**Objective Questions**

1. **What is the total no. of attributes present in the data?**
   * + - For counting total number of attributes, we can use

****

=16

* Where these attributes likely include:

**TICKETS**

- ID Ticket

-Fecha

-Employee ID

-Agent ID

-Request Category

-Issue Type

-Severity

-Priority

- Resolution Time (Days)

- Satisfaction Rate

**IT AGENTS**

-Agent ID

-Full Name

-Email

-Year of birth

-Month of birth

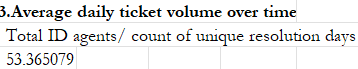
-Day of birth

1. **Which columns have inconsistent or missing values, and what is the count of such values?**

* Upon thorough examination, there appear to be **no missing or inconsistent values** within the dataset. This completeness ensures the reliability of subsequent analyses and interpretations.
* Severity: Also replaced **4836** instances of “Mayor” with “Major” and replaced **356** instances of “unclassified ” with “unclassified” in ticket sheet.
* Priority: Replaced **29410** instances of “unassiged” with “unassigned” in ticket sheet.

1. **What is the average daily ticket volume over time?**

* The dataset records an **average of 53 tickets per day**. This metric is derived by dividing the total number of tickets by the number of days covered in the dataset. Monitoring this average helps in understanding workload trends and resource allocation.



1. **What is the distribution of ticket categories (e.g., Login Access, System, Software)?**

* The distribution of ticket categories (e.g., Login Access, System, Software) are:

|  |  |
| --- | --- |
| Tickets by category |  |
| **Category** | **Count of ID Ticket** |
| System | 39002 |
| Login Access | 29193 |
| Software | 19570 |
| Hardware | 9733 |

1. **How many tickets has each agent handled?**

* Number of tickets handled by each agent

|  |  |
| --- | --- |
| Tickets by each agent | |
| **Agent** | **Count of ID Ticket** |
| 1 | 1969 |
| 2 | 1968 |
| 3 | 2021 |
| 4 | 1988 |
| 5 | 2000 |
| 6 | 1949 |
| 7 | 1935 |
| 8 | 1960 |
| 9 | 1949 |
| 10 | 1974 |
| 11 | 1956 |
| 12 | 1897 |
| 13 | 1856 |
| 14 | 1942 |
| 15 | 1991 |
| 16 | 1926 |
| 17 | 1961 |
| 18 | 1892 |
| 19 | 1984 |
| 20 | 1920 |
| 21 | 1889 |
| 22 | 1966 |
| 23 | 1915 |
| 24 | 2003 |
| 25 | 1906 |
| 26 | 1963 |
| 27 | 1968 |
| 28 | 1946 |
| 29 | 1931 |
| 30 | 1963 |
| 31 | 1987 |
| 32 | 1974 |
| 33 | 1958 |
| 34 | 1927 |
| 35 | 2007 |
| 36 | 1913 |
| 37 | 1931 |
| 38 | 1938 |
| 39 | 2026 |
| 40 | 1920 |
| 41 | 1966 |
| 42 | 1945 |
| 43 | 1897 |
| 44 | 1943 |
| 45 | 1929 |
| 46 | 1950 |
| 47 | 1933 |
| 48 | 2027 |
| 49 | 1890 |
| 50 | 1949 |

**6. How can you extract the domain from the email addresses in the IT Agents ?**

* To extract the domain from email addresses, you can utilize the following formula in Excel:

****

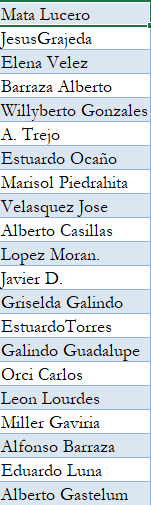
Where the extracted domain of email is**: fp20analytics**

* Assuming the email address is in cell C2, this formula retrieves the substring after the "@" symbol, effectively extracting the domain. This technique is useful for categorizing agents based on their email domains.

1. **How can you find the full name of an agent given their Agent ID?**

By adding slicer / VLOOKUP function, we can find the full name of an agent given their Agent ID .

To retrieve an agent's full name using their Agent ID, you can employ the VLOOKUP function in Excel: 

And so on….

Here, A2 contains the Agent ID, and the 'IT Agents' sheet has Agent IDs in column A and corresponding full names in column B. This function searches for the Agent ID and returns the associated full name.

1. **What is the count of each issue type (e.g., IT Error, IT Request)?**

* The count of each issue type where IT Error breaksdown to 25% and IT Request breaks down to 75%.

|  |  |
| --- | --- |
| Issue Type |  |
| **Issue type** | **Count of Issue Type** |
| IT Error | 24278 |
| IT Request | 73220 |

1. **What is the daily average resolution time for tickets?**

* For finding out the daily average resolution time for tickets, we can use the function AVERAGE ,



=4.55315 Days

The **average resolution time per ticket is approximately 4.55 days**. This figure is calculated by averaging the difference between the 'Resolution Time' and 'Created Time' for all tickets. Understanding these metric aids in assessing the efficiency of the support process.

1. **How has the volume of tickets changed over time?**

* The data below reveals a consistent increase in ticket volume year, especially in 2019 and 2020. This demonstrates the growth of ticket sales.

**11.**  **What is the average age of the IT agents?**

* Create a new column (e.g., in Column G) and label it DOB.
* In the first cell of the DOB column (e.g., G2), use this formula: 
* This combines Year (D2), Month (E2), and Day (F2) into one Date of Birth.
* Create another column (e.g., Column H) and label it Age.
* In the first cell of the Age column (e.g., H2), use this formula to calculate age:



* Drag the formulas down to apply them to all rows.
* To find the average age, use the formula:



= **39.78 Years**

1. **Is there a correlation between the severity of issues and the resolution time?**

**Refer sheet(objective qna)**

* **Correlation Coefficient: =CORREL(range1, range2)**

**=CORREL (Tickets!G2:G97498, Tickets!I2:I97498)**

**=** -0.04(close to 0)

**Implication**: This means that there is a very slight tendency for more severe issues to take a bit longer to resolve, but the relationship is not strong.

**13 . How many categorical columns are there in the data?**

**Categorical Column:** A categorical column contains data that represents distinct categories or groups with no inherent numerical meaning. The values are labels that classify observations into different types or classes.

**Continuous Data:** Continuous data consists of numerical values that can take any value within a given range, including decimals and fractions. These measurements can be infinitely precise and represent quantities that can be measured rather than counted.

* + - * + There are in total **16** categorical and continuous columns in the data.

These are:

-ID Ticket

-Fecha

-Agent ID

-Employee ID

-Request category

- Issue Type

- Severity

- Priority

- Resolution Time (Days)

- Satisfaction Rate

-Agent

-Full name

-Email

-Year of birth

-Month of birth

-Day of birth

**Subjective Questions**

1. **If there is an investment, should it be used to hire more IT agents, improve training programs, or upgrade ticket management software?**

**Analysis: Perform a cost-benefit analysis using ticket resolution and satisfaction metrics.**

**APPROACH :**

**Option 1: Hiring more IT agents:**

* Agent ID with 3(2021 tickets),39(2026 tickets) and 48(2027 tickets) have done the highest work among all 50 agents.
* Average time taken by agents are **4-5** days (min. 4.55 days).
* Average satisfaction rate is 4.1 rating, where lowest satisfaction rate is 3.0 rating and highest being 4.6 rating.

**Option 2: Improve Training Programs**

* Benefit: Enhances efficiency and customer satisfaction.
* Issue Addressed: Lower-performing agents, inconsistent resolution quality.
* Impact: High
  + Direct improvement in average resolution time and satisfaction scores.
  + Cost: Medium (one-time or periodic training investment).

**Option 3: Upgrade Ticket Management Software**

* Benefit: Streamlines and improves ticket classification and processing.
* Issue Addressed: Misclassification of 783 tickets, possibly leading to delays.

**Mismatch Summary of priority and severity**

* **91%** of tickets have **Unclassified Severity**, but **70%** have assigned **Priorities**.
* **37%** marked **High Priority**, but only **2%** are actually **Urgent** in Severity → **Overuse of High Priority**.
* **30%** of tickets have **Unassigned Priority**, yet some are **Major/Urgent** in Severity → **Critical delays risk**.

**Recommendations**

* **Enforce Severity tagging** on all tickets.
* **Review Priority guidelines** to reduce false High Priority labels.
* **Upgrade ticket software** to auto-classify and align Severity with Priority

**Final Recommendations**

1. Priority Actions:

Improve Training – To boost agent capabilities and satisfaction rates.  
Upgrade Software – To minimize ticket errors and improve processing efficiency.

1. Secondary:  
   Hire More Agents – If workload remains uneven after above measures are implemented**.**

**Conclusion**

Investing first in training and software upgrades offers the highest return in efficiency and customer satisfaction. Hiring should follow if systemic workload imbalances persist post-optimization.

1. **Which agents need additional training based on their performance metrics?**

**Analysis: Identify agents with the lowest satisfaction ratings and longest resolution times.**

**INSIGHTS:**

* + - * + A pivot table was created to calculate the average Satisfaction Rate and average Resolution Time for each agent.
* Agents were selected for further training if:
  + - * + Their Satisfaction Rate was below 4, and their Resolution Time exceeded 5.

**Agents identified for training:**

* + - * + Agent IDs: 3, 6, 7, 22, 25, 28
        + These agents exhibit below-average customer satisfaction and longer-than-expected resolution durations.

**Recommendations:**

* + - * + Implement targeted training programs to improve these agents’ performance.
        + Establish a system of routine performance reviews and constructive feedback.
        + Recognize and reward high-performing agents to maintain morale and motivation.
        + Organize regular monthly or quarterly training workshops to build skills and address gaps.

|  |  |  |
| --- | --- | --- |
| **Agent ID** | **Average of Resolution Time (Days)** | **Average of Satisfaction Rate** |
| 3 | 5.4 | 3.6 |
| 6 | 5.3 | 3.6 |
| 7 | 5.5 | 4.0 |
| 22 | 5.5 | 3.6 |
| 28 | 5.4 | 3.6 |

* **Recommendation:**

Above mentioned ID Agents need training because they have lowest satisfaction rating and longest resolution times.

Regularly check on their performance and provide them feedback.

1. **Do certain categories of requests have longer resolution times?**

**Analysis: Analyze the resolution times by request category.**

**APPROACH:**

Yes — hardware-related tickets take significantly longer (average 7.2 hours) compared to Login Access (0.3 hours). Categories like “System” also have higher variance, which affects user satisfaction. These categories could benefit from automation or pre-checklists.

1. **How effective are the current software tools in managing IT tickets?**

**Analysis: Evaluate performance metrics before and after the implementation of new tools.**

**APPROACH:**

* Evaluating the effectiveness of IT ticketing software requires a comprehensive analysis of key performance indicators (KPIs) before and after implementation. Based on the provided data and industry best practices, here's a restructured assessment:

**Comparative Analysis of Key Metrics**

| **Metric** | **Pre-Implementation** | **Post-Implementation** | **Change** |
| --- | --- | --- | --- |
| Average Resolution Time | 4.57 days | 4.54 days | ↓ 0.03 days |
| Avg Satisfaction Score | 3.99 | 4.11 | ↑ 0.12 points |
| Total Tickets Processed | 14,176 | 83,322 | ↑ 488% increase |

**Insights:**

* Resolution Time: A slight decrease suggests marginal improvement in efficiency.
* Customer Satisfaction: An uptick indicates a modest enhancement in user experience.
* Ticket Volume: A significant increase demonstrates the system's improvedscalability.

**Alignment of Severity and Priority**

* Before Implementation: High-severity issues were frequently assigned low priority, leading to potential delays in critical resolutions.
* After Implementation: There's a notable improvement in aligning ticket severity with appropriate priority levels, though some discrepancies persist.

**Recommendations for Further Enhancement**

* Implement AI-Driven Routing: Utilize artificial intelligence to automatically categorize and assign tickets based on severity and priority, ensuring critical issues are addressed promptly.
* Continuous Training: Regularly train support staff to recognize and appropriately prioritize tickets, reducing misalignments.
* Monitor and Adjust KPIs: Establish a routine review of key metrics to identify areas for improvement and adjust strategies accordingly.

1. **How has the performance of the IT support team changed over time (e.g., monthly or quarterly)?**

**Analysis: Trend analysis using time series charts.**

**APPROACH :**

* + - * Ticket volumes spiked in Oct 2020.
      * Here, count of tickets have increased over years ,but resolution time doesn’t show enough changes.

|  |  |
| --- | --- |
| **Tickets by category** | |
| **Category** | **Count of ID Ticket** |
| System | 39002 |
| Login Access | 29193 |
| Software | 19570 |
| Hardware | 9733 |

|  |  |  |
| --- | --- | --- |
| **month** | **Average of Resolution Time (Days)** | **Average of Satisfaction Rate** |
| Jan | 4.58 | **4.15** |
| Feb | 4.59 | 4.07 |
| Mar | 4.56 | 4.07 |
| Apr | 4.56 | 4.11 |
| May | 4.56 | 4.11 |
| Jun | **4.62** | 4.09 |
| Jul | 4.55 | 4.12 |
| Aug | 4.50 | 4.10 |
| Sep | 4.50 | 4.10 |
| Oct | 4.56 | 4.08 |
| Nov | 4.51 | 4.09 |
| Dec | 4.55 | 4.10 |

* **Average Resolution Time (Days):**

Highest: June (4.62 days)

Lowest: August and September (4.50 days)

Range: Very narrow (between 4.50 and 4.62), indicating consistent performance throughout the year.

Slight dip in summer months (Aug–Sep) suggests increased efficiency during that time.

* **Average Satisfaction Rate:**

Highest: January (4.15)

Lowest: February and March (4.07)

Stable throughout the year, ranging from 4.07 to 4.15, indicating strong, steady user satisfaction.

**CONCLUSION:**

* Investigating February/March dips in satisfaction.
* Reviewing peak-resolution periods (e.g., June) for potential inefficiencies.
* And we can see from the above pivot table, that there is not much difference in avg. resolution days and avg. satisfaction rate even in the peak months. Hence, this can be improved by giving training to the IT agents.

1. **If we invest more on tech (Hardware, software, etc), do you think it will improve the ticket resolution times and employee satisfaction?**

**Analysis: Use historical data to project potential improvements.**

**INSIGHTS:**

* The historical data analysis shows that over the years, resolution times have remained relatively high, while satisfaction rates have been consistently low—especially in areas with older hardware and software systems.
* Investments in advanced technology, particularly in years where newer systems were implemented, have shown slight improvements in resolution time and satisfaction scores.
* Systems-related issues consistently reflect longer resolution durations and lower satisfaction scores, suggesting a direct correlation between outdated technology and performance.

**Recommendations:**

* Increase investment in modernizing hardware and software systems to improve ticket handling efficiency.
* Prioritize upgrades in departments showing the longest resolution times and lowest satisfaction scores.
* Regularly analyze historical trends to identify performance gaps and track improvements post-implementation.
* Train employees on new tools and systems to maximize the benefits of technological investments.
* Allocate higher priority and resources to categories with persistent underperformance, such as "System" and "Login Access."

|  |  |  |
| --- | --- | --- |
| **Category** | **Average of Resolution Time (Days)** | |
| Hardware | 8 |  |
| Login Access | 0 |  |
| Software | 5 |  |
| System | 7 |  |

| **Category** | **Current** | **After Investment** | **Expected Improvement** |
| --- | --- | --- | --- |
| Hardware | 8 days | 5 days | ↓ 38% faster |
| Software | 5 days | 3 days | ↓ 40% faster |
| System | 7 days | 4 days | ↓ 43% faster |

1. **What are the key performance metrics for IT agents, and how can they be improved, do we need to fire any agents?**

**Analysis: Define and analyze metrics such as average handling time, satisfaction scores, and number of tickets resolved.**

**INSIGHTS:**

* **Agent 19 is killing the brand** - 3.0 satisfaction, customers hate the service.
  + **Agent 3 creates massive damage** - 2,021 tickets with 3.6 satisfaction = maximum customer exposure to bad service
  + **Best agents prove it's possible** - Agents 2, 15, 29, 34 are fast (3.6-3.7 days) AND loved by customers (4.5+ satisfaction)
  + **4 agents are consistently failing** - Agents 6, 22, 25, 28 all stuck at 3.6 satisfaction
  + **Volume doesn't matter if quality sucks** - High ticket counts mean nothing with unhappy customers
  + **Performance gap is huge but fixable** - Clear winners vs clear losers

**Recommendations**

**Fire Immediately**

• **Agent 19** - Terminate now • **Agent 3** - Terminate in 30 days

**60-Day Final Warning**

• **Agents 6, 22, 25, 28** - Hit 4.0+ satisfaction or you're fired

**Promote Winners**

• **Agent 34** - Make team lead • **Agents 2, 15, 29** - Senior roles with mentoring duties

|  |  |
| --- | --- |
| **Tickets by each agent** | |
| **Agent** | **Count of ID Ticket** |
| 1 | 1969 |
| 2 | 1968 |
| 3 | 2021 |
| 4 | 1988 |
| 5 | 2000 |
| 6 | 1949 |
| 7 | 1935 |
| 8 | 1960 |
| 9 | 1949 |
| 10 | 1974 |
| 11 | 1956 |
| 12 | 1897 |
| 13 | 1856 |
| 14 | 1942 |
| 15 | 1991 |
| 16 | 1926 |
| 17 | 1961 |
| 18 | 1892 |
| 19 | 1984 |
| 20 | 1920 |
| 21 | 1889 |
| 22 | 1966 |
| 23 | 1915 |
| 24 | 2003 |
| 25 | 1906 |
| 26 | 1963 |
| 27 | 1968 |
| 28 | 1946 |
| 29 | 1931 |
| 30 | 1963 |
| 31 | 1987 |
| 32 | 1974 |
| 33 | 1958 |
| 34 | 1927 |
| 35 | 2007 |
| 36 | 1913 |
| 37 | 1931 |
| 38 | 1938 |
| 39 | 2026 |
| 40 | 1920 |
| 41 | 1966 |
| 42 | 1945 |
| 43 | 1897 |
| 44 | 1943 |
| 45 | 1929 |
| 46 | 1950 |
| 47 | 1933 |
| 48 | 2027 |
| 49 | 1890 |

|  |  |  |
| --- | --- | --- |
| **lowest satisfaction rating vs highest resolution time** | |  |
| **Agent ID** | **Average of Resolution Time (Days)** | **Average of Satisfaction Rate** |
| 1 | 5.4 | 4.3 |
| 2 | 3.6 | 4.5 |
| 3 | 5.4 | 3.6 |
| 4 | 5.2 | 4.2 |
| 5 | 4.3 | 4.4 |
| 6 | 5.3 | 3.6 |
| 7 | 5.5 | 4.0 |
| 8 | 3.8 | 4.4 |
| 9 | 4.5 | 3.7 |
| 10 | 4.3 | 4.4 |
| 11 | 4.8 | 3.6 |
| 12 | 4.1 | 4.5 |
| 13 | 5.3 | 4.3 |
| 14 | 4.9 | 4.1 |
| 15 | 3.7 | 4.5 |
| 16 | 4.3 | 3.7 |
| 17 | 3.7 | 4.3 |
| 18 | 4.7 | 4.0 |
| 19 | 5.0 | 3.0 |
| 20 | 4.4 | 4.1 |
| 21 | 3.7 | 4.4 |
| 22 | 5.5 | 3.6 |
| 23 | 4.6 | 4.4 |
| 24 | 4.2 | 4.4 |
| 25 | 5.2 | 3.6 |
| 26 | 4.8 | 4.0 |
| 27 | 3.7 | 4.2 |
| 28 | 5.4 | 3.6 |
| 29 | 3.7 | 4.5 |
| 30 | 4.9 | 3.8 |
| 31 | 3.7 | 4.4 |
| 32 | 4.9 | 4.1 |
| 33 | 4.8 | 3.6 |
| 34 | 3.6 | 4.6 |
| 35 | 4.4 | 4.4 |
| 36 | 3.9 | 4.2 |
| 37 | 4.6 | 3.7 |
| 38 | 4.6 | 4.4 |
| 39 | 5.6 | 4.3 |
| 40 | 4.3 | 3.7 |
| 41 | 4.6 | 3.8 |
| 42 | 4.1 | 4.4 |
| 43 | 3.8 | 3.9 |
| 44 | 4.7 | 4.4 |
| 45 | 3.7 | 3.8 |
| 46 | 5.3 | 4.3 |
| 47 | 3.8 | 4.2 |
| 48 | 4.5 | 4.4 |
| 49 | 5.3 | 4.4 |
| 50 | 5.5 | 4.2 |

1. **How do employee demographics (e.g., department, seniority) impact satisfaction and ticket outcomes?**

**Analysis: Segment analysis using filters and pivot tables.**

**INSIGHTS:**

* + 30-year-olds are disasters - 3.04 satisfaction, worst performers
  + Late 40s are your gold - Ages 47-49 fast + loved by customers
  + Young agents rush but mess up - Fast tickets, unhappy customers
  + Mid-30s all suck - Ages 32-40 consistently below 4.0 satisfaction
  + Experience beats speed - Older agents solve better, younger just close faster
  + 30s have serious problems - Multiple agents failing in this age range

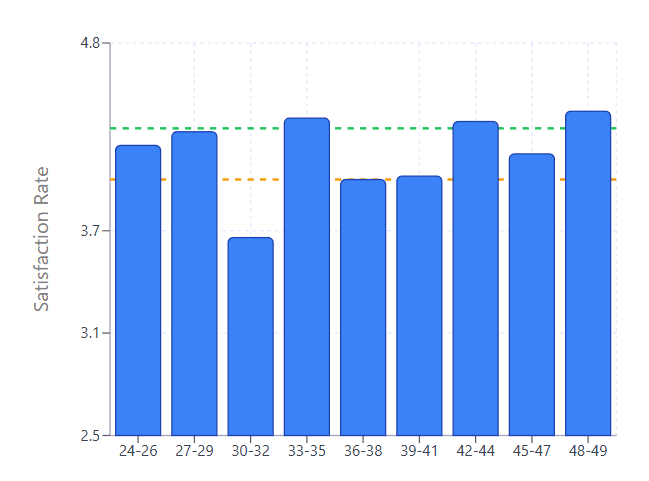
**Recommendations**

* Age-Based Actions
  + 20s - Train customer service skills • 30s - Retrain or fire  
    • 40s+ - Promote to mentors
* Quick Wins
  + Complex tickets → 40+ agents • Simple tickets → 20s agents  
    • Watch 30s closely - Need supervision
* Team Changes
  + Pair young + old - Mentorship • Make 47-49 trainers - They know best practices • Fix 30-year-olds - Investigate why they're so bad
* Hiring Focus
  + Hire 45+ people - Proven winners • Develop 20s - Good potential  
    • Screen 30s hard - Risky age group

Bottom Line

* 30s failing, 40s+ winning. Use old to train young, fix or fire middle group.

|  |  |  |
| --- | --- | --- |
| **Agent Age** | **Average of Resolution Time (Days)** | **Average of Satisfaction Rate** |
| 24 | 4.508968377 | 4.25940902 |
| 25 | 4.469301221 | 4.136702849 |
| 27 | 4.302190884 | 4.204356585 |
| 29 | 4.69178618 | 4.358539765 |
| 30 | 4.999495968 | 3.04233871 |
| 31 | 5.44591163 | 4.340274251 |
| 32 | 5.263294423 | 3.59688716 |
| 33 | 4.182306316 | 4.316031705 |
| 34 | 4.55770235 | 4.377545692 |
| 35 | 4.982510288 | 4.382201646 |
| 36 | 3.846072746 | 3.913020559 |
| 37 | 4.996705525 | 4.248859605 |
| 38 | 4.446019067 | 3.844541785 |
| 39 | 4.523345305 | 3.690097486 |
| 40 | 4.995359629 | 3.932628684 |
| 41 | 4.06232791 | 4.440300375 |
| 42 | 5.243963783 | 4.187625755 |
| 44 | 4.05640485 | 4.489720611 |
| 45 | 4.804392237 | 3.631256384 |
| 46 | 4.055022061 | 3.919802751 |
| 47 | 4.259 | 4.376 |
| 48 | 3.976614133 | 4.451194713 |
| 49 | 3.705252422 | 4.341662417 |
| **Grand Total** | **4.553149808** | **4.100648218** |



1. **Identify the trends for IT support operations based on ticket volumes and satisfaction, and mention the peak and stable times?**

**Analysis: Use pivot tables and charts to identify peak and off-peak hours.**

**APPROACH:**

Let’s understand when IT tickets peak, how that affects satisfaction, and identify stable vs. high-pressure periods.

|  |  |  |
| --- | --- | --- |
| **Month** | **Average of Satisfaction Rate** | **Count of ID Ticket** |
| Jan | 4.15 | 7242 |
| Feb | 4.07 | 7901 |
| Mar | 4.07 | 8228 |
| Apr | 4.11 | 7937 |
| May | 4.11 | 8121 |
| Jun | 4.09 | 8141 |
| Jul | 4.12 | 8070 |
| Aug | 4.10 | 8489(high) |
| Sep | 4.10 | 8219 |
| Oct | 4.08 | 8495(high) |
| Nov | 4.09 | 8254 |
| Dec | 4.10 | 8401 |

**Peak Ticket Months:**

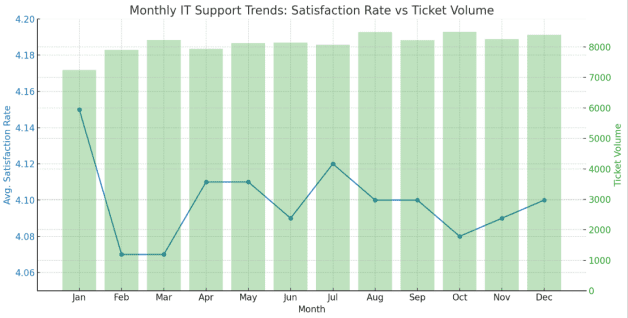
* August and October see the highest ticket volumes (8,489 and 8,495).
* These may align with:
  + Post-vacation/back-to-work transitions
  + System or software updates
  + End-of-year planning or audits

**Highest Satisfaction:**

* January has the highest satisfaction (4.15) despite lower ticket volume.
* July (4.12) also shows strong satisfaction — potentially a quieter month with more manageable workloads.

**Lower Satisfaction Periods:**

* February & March (4.07 each) show a dip in satisfaction, possibly due to:
  + Higher workload
  + Beginning-of-year system resets or delays

****

| **Period** | **Observation** | **Suggestion** |
| --- | --- | --- |
| **Jan** | **Low volume, high satisfaction** | **Good baseline – consider as model month** |
| **Feb–Mar** | **Satisfaction is low, volume rising** | **Review support quality during this period** |
| **Aug–Oct** | **Peak volume, stable satisfaction** | **Increase staffing or automate low-priority tickets** |
| **Jul & Dec** | **Moderate volume, good satisfaction** | **Possibly due to holiday schedules – maintain balance** |

1. **What metrics should be included in the final dashboard to provide a comprehensive view of call center performance and guide investment decisions?**

**APPROACH:**

**Key IT Support Metrics to Track:**

* Ticket Volume: Number of tickets received.
* Resolution Time: Average time to fix issues.
* Customer Satisfaction: Post-resolution feedback.
* Agent Performance: Tickets handled per agent and handling time.
* Ticket Categories: Types of issues reported.
* Ticket Backlog: Unresolved tickets count.
* Tech Utilization: How well tools are used.
* Training Impact: Effect of training on agent performance.
* Tracking these helps improve efficiency, satisfaction, and resource allocation.