

# Product Operations — Weekly Summary

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## Weekly Summary — Product Operations

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

**\*\*Generated by:\*\*** Scheduled task (tier2-triage)

### Volume

- Items processed: 132 (prev week: 71, +85.9%)
- Urgent items: 14 (prev: 11)
- Average resolution time: 6.6 days (prev: 6.4)

### Top Categories

1. Payment Flow — 26% of volume
2. Merchant Portal — 21% of volume
3. API Integration — 10% of volume
4. Terminal — 5% of volume

### Trends

- Volume trending UP 85.9% week-over-week
- Urgent items elevated — investigate staffing or process bottleneck
- Average risk score: 46 (stable)

### Action Items Carried Forward

- 1 items from last week still unresolved
- Oldest open item: PO-48493 (4 days old)
- Pattern alert: "Phoenix Arc Consulting" appeared 3 times this week