



Manager Report: Customer Support Ticket Triage System

Objective

The goal of this project is to analyze customer support ticket data and extract key insights using Python and Pandas.

Methods

1. Loaded the dataset using Pandas.
2. Cleaned the data: handled missing values, removed duplicates.
3. Preprocessed text data: cleaned ticket descriptions using regex.
4. Performed data analysis: calculated averages, counts, and trends.
5. Created visualizations using Matplotlib and Seaborn.

Results / Findings

- **Total records:** 10,000
- **Average ticket length:** 56.7 characters
- **Peak ticket activity observed in month:** August
- Charts show trends in ticket volume and category distribution.

Example Visuals

- **Ticket Volume Over Time:** Shows how many tickets were received each month.
- **Category Distribution:** Shows the proportion of tickets per category.

Conclusion

This analysis highlights key trends in customer support tickets.

Recommendation: Focus on resolving tickets in categories with the highest volume to improve efficiency.