



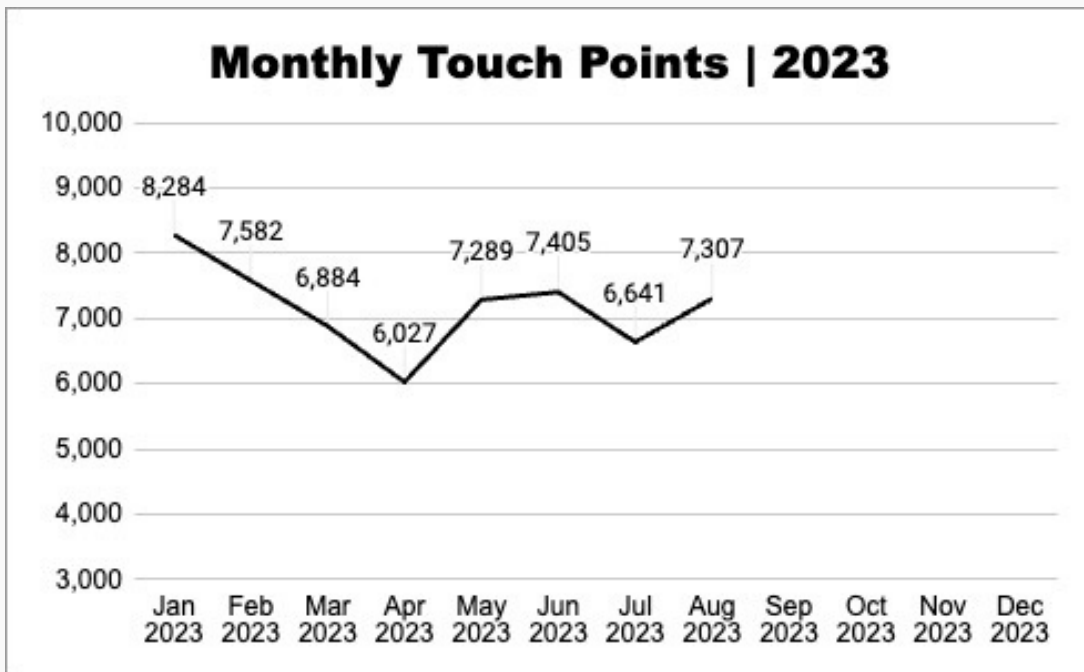
Customer Service **MONTHLY UPDATES**

AUGUST 2023

MONTHLY UPDATE | AUGUST 2023

August was another busier than normal month for Customer Service, but that is normal for this time of year. Even though it was busy, our CSAs were able to keep our average wait time for our phone calls down to 1 minutes and 49 seconds and our average wait time on Customer Service tickets down to just 4 hours, one of the lowest times we had all year!

For the second month in a row, we've had no stores with 3 or more complaints! Thank you to everyone for all the hard work you all have been doing on site to handle these situations before they progress to complaints.



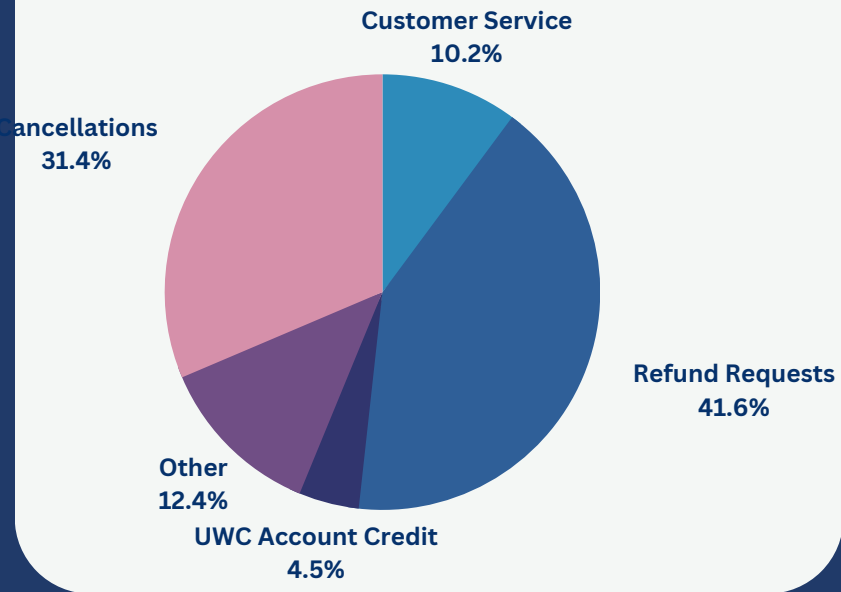


Customer Service Report | AUG 2023

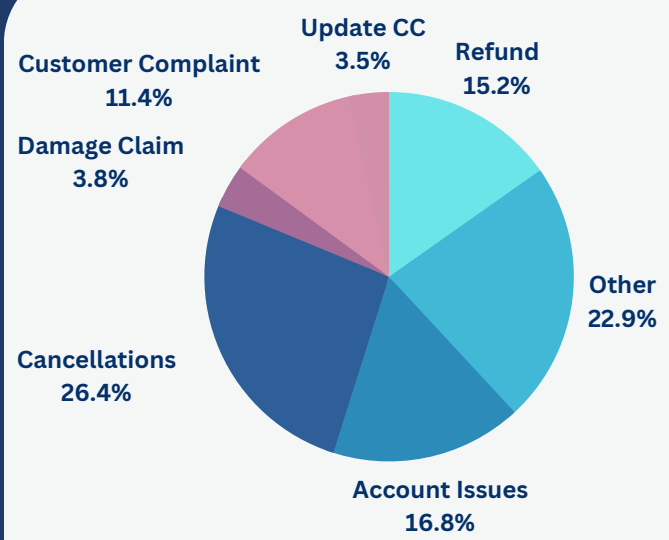
7,307 **9.6%** **↑**
over July 23
Total Monthly Contacts



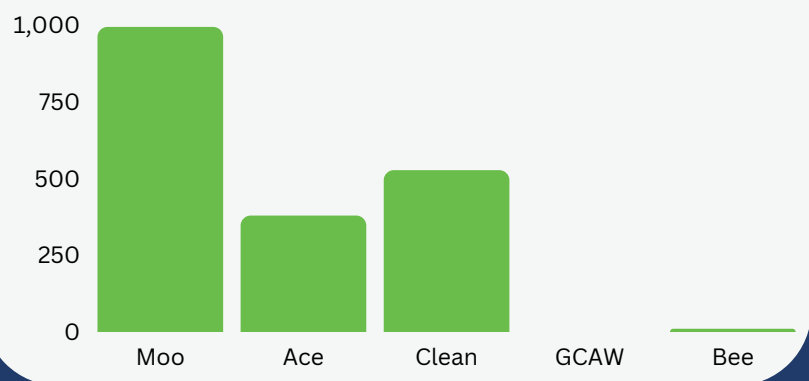
2,640
Salesforce Cases July 22 - August 23



2,286
CS Phone Calls



1,906 **Facebook Messages**



Oct 22 - August 23

.53 **Average Response Time**
Business Days (~4 hours)

Store Phone Data | AUG 2023

Top Calls

106 with 214
205 with 266
302 with 232
408 with 227
508 with 187
603 with 144
701 with 160

Top Pick Up %

133 with 65%
212 with 78%
313 with 46%
403 with 52%
503 with 64%
603 with 45%
703 with 59%

[Click here to see Google Review Avg](#)

Customer Complaints | AUG 2023

22 Total (46% increase from previous month)

