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| OKRs (Objectives and Key Results) |

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| O1: Enhance Customer Experience and Efficiency in Complaint Handling   * KR1: Launch an intelligent complaint management system within 3 months. * KR2: Resolve 70% of complaints through automated analysis and prediction within the next 3 months. * KR3: Reduce average complaint resolution time from 5 days to 2 days within 6 months. |

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| O2: Improve Customer Satisfaction by Reducing Service Downtime   * KR1: Increase customer satisfaction ratings by 30% within 6 months through better system monitoring and quicker responses. * KR2: Implement a real-time outage tracking and notification system within 3 months. * KR3: Decrease service downtime by 40% by deploying AI-powered monitoring for proactive issue detection. |

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| O3: Improve Communication and Efficiency between Departments   * KR1: Establish a seamless communication platform between technical support, customer service, and the operations team within 2 months. * KR2: Ensure 95% of internal communications between departments are responded to within 24 hours by the end of the next 3 months. * KR3: Increase interdepartmental collaboration on complex cases by 20% through regular meetings and integrated project management tools |

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| O4: Optimize Resource Utilization to Reduce Customer Service Costs   * KR1: Introduce an AI-based resource allocation system to optimize technician dispatch, reducing unnecessary site visits by 30% within 4 months. * KR2: Implement cloud-based software to track and manage resources, reducing overall operational costs by 20% within 6 months. * KR3: Ensure that 90% of issues are resolved remotely through system improvements, minimizing technician costs. |