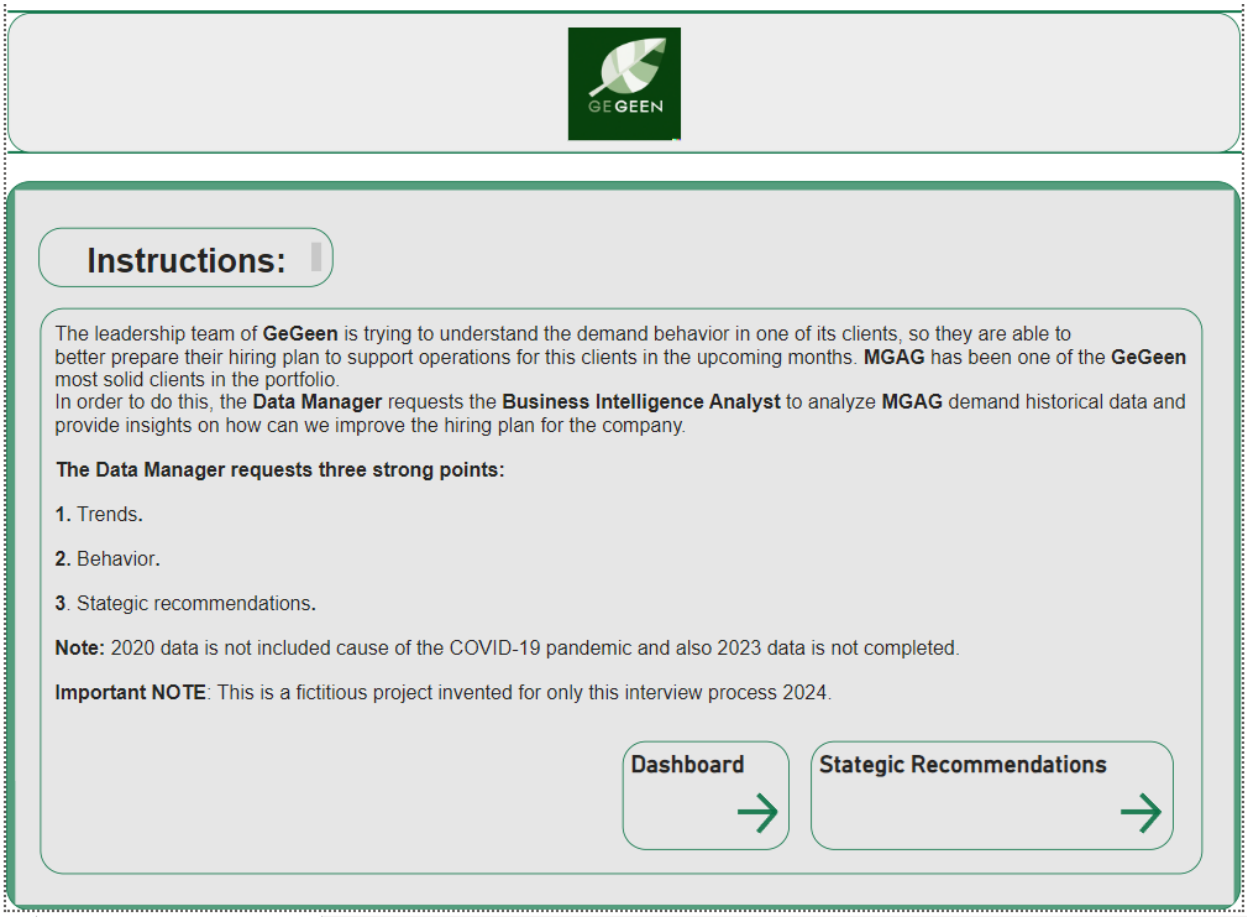
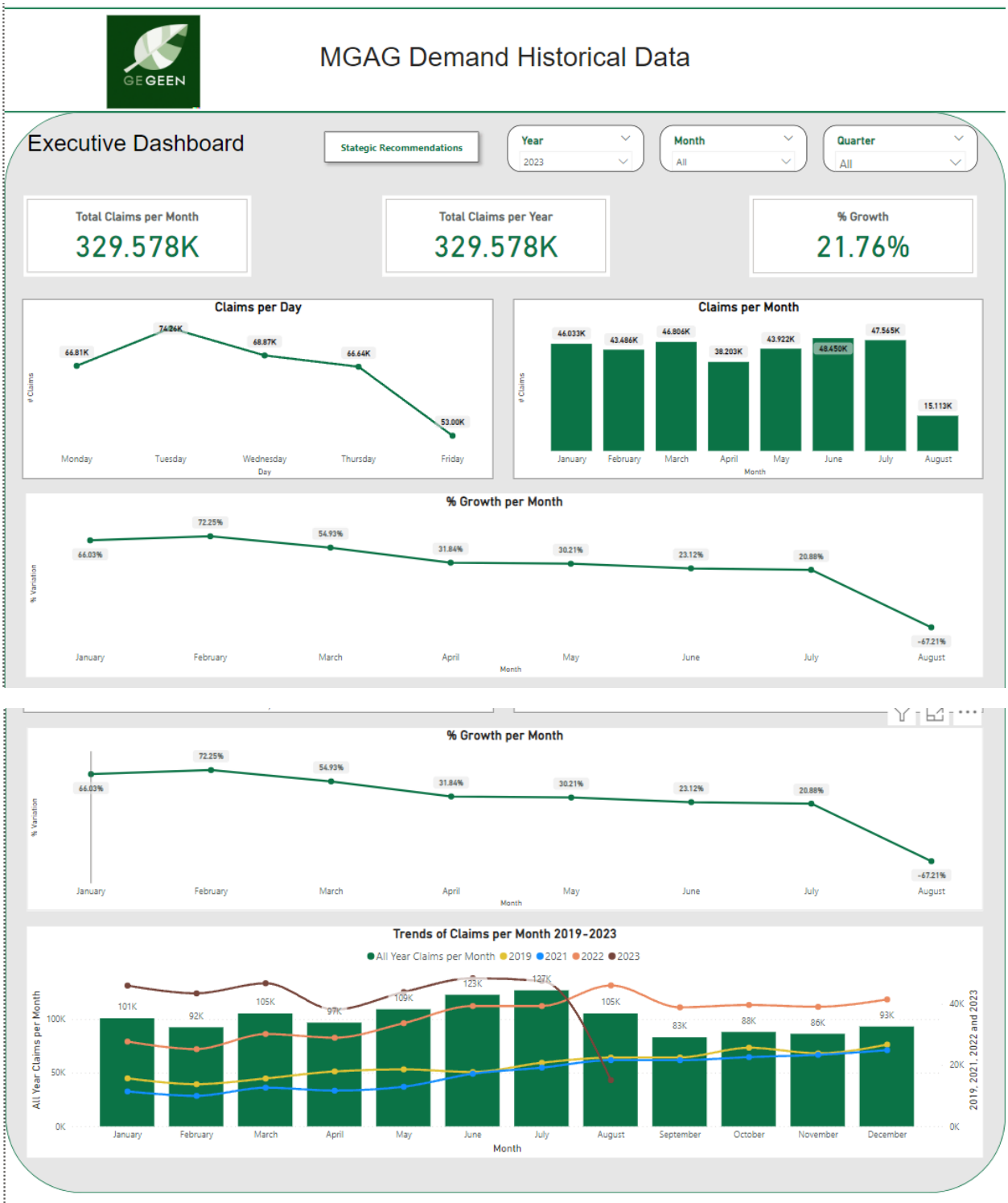
SITUATION:



DASHBOARD



RECOMMENDATIONS:

MGAG Recommendations

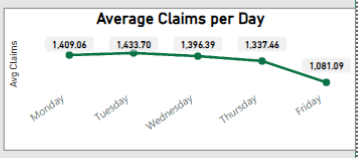
Situation Page

Trends:

- **2021** experienced a declined in growth in terms of the claims made compared to **2019,** with a **-13.40%**.
- **2022** had upward trend compared to **2021 and 2019.** The % Growth was **105.45%** compared to **2021.**
- Based on the data of **2023**, I believe growth can be predicted. But more moderate compared to **2022**. For now, 2023 has a **-21.76%** growth with half of the year data missing.

Behavior:

- Friday's average and amount of requests made are significantly lower than the other weekdays. Differences ranging from **255** to **346** more made on the other weekdays.



Stategic Recommendations:

- We have to recognize the lower demand on **Friday's**. Consider **adjusting staffing** schedules to reflect this lower demand, potentially **shifting some resources to other days with higher demand**. (Monday, Tuesday and Wednesday). **This could help operational efficiency**.

- **Hiring new staff** based on the moderate increase in 2023 could be an appropiate option. But also, maybe **optimizing existing staff with a more efficient training** and also using the Friday's for the training since is the day with less demand. This could optimize resource utilization throughout the week.