Customer support report, third quarter 2026

Meridian Parcel · Prepared by the Support Operations team for the leadership meeting of 20 October 2026 · Sample report written for the DocReel demo

Summary

Support handled more contacts than in any earlier quarter and answered them faster, but customers were less satisfied than in the spring. The cause is one issue: late deliveries in August. We recommend three actions for the fourth quarter, which is our busiest.

The quarter in numbers

Measure	Q2 2026	Q3 2026	Change
Contacts received	41,200	48,900	+19%
Average first reply time	3 h 10 min	1 h 45 min	45% faster
Solved on first contact	68%	74%	+6 points
Customer satisfaction	88%	81%	−7 points
Cost per contact	$4.60	$3.90	−15%

What went well

- **The new chat assistant answered 31% of contacts without an agent**, mostly “Where is my parcel?” questions. This is why reply time and cost per contact both fell.
- **The evening shift, started in July, cut the overnight backlog** from about 900 open tickets each morning to about 250.
- **Refunds are faster.** The average refund now takes 2 days, down from 6, after agents were allowed to approve refunds under $50 themselves.

What went wrong

- **August delays.** A sorting fault at the Northgate hub held about 62,000 parcels for up to 4 days. Contacts doubled for two weeks, and satisfaction that month fell to 72%.
- **Customers were not told.** The delay notice went out 3 days after the fault. Most complaints were about the silence, not the delay.
- **Business customers waited longest.** Their average reply time was 5 h 20 min, three times the average, because their questions need an account manager.

Why customers contacted us

Reason	Share of contacts	Compared with Q2
Where is my parcel?	46%	Up from 38%
Damaged or missing item	17%	No change
Change a delivery address or time	14%	Down from 18%
Refunds and billing	12%	Down from 15%
Business accounts	7%	No change
Other	4%	No change

What we recommend for the fourth quarter

Action	Cost	What we expect
1. Send a delay notice automatically when a parcel is more than 24 hours late	$18,000, one time	About 6,000 fewer contacts a month in a bad month.
2. Hire 12 seasonal agents from 15 November to 15 January	$96,000	Keeps first reply under 2 hours through the holiday peak.
3. A dedicated queue for business customers, with 3 trained agents	No new cost: moved from the general queue	Business reply time under 1 hour.

> **The decision we need:** approval of $114,000 for actions 1 and 2 by 30 October, so the seasonal agents can start training on 2 November.

Targets for the fourth quarter

- Customer satisfaction back to 86% or higher.
- First reply in under 2 hours on average, including the two peak weeks in December.
- Every customer with a parcel more than 24 hours late told before they have to ask.

Risks

- We forecast 71,000 contacts in December. If volume passes 80,000, reply times will slip even with seasonal agents.
- The chat assistant gives wrong answers in about 3% of cases. We review a sample every week and correct it.

Meridian Parcel is a made-up company and these figures are invented. This sample report was written for docreel.app to show how a report becomes a video summary.