Customer Support Communication Channel Analysis

General Information

Analyst Name				
Date				
Department/Team				
Channel Ov	erview			
Channel Type	Purpose/Use Case	Volume (%)	Responsiveness	Comments
Customer E Key Customer Pain I	xperience & Cha	llenges		
Channel Strengths				
Channel Weaknesse	es			
Performance	e Metrics			
Metric	Value/Status		Insights	

Improvement Opportunities

Suggested Changes or Enhancements								
Additi	onal Notes							