

CUSTOMER SERVICE CALL HISTORY

Reporting Period: October 2023

Agent ID: _____

Station: _____

DATE/TIME	CUSTOMER NAME	ACCOUNT #	DURATION	ISSUE / RESOLUTION DESCRIPTION	STATUS
2023-10-24 09:15	Jonathan Miller	#882-9901	14m 22s	Billing discrepancy regarding late fees. Fee waived as one-time courtesy.	RESOLVED
2023-10-24 10:02	Sarah Jenkins	#115-4432	05m 10s	Password reset assistance. Verified identity and updated credentials.	RESOLVED
2023-10-24 10:45	Robert Chen	#994-0021	28m 45s	Technical hardware failure (Model X2). Escalated to Level 2 Support.	ESCALATED
2023-10-24 11:30	Alice Thompson	#223-8871	12m 05s	Inquiry regarding shipping dates for Order #5543. Provided tracking.	RESOLVED
2023-10-24 13:15	Michael Ross	#667-1120	08m 30s	Service cancellation request. Transferred to Retention Department.	TRANSFERRED
2023-10-24 14:00	Elena Rodriguez	#445-9938	19m 12s	Missing parts from recent delivery. Replacement kit ordered.	PENDING

Total Calls: 6 Average Handling Time: 14.6m Resolution Rate: 83%