

Customer Complaints

10

30.00%

Completed

Completed

2

Completed

2

2

Complaint ID	Date	Time	Complained	Complaint Description	Category	Resolution	Status	Resolution Time	Notes
001-001	2023-01-01	10:00	10:05	Product Defect	Product Quality	Replacement	Completed	15 min	
001-002	2023-01-01	11:00	11:05	Service Issue	Customer Service	Apology	Completed	10 min	
001-003	2023-01-01	12:00	12:05	Delivery Problem	Logistics & Shipping	Reschedule Delivery	In Progress	24h-48h	Waiting for carrier
001-004	2023-01-01	13:00	13:05	Payment Issue	Billing & Payments	Refund	Completed	1h-2h	
001-005	2023-01-01	14:00	14:05	Account Access	IT & Security	Reset Password	Completed	15 min	
001-006	2023-01-01	15:00	15:05	Product Defect	Product Quality	Replacement	In Progress	24h-48h	Waiting for warehouse
001-007	2023-01-01	16:00	16:05	Service Issue	Customer Service	Apology	Completed	10 min	
001-008	2023-01-01	17:00	17:05	Delivery Problem	Logistics & Shipping	Reschedule Delivery	In Progress	24h-48h	Waiting for carrier
001-009	2023-01-01	18:00	18:05	Payment Issue	Billing & Payments	Refund	Completed	1h-2h	
001-010	2023-01-01	19:00	19:05	Account Access	IT & Security	Reset Password	Completed	15 min	



Samsung Service Complaint Tracking

M Lipman



Samsung Service Complaint Tracking:

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