for the specified period. It includes data such as the number of tickets handled, average response and resolution times, satisfaction scores, and notable observations.

## Reporting Period

**From:** {startDate}    **To:** {endDate}

## Summary Metrics

|  |  |  |  |
| --- | --- | --- | --- |
| **Total Tickets Handled** | **Average First Response Time** | **Average Resolution Time** | **Customer Satisfaction Score** |
| {totalTickets} | {avgFirstResponseTime} | {avgResolutionTime} | {customerSatisfactionScore} |

## Ticket Breakdown by Category

|  |  |  |
| --- | --- | --- |
| **Category** | **Tickets** | **Average Resolution Time** |
| {#ticketCategories}{category} | {ticketCount} | {avgResolutionTime}{/ticketCategories} |

## Top Issues Reported

{#topIssues}

1. **{issueTitle}:** {issueDescription}

{/topIssues}

## Agent Performance Summary

|  |  |  |  |
| --- | --- | --- | --- |
| **Agent Name** | **Tickets Resolved** | **Avg. Response Time** | **Customer Rating** |
| {#agents}{name} | {ticketsHandled} | {avgResponseTime} | {rating}{/agents} |

## Feedback Highlights

{#hasFeedback}

* *{feedbackComment}* - {feedbackSource}, **{feedbackDate}**

{/hasFeedback}

{^hasFeedback}

No customer feedback recorded during this reporting period.

{/hasFeedback}

## Action Items / Recommendations

{#actionItems}

* {item}

{/actionItems}

## Prepared By

**{preparedBy}**
*{preparedByTitle}*
{reportDate}