

Customer Relations — Weekly Summary

SAMPLE DOCUMENT — FOR TRAINING PURPOSES ONLY

Weekly Summary — Customer Relations

****Period:**** 23-29 March 2026

****Generated by:**** Scheduled task (ticket-cluster)

Volume

- Items processed: 77 (prev week: 62, +24.2%)
- Urgent items: 7 (prev: 5)
- Average resolution time: 6.9 hours (prev: 6.7)

Top Categories

1. Terminal — 32% of volume
2. Settlement — 28% of volume
3. Pricing — 13% of volume
4. Onboarding — 11% of volume

Trends

- Volume trending UP 24.2% week-over-week
- Urgent volume within normal range
- Average sla hours_remaining: within target

Action Items Carried Forward

- 4 items from last week still unresolved
- Oldest open item: CR-90292 (11 days old)
- No recurring patterns detected