



Customer Service Report | July 2023

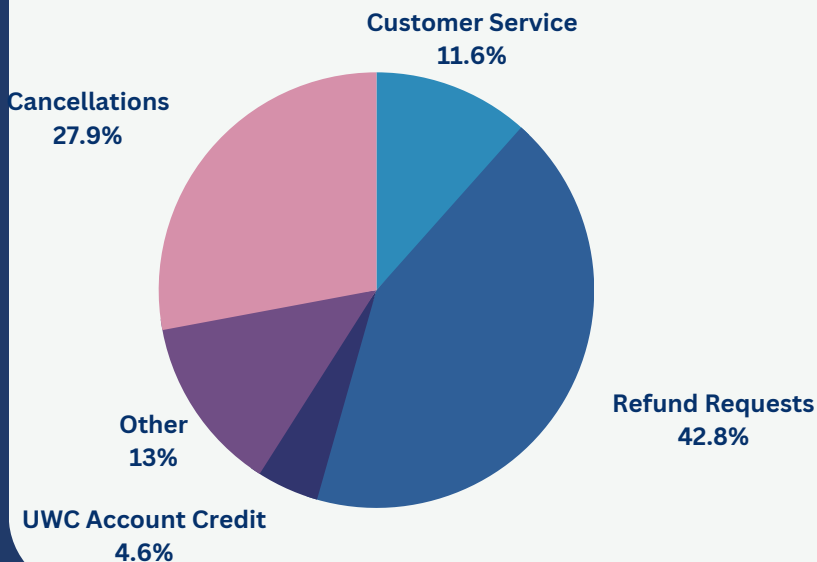
6,641
Total Monthly Contacts

10.6% ↓
over June 23

July 22 - July 23

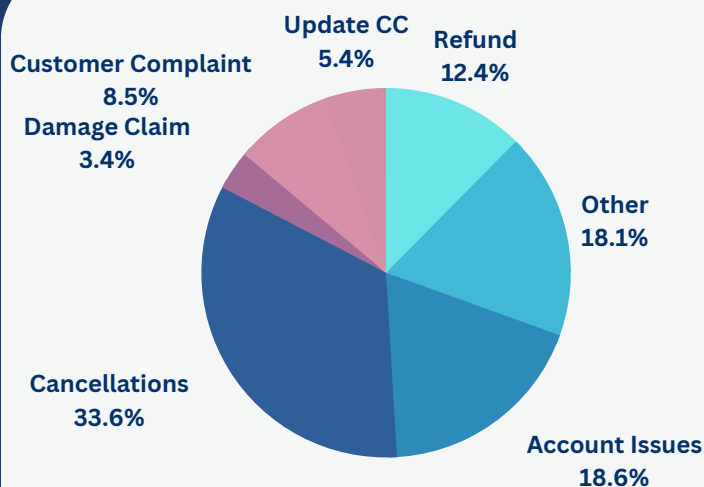
2,169

Salesforce Cases July 22 - July 23

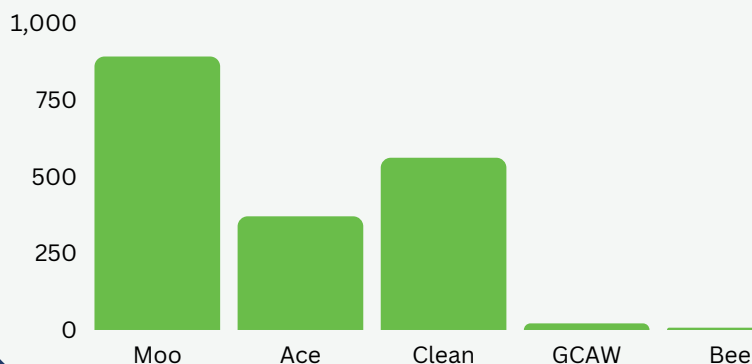


1,884

CS Phone Calls



1,845 Facebook Messages



Oct 22 - July 23

.62
Business Days
(~5 hours)
Average Response Time

Store Phone Data | July 2023

Top Calls

115 with 221
205 with 224
302 with 286
408 with 178
508 with 183
603 with 164
703 with 151

Top Pick Up %

105 with 75%
212 with 76%
307 with 40%
404 with 59%
515 with 69%
604 with 57%
703 with 62%

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Customer Complaints | July 2023

15 Total (38% decrease from previous month)

