Zentel Network Service center

A Comprehensive report on Zentel Ticketing Performance in December 2020

Overview Report

Response Time status

All

Report Time Filter: 12/1/2020   12/31/2020

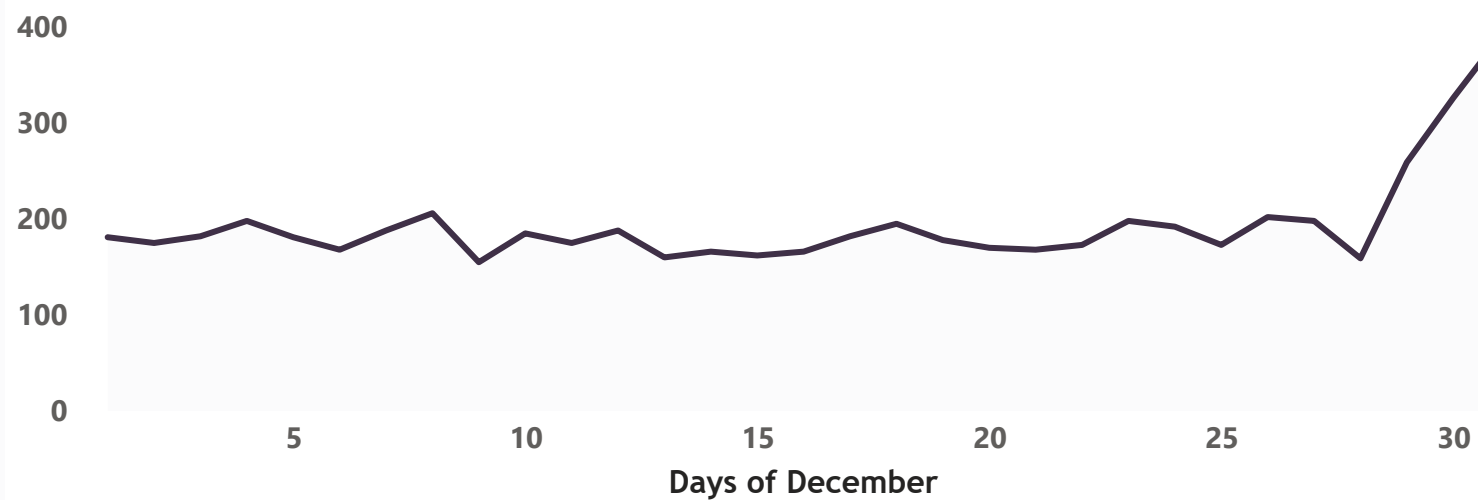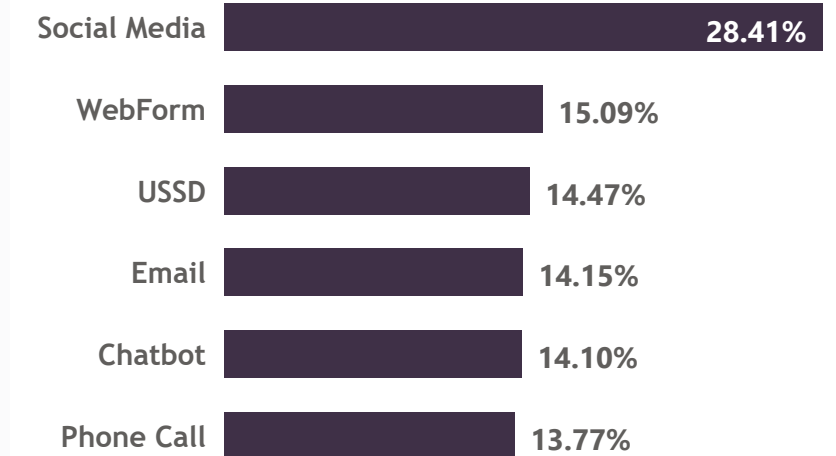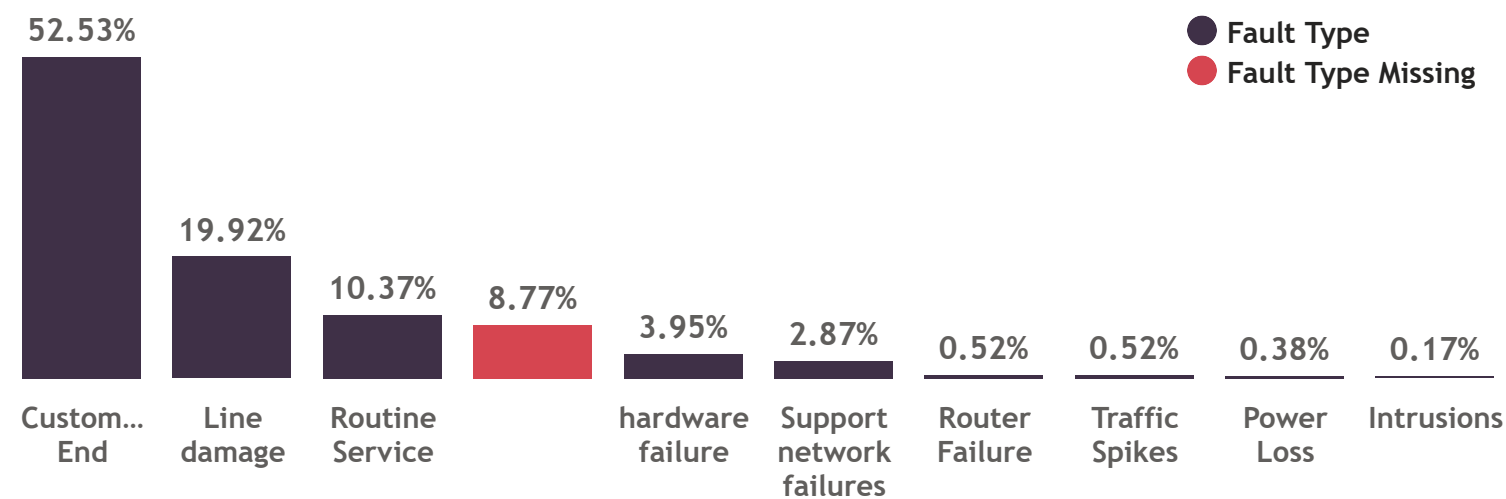| Number of Reports	Average Response Time (seconds)	Average Resolution Time (Hours)	Number of Operators	Number of Managers
5998	274	2.41	28	4

Number of Reports by day

Days of December

% Report Count by Channel

Channel	%
Social Media	28.41%
WebForm	15.09%
USSD	14.47%
Email	14.15%
Chatbot	14.10%
Phone Call	13.77%

% Report count by Fault Type

● Fault Type
● Fault Type Missing

Fault Type	%
Custom... End	52.53%
Line damage	19.92%
Routine Service	10.37%
(Fault Type Missing)	8.77%
hardware failure	3.95%
Support network failures	2.87%
Router Failure	0.52%
Traffic Spikes	0.52%
Power Loss	0.38%
Intrusions	0.17%

Report count by Ticket Status

0.57K (9.49%)

5.36K (89.35%)

● Completed
● Active
● Terminated
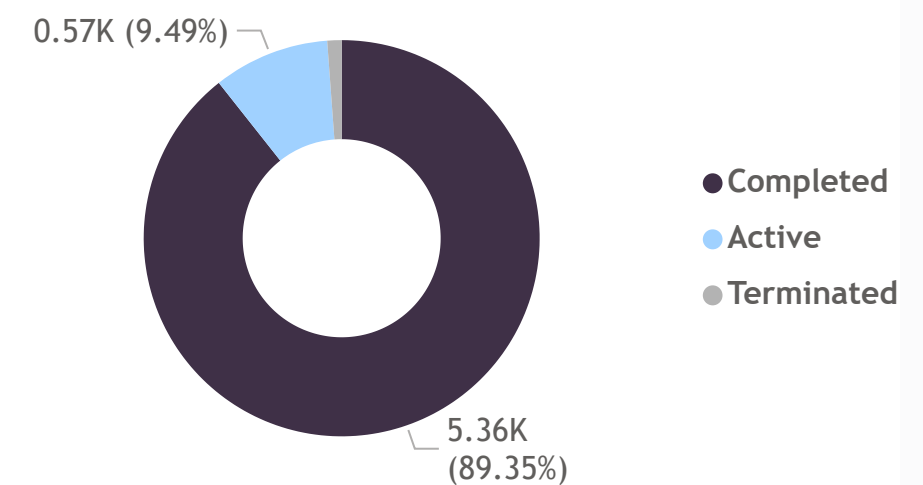
Time Report
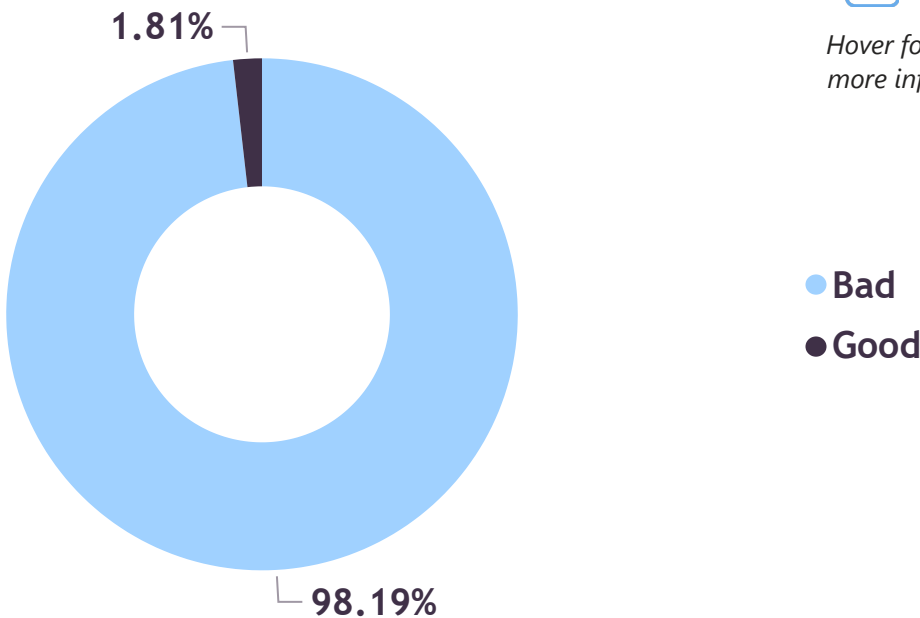
Within 6pm - 9pm

Number of Reports

276

4.6%

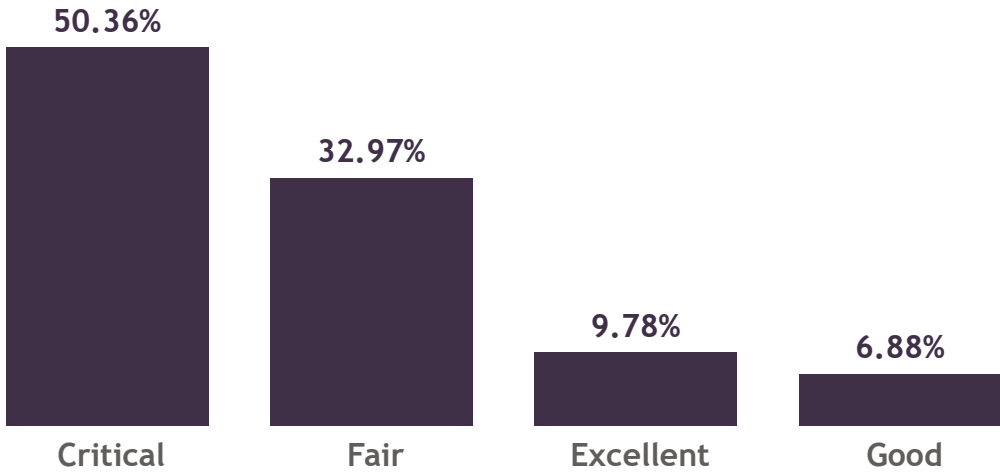**Average Response Time (seconds)**

309

Average Resolution Time (Hours)

2.86

Report Count by Response time status

? *Hover for more info*

1.81%

98.19%

- Bad
- Good

% Report Count within by Resolution class

Critical	Fair	Excellent	Good
50.36%	32.97%	9.78%	6.88%

Outside 6pm - 9pm

Number of Reports

5722

95.4%

Average Response Time (seconds)

272

Average Resolution Time (Hours)

2.39

Report Count by Response time status

18.32%

81.68%

- Bad
- Good
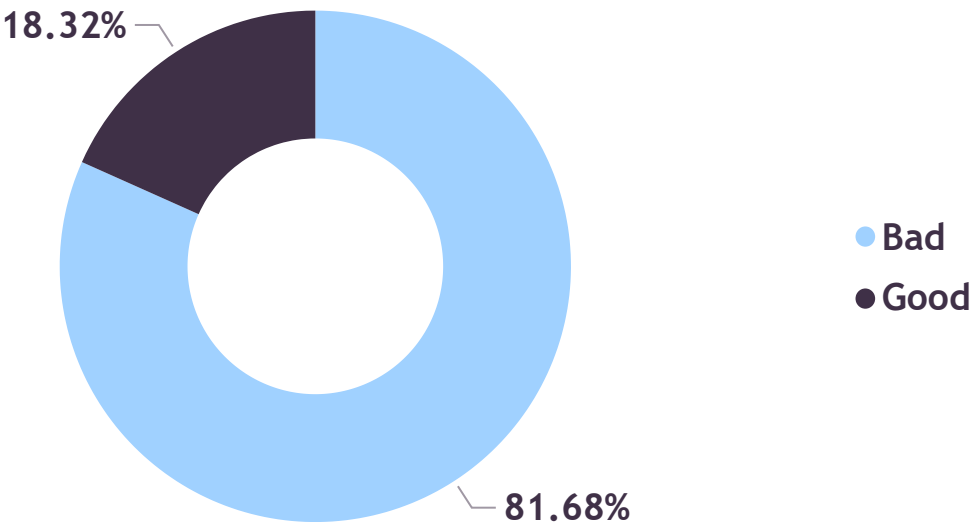
% Report Count outside by Resolution class
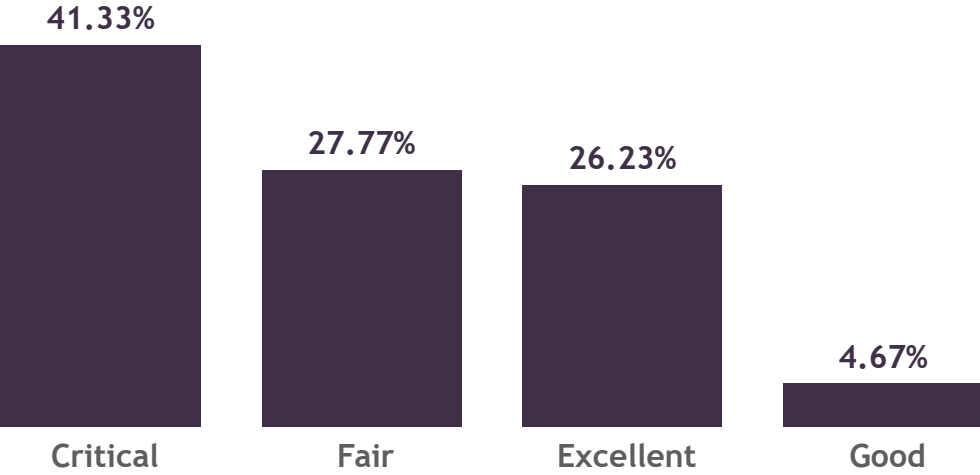
Critical	Fair	Excellent	Good
41.33%	27.77%	26.23%	4.67%

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Employee Report

Managers and their Resolution time Status

● Resolution Hours <= 3 Hours   ● Resolution Hours > 3 Hours
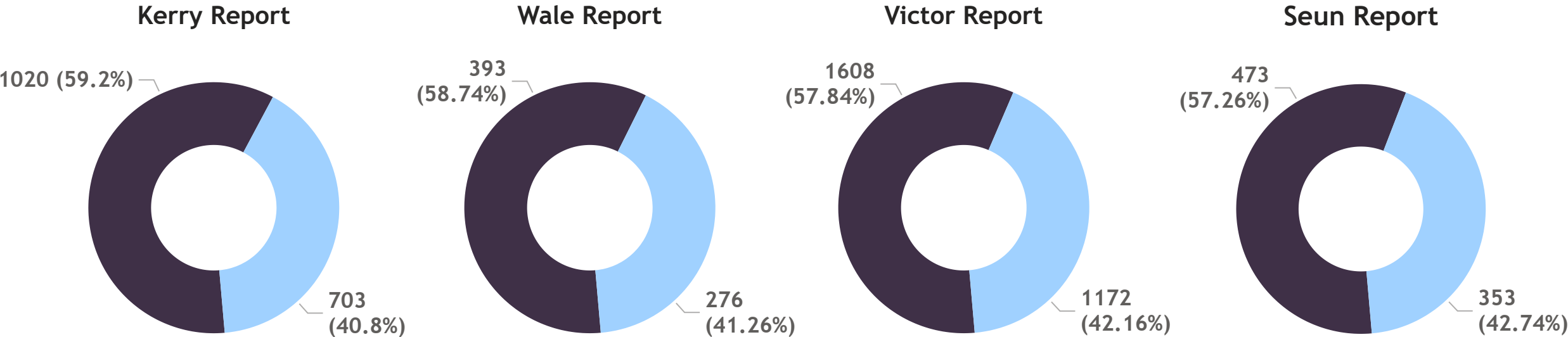
Kerry Report
1020 (59.2%)
703 (40.8%)

Wale Report
393 (58.74%)
276 (41.26%)

Victor Report
1608 (57.84%)
1172 (42.16%)

Seun Report
473 (57.26%)
353 (42.74%)

Top 5 Operators by %Resolution time Status (<=3 Hours)

Operator	%
Kachi	65.52%
Vitus	63.82%
Kola	61.95%
Sola	61.90%
Goodluck	61.86%

Least 5 Operators by %Resolution time Status (>3 Hours)

Operator	%
Ore	52.69%
Paul	46.90%
Bukky	45.76%
Fola	44.71%
Jennifer	44.40%
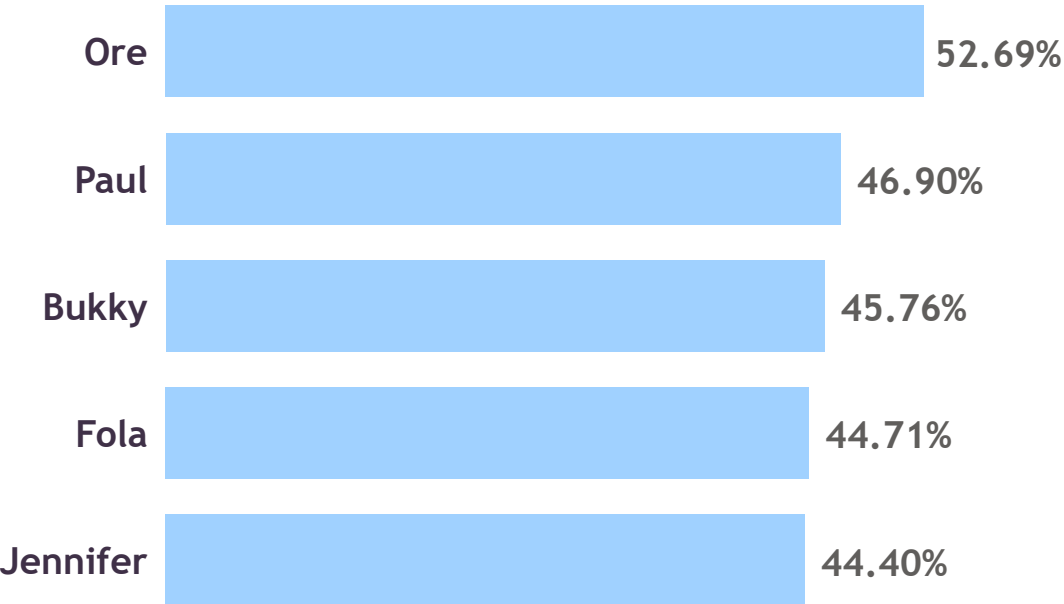
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Recommendations for Employee Improvement

- The Manager in charge of the least performing operator, should be probed about the work ethics and well being of the operator, as well as the working condition in comparison to other operators.

- The least performing operator should be made aware of the poor performance which could serve as a motivation for an improved performance in January.

- In order to keep the team morale as high as possible, the operator with the top performance should be rewarded and recognized and also allowed to share their strategy used for adhering to the required benchmark.

- Operators have fixed managers. Perhaps a rotation such that struggling operators will get to work under top performing managers, this could improve the general Operator performance.

- As observed with the surge in reports within the 28th and 31st of Dec, 2020, and the over reliance on social media as the most preferred report channel, there's a need to have more operators in order to handle the influx of reports through other channels in the future.

- An automated response scheme should be created for the most common type of complaints, this could help reduce the number of redundant reports the operators would have to respond to.

Conclusion

From the results outlined above, seeing as future explorative and prescriptive data analytics is key to the company's growth and services, extra attention should be given to the data extraction pipeline for time-based fields in order to mitigate data quality issues during the course of analysis or data entry.

Also, in general, no operator met with the required Service Level Agreement, there might be a need to restructure the SLA or better still hire more operators and create automated responses on social media channels in order to filter out common reports, this would create a room for the operators to handle more pressing issues.