Support contacts and handset matches

Calls, WhatsApp and email linked to customer and device records

417	243	88	271
Product-issue contacts	Unique customers	Customers with 2+ contacts	Customer–issue pairs

Repeat contacts and earlier records

Contact history for 243 customers

Earlier support or registration	100
Only an earlier test record	1
First overlap on 26 November	1
No earlier match	141

Calls from 133 phone numbers

Had called before	39
Previously listed as a contact number	12
Only an earlier test / same-day overlap	1 / 1
No earlier match for this number	80

44 numbers called more than once, making 80 calls beyond their first call. Of the 80 numbers unseen in older support, 1 linked to an earlier handset record, 17 to a Care profile only, and 62 to neither.

Device matches and reported issues

4	117	122
Customers with a handset ID in the current complaint	Customers with a candidate handset via profile or history	Customers without a device match

One handset links two current calling numbers through older records. None of the 213 calls included a handset ID to confirm the link. Three handsets had older support records under multiple numbers.

Reported issue	Contacts	Customers	Repeat*
Display / screen	121	69	28
No power / dead / restarting	74	51	16
Audio / speaker / microphone	57	38	10
Battery / charging / heat	51	33	8
Software / performance / lock	36	27	6
Network / SIM / calling	32	20	5
General fault, unspecified	30	18	8
Camera	11	10	1
Physical / liquid damage	4	4	0
Touch / fingerprint	1	1	0

213 calls · 131 WhatsApp contacts · 73 emails

* Repeat counts customers who contacted support twice or more for the issue in that row. Customers can appear in multiple rows. The 271 customer–issue pairs are distinct combinations across both days.

Earlier means before 26 November. Of 141 customers without an earlier support match, 55 had a Care profile and 86 had neither a profile nor an earlier support match. These counts use the identifiers in the available files.

Factory master: 308,603 handsets and 617,206 IMEIs. Boltt Care: 31,940 profile records, including 31,921 serial numbers matched to the factory master.

Who contacted support?

A customer can contact support repeatedly, use several channels, or report more than one issue. These counts answer each question separately.

Contact volume by channel

Channel	Contacts	Customers	With 2+ contacts
Calls	213	133	44
WhatsApp	131	91	23
Email	73	34	24
All channels, deduplicated	**417**	**243**	**88**

15 customers used more than one channel. Across channels, 155 customers contacted support once and the other 88 made 262 contacts, including 174 after their first.

What the earlier records showed

Evidence before 26 November (IST)	Customers
Earlier product complaint or service enquiry	91
Earlier registration or promotion only	9
Earlier test record only	1
First match dated 26 November only	1
No earlier record matched	141
Total	**243**

How many were new to the available records?

Of the 141 without an earlier record match, 55 matched a Boltt Care profile. Of those profiles, 47 predated 26 November and 8 were registered on or after it. The other 86 customers had neither an earlier support record nor a matching Care profile.

The source assigned 245 customer IDs. In two pairs, the personal email, name and complaint thread matched. Merging each pair brought the count to 243. A customer can still have earlier activity under identifiers absent from these files.

Which issues generated repeat contact?

Each contact has one recorded category. The table counts each customer once per category and counts a repeat when they contacted support at least twice for that category.

Issue category	Contacts	People	Repeat	Calls	WhatsApp	Email
Display / screen	121	69	28	61	39	21
No power / dead / restarting	74	51	16	54	17	3
Audio / speaker / microphone	57	38	10	34	18	5
Battery / charging / heat	51	33	8	19	24	8
Software / performance / lock	36	27	6	14	17	5
Network / SIM / calling	32	20	5	19	3	10
General fault, unspecified	30	18	8	5	4	21
Camera	11	10	1	4	7	0
Physical / liquid damage	4	4	0	2	2	0
Touch / fingerprint	1	1	0	1	0	0
All categories, deduplicated	**417**	**243**	**80**	**213**	**131**	**73**

26 customers reported several categories, giving 271 customer–issue pairs. Of these pairs, 82 recurred, involving 80 people and 146 contacts beyond the first for the same category. In the earlier records, 66 customers had a matching issue category.

What the 51 customers in the no-power category reported

Symptom found in the contact notes	Earlier record	No earlier match	Total
Phone would not turn on or was described as dead	9	19	28
Phone shut down or restarted during use	5	8	13
Other symptom or unclear description	3	7	10
Total customers	**17**	**34**	**51**

The original poster showed 21 of 28 without earlier records. Ticket #28593 linked C113 to an earlier no-power complaint, and #3150 linked C091 to a warranty registration. The corrected 28 therefore comprise 8 with the same earlier complaint, 1 registration only and 19 without an earlier match. Including contacts #24 and #82 from other categories gives 30 customers with explicit no-power reports. Of those, 9 had the same earlier complaint, 1 had registration only and 20 had no earlier match.

From phone number to handset

213 calls came from 133 distinct numbers. Matching the number first, then checking the Care profile and handset, revealed one returning display complaint from a different calling number.

Where the 133 calling numbers matched

Evidence for the number	Numbers
Used for a call in the earlier records	39
Listed as an earlier primary support mobile, with no earlier call found	12
Only an earlier test record	1
First overlap on 26 November	1
No direct earlier number match	80
Total distinct calling numbers	**133**

Of the 80 numbers without a direct match, 1 linked to an earlier handset ticket, 17 matched only a Care profile and 62 had neither an earlier record nor a profile match. Across all channels, 3 of the 211 distinct mobiles linked to an older record under a different number via a device. C035 called. C005 and C151 used WhatsApp.

How often did the same number call?

Calls per number	1	2	3	4	5	6
Distinct numbers	89	21	14	6	2	1

44 numbers called more than once. They placed 124 calls in total, 80 beyond their first call. 38 numbers called repeatedly about the same issue category.

How strong was the handset evidence?

Best available device evidence	Customers
Current complaint included an identifier matched to the factory master	4
Candidate handset from a matching registration	91
Candidate handset from an earlier ticket	26
No mapped handset	122

These associations cover 119 distinct handset serials. Four serials linked to two current customer IDs. One linked two current callers through historical records. None of the 213 current call notes contained a matched handset identifier. For C169 and C178, the Care profile and earlier ticket point to different serials.

How two journeys were reconstructed

Customer codes preserve the audit trail without displaying names, mobile numbers or IMEIs. Times are local to India.

C035 • A new number for a recurring display issue

22 Nov	An earlier portal ticket, #31061, described a blurry green screen and a service-centre request under a different mobile. The current mobile matched a Care profile. Its serial number and the older ticket's IMEI mapped to the same factory handset.
26 Nov · 10:51	Call #42. The customer described a green, blurred display and asked for a warranty repair. The agent asked them to email after a technical issue.
26 Nov · 10:56	WhatsApp #45. The customer asked how to get the blue-green display repaired under warranty. The chat ended with an agent availability issue.
26 Nov · 11:16	WhatsApp #50. The customer requested service-centre and warranty details and reported symptoms dating to 15 November. The handover encountered the same availability issue.

All three contacts were routed to a service centre. The rows contain no current ticket ID or documented repair result. The earlier handset match explains why the caller is counted as returning despite the change of mobile.

C113 / C114 • Two callers linked to one handset

17–19 Nov	Ticket #28593 recorded failure to power on after troubleshooting. Tickets #29216 and #29781 shared an IMEI. The latter listed both the primary and alternate mobile, linking the two current callers through an earlier device record.
26 Nov · 17:58	C113, call #181. The phone would not turn on. The agent advised charging and a force restart. The current row contains no Freshdesk ticket ID.
26 Nov · 18:10	C114, call #182. The customer asked for an update on pickup and drop. The contact was filed under software / performance. Ticket #32533 was marked Closed with a return / replacement route.

The two calls document one current no-power report and one pickup enquiry. The current calls contain no handset identifier. Ticket closure records the support workflow, while the handset's eventual repair or replacement is undocumented.

28 November ticket reconciliation

The date-wise Freshdesk export counts tickets updated on 28 November. The latest recorded update was 9:30 PM IST.

56 tickets were updated on 28 November

44 came through the portal (shown as “Other” in the export) and 12 were calls. Email and WhatsApp contributed zero. Each ticket appears once below, under its primary reported issue.

Primary issue	Portal	Calls	Tickets
Power / restart	14	3	17
Display / touch	11	3	14
Software / access	3	3	6
Audio / microphone	3	1	4
Battery / charging	3	1	4
Service / warranty	4	0	4
Keys / flashlight	1	1	2
Network / calls	2	0	2
Smartwatch	2	0	2
Camera	1	0	1
Total updated tickets	**44**	**12**	**56**

Power / restart and display / touch accounted for 31 of 56 tickets (55.4%).

The 28 November export supplies ticket updates, with insufficient customer and device identifiers to count unique people or trace a change of number. Its 56 tickets form a separate daily measure. The 26–27 November dashboard counts 417 contacts by date of contact.

Sources and matching coverage

The 26–27 November contact log supplied calls, WhatsApp and email. Of its 417 contacts, 189 carried distinct Freshdesk ticket IDs (136 Open, 49 Closed and 4 Pending). The other 228 rows had no ticket ID.

Historical matching used 5,834 support contacts from 1 September through 26 November and 29,571 raw Freshdesk tickets from 1 September through 22 November. The factory master supplied 308,603 handset serials and 617,206 IMEIs. The Care file contained 31,940 profiles, of which 31,921 serials matched the factory master.