* Avg. first response time = Average first response time
* Resolution SLA% = resolving the ticket within the targeted resolution time frame based on the priority of the ticket
* Avg. resolution time = Average resolution time frame. This number may seem twice as much as it should but when it was over 300+ hours in the past. This is a significant improvement and that means our engineering team is doing some amazing work! They help play a role in this number when it comes to bugs in our product. The engineering team deserves this shout out as they have done amazing work to improve the turnaround time on fixes for the customer!
* CSAT= Customer Satisfaction Score. We ask our customers “How likely are you to recommend our product to your friend or colleague?”. Over 95% said YES!!!

Chart, line chart

Description automatically generated