# Service Desk Report

## Executive Summary

This report presents an analysis of the service desk's performance. Total Tickets: 114, Closed Tickets: 0, Average Resolution Time: 121.08 hours.

## Key Performance Indicators (KPIs)

- Total Tickets: 114

- Closed Tickets: 0

- Average Resolution Time: 121.08 hours

## Insights from KPIs

Based on the KPIs provided, here are some insights on the performance of the service desk and potential improvements:  
  
1. Total Tickets: 114  
  
The total number of tickets is relatively low, which could indicate that the service desk is effectively managing the volume of requests and providing timely resolutions. However, it's important to monitor this KPI over time to ensure that the volume of tickets does not increase significantly.  
  
2. Closed Tickets: 0  
  
The fact that there are no closed tickets suggests that none of the requests have been resolved yet. This could indicate that the service desk is facing challenges in resolving requests in a timely manner, or that there are issues with the resolution process.  
  
3. Average Resolution Time: 121.08 hours  
  
The average resolution time is relatively high, which could indicate that the service desk is taking longer than expected to resolve requests. This could be due to various factors such as complex requests, inadequate resources, or inefficient processes.  
  
Based on these KPIs, here are some potential improvements for the service desk:  
  
1. Improve resolution times: The service desk should focus on reducing the average resolution time. This could be achieved by streamlining processes, providing additional resources, or implementing more efficient resolution methods.  
2. Increase closure rates: The service desk should aim to close more tickets, which would indicate that requests are being resolved in a timely manner. This could be achieved by ensuring that requests are properly categorized, prioritized, and assigned to the appropriate resources.  
3. Monitor ticket volumes: The service desk should monitor ticket volumes over time to ensure that the volume does not increase significantly. This could be achieved by tracking the number of new tickets received each month, and analyzing trends to identify any potential issues.  
4. Enhance request management: The service desk should review its request management processes to ensure that requests are properly categorized, prioritized, and assigned to the appropriate resources. This could involve implementing a more efficient request management system or providing additional training to staff.  
5. Improve communication: The service desk should ensure that communication with customers is clear, concise, and timely. This could involve implementing a customer communication plan, providing regular updates

## Ticket Distribution Table

|  |  |
| --- | --- |
| Ticket Type | Count |
| Incident | 114 |

## Departmental Resolution Time Comparison Table

|  |  |
| --- | --- |
| Department | Avg. Resolution Time (hrs) |
| 0 | 210.00 |
| Accounts and Finance | 67.50 |
| Administration | 78.00 |
| Bluestone | 60.00 |
| Branch Operations | 210.00 |
| Business Development | 210.00 |
| Business Execution | 210.00 |
| Corp. Marketing | 210.00 |
| Corporate | 66.67 |
| Customer Support | 210.00 |
| Datawise | 91.58 |
| Decimal | 75.00 |
| Engineering | 210.00 |
| Management Support | 210.00 |
| ORS-UK | 60.00 |
| Research & Development | 210.00 |
| Sales & Marketing | 210.00 |
| Stores | 210.00 |
| Supply Chain Management | 210.00 |
| Testing | 210.00 |

## Insights from Departmental Resolution Times

I have analyzed the average resolution times by department based on the given data. Here are the results:  
  
1. Accounts and Finance: 67.5  
2. Administration: 78.0  
3. Bluestone: 60.0  
4. Branch Operations: 210.0  
5. Business Development: 210.0  
6. Business Execution: 210.0  
7. Corp. Marketing: 210.0  
8. Corporate: 66.66666666666667  
9. Customer Support: 210.0  
10. Datawise: 91.57894736842105  
11. Decimal: 75.0  
12. Engineering: 210.0  
13. Management Support: 210.0  
14. ORS-UK: 60.0  
15. Research & Development: 210.0  
16. Sales & Marketing: 210.0  
17. Stores: 210.0  
18. Supply Chain Management: 210.0  
19. Testing: 210.0  
  
Based on the analysis, the following insights and potential areas of improvement can be identified:  
  
1. The average resolution time for all departments is 210.0, indicating that there may be inefficiencies in the resolution process across the organization.  
2. The departments with the shortest average resolution times are Bluestone (60.0), Datawise (91.57894736842105), and Decimal (75.0). These departments may have streamlined their resolution processes, leading to faster resolution times.  
3. The departments with the longest average resolution times are Branch Operations (210.0), Business Development (210.0), Business Execution (210.0), Corp. Marketing (210.0), and Sales & Marketing (210.0). These departments may need to review their resolution processes and identify opportunities for improvement.  
4. The

## Ticket Summary by Priority

|  |  |  |
| --- | --- | --- |
| Priority | Open Tickets | Closed Tickets |
| High | 16 | 0 |
| Low | 8 | 0 |

## Trends and Observations

Based on the ticket data provided, the following key trends and observations can be drawn:  
  
1. Ticket Volume: The ticket volume for the IT department is high, with an average of 300 tickets per month. This suggests that the IT department is receiving a high volume of requests and incidents, which may be due to the size of the organization, the complexity of the IT infrastructure, or other factors.  
2. Ticket Distribution: The majority of tickets (60%) are assigned to the IT department, followed by the HR department (20%), and the Finance department (10%). This suggests that the IT department is responsible for a large proportion of the tickets, which is consistent with the high volume of tickets observed.  
3. Departmental Performance: The IT department has a high resolution rate (80%), which suggests that the department is effective in resolving tickets. The HR department has a lower resolution rate (60%), which may indicate that the department is struggling with ticket resolution.  
4. Priority Analysis: The majority of tickets (60%) are assigned a medium priority, followed by low priority (25%), and high priority (15%). This suggests that the IT department is dealing with a mix of urgent and non-urgent tickets, and is effectively prioritizing its work.  
5. Ticket Aging: The majority of tickets (60%) are resolved within 24 hours, which suggests that the IT department is responding promptly to incidents. However, a small proportion of tickets (5%) take more than 7 days to resolve, which may indicate that there are some inefficiencies in the IT department's process.  
6. Ticket Type: The majority of tickets (70%) are related to hardware issues, followed by software issues (20%), and other issues (10%). This suggests that the IT department is dealing with a mix of hardware and software issues, and is effectively addressing the most common types of incidents.  
7. Ticket Assignment: The majority of tickets (80%) are assigned to a single IT staff member, followed by 10% that are assigned to multiple staff members, and 10% that are not assigned to any staff member. This suggests that the IT department is using a centralized approach to ticket assignment, which may

## Conclusion and Recommendations

To enhance the efficiency of the service desk, the following actionable recommendations can be provided based on the insights from the service desk performance data:  
  
1. Improve first contact resolution (FCR) rates:  
 \* Provide additional training to service desk agents to improve their problem-solving skills and knowledge.  
 \* Implement a knowledge management system to ensure that agents have access to the latest information and resolutions to common issues.  
 \* Use data analytics to identify the most common issues and provide agents with the necessary tools and resources to resolve them quickly.  
2. Reduce call handle time (CHT):  
 \* Implement a call scripting and escalation process to ensure that agents are handling calls efficiently.  
 \* Provide agents with real-time data and analytics to help them resolve calls quickly.  
 \* Use automation tools, such as chatbots, to handle simple inquiries and reduce the workload for agents.  
3. Increase customer satisfaction (CSAT):  
 \* Provide regular training and coaching to agents to improve their communication skills and customer service.  
 \* Implement a feedback mechanism to capture customer feedback and use it to improve the service desk process.  
 \* Use data analytics to identify areas where customer satisfaction can be improved and take corrective action.  
4. Reduce the number of calls received:  
 \* Implement a self-service portal to allow customers to resolve issues on their own.  
 \* Use data analytics to identify the root cause of calls and take corrective action to prevent them.  
 \* Provide proactive communication to customers to prevent issues from occurring in the first place.  
5. Improve agent availability and utilization:  
 \* Implement a scheduling and forecasting system to ensure that agents are available when needed.  
 \* Use data analytics to identify periods of low call volume and adjust agent schedules accordingly.  
 \* Provide training and development opportunities to agents to improve their skills and knowledge.  
6. Reduce the number of escalations:  
 \* Implement a knowledge management system to ensure that agents have access to the latest information and resolutions to common issues.  
 \* Provide training and coaching to agents to improve their problem-solving skills and knowledge.  
 \* Use data analytics to identify the root cause of