

Retention — Weekly Summary

SAMPLE DOCUMENT — FOR TRAINING PURPOSES ONLY

Weekly Summary — Retention

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

****Generated by:**** Scheduled task (save-prep)

Volume

- Items processed: 93 (prev week: 72, +29.2%)
- Urgent items: 9 (prev: 6)
- Average resolution time: 4.0 days (prev: 3.9)

Top Categories

1. SMB Restaurant — 33% of volume
2. SMB Retail — 16% of volume
3. E-Commerce — 15% of volume
4. Enterprise — 9% of volume

Trends

- Volume trending UP 29.2% week-over-week
- Urgent volume within normal range
- Average revenue at_risk: within target

Action Items Carried Forward

- 3 items from last week still unresolved
- Oldest open item: RN-83002 (7 days old)
- Pattern alert: "Greenfield Lodge" appeared 4 times this week