CUSTOMER SUPPORT

Q3 2026 Report

Prepared by Sarah Kim, Support Team Lead • For Daniel Okafor, VP Operations • October 8, 2026

TICKETS RECEIVED
7,710
Q3 total, up 18% on Q2

TICKETS SOLVED
7,620
Q3 total

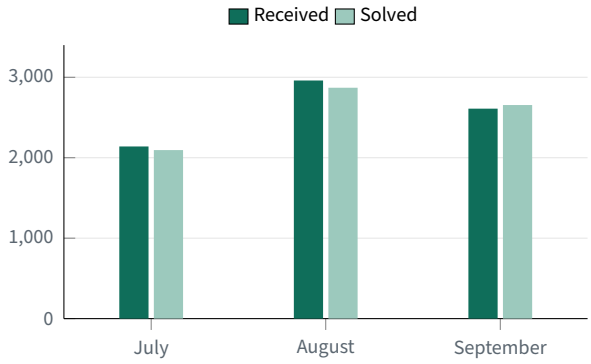
FIRST RESPONSE
3.1–4.6 h
monthly average, target 4 h

SATISFACTION
91–94%
above 90% every month

Summary

Q3 was our busiest quarter so far. Ticket volume went up 18% compared to Q2, mostly because of the new mobile app launch in August. Even so, we kept the average first response time under 4 hours and customer satisfaction stayed above 90% every month.

Numbers by month



	Jul	Aug	Sep
Tickets received	2,140	2,960	2,610
Tickets solved	2,095	2,870	2,655
First response (h)	3.1	4.6	3.4
Satisfaction	94%	91%	93%

Target for first response: 4 hours.

What went well

- The new help center articles for the mobile app cut repeat questions about login by about a third in September.
- Two new team members finished onboarding in July and were taking tickets on their own by mid-August.

Problems

- August response time went over our 4 hour target (4.6 h) during the first two weeks after the app launch.
- Weekend coverage is still only one person, and Saturday backlog is the first thing we see every Monday.

Plans for Q4

1. Add a second person on weekends from November (budget already approved).
2. Publish 15 more help center articles before the holiday season.
3. Start tracking the reason for every ticket so we can report what customers ask about most.