

Analyzing Customer Complaints

Congratulations! You are now an enthusiastic Customer Service Representative at “Globex Emporium,” a popular online store selling a variety of products. Your role involves handling customer complaints and ensuring their satisfaction. Today, you have received a list of recent customer complaints to analyze and address. Let’s put on our detective hats and dive into the world of customer feedback!



Customer Complaint Data

Below are some customer complaints received by “Globex Emporium” in the past week.

Order #:	38298	Order Date:	06/23/2023	Delivery Date:	06/25/2023
Notes:	Customer called on 4/25/23 and stated they ordered a red purse but received a blue one instead.				
Customer #:	3828				
Order #:	7891	Order Date:	01/23/2023	Delivery Date:	01/18/2023
Notes:	Customer called to say the monitor they bought was broken upon delivery.				
Customer #:	89156				
Order #:	2547	Order Date:	03/10/2023	Delivery Date:	03/15/2023
Notes:	Customer called and stated the headphones they ordered were damaged upon opening the box				
Customer #:	1126				
Order #:	8156	Order Date:	07/21/2023	Delivery Date:	07/23/2023
Notes:	Customer called and stated the laptop screen was cracked when they opened it				
Customer #:	9830				
Order #:	3577	Order Date:	08/02/2023	Delivery Date:	08/04/2023
Notes:	Customer called and stated they received the wrong perfume in their order				
Customer #:	3828				

Now, it’s time to analyze the customer complaints and address their concerns:

1. Based on the complaints above, what are customers having issues with?

2. What would you recommend to resolve the complaints that are being received?

3. Is there anything special to note about the customers that are submitting complaints?
If so, what?
