

End-of-Shift Report - April 20, 2025

Tickets Handled:

- 42 total tickets resolved
- 30 order status inquiries
- 8 refund requests processed
- 4 product replacement orders issued

Escalations:

- 1 complex refund (requires manager override)
- 2 undelivered orders flagged for shipping team review

Pending Follow-ups:

- 5 tickets awaiting courier updates (tracking investigation ongoing)

Highlights:

- All priority tickets closed within SLA.
- Positive feedback received from 3 customers via CSAT survey.
- No downtime or system outages encountered during shift.

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