Technical Support Analysis Dashboard Overview

The Technical Support Analysis Dashboard is used to monitor, analyze, and enhance the efficiency of technical support operations. It provides detailed insights into various aspects of support tickets, helping stakeholders make informed decisions and improve service quality.

Metrics Overview

Tickets Per Priority Level

Description: Tracks the number of support tickets categorized by priority levels (High, Medium, Low).

Purpose: Understand workload distribution and prioritize resource allocation.

Benefits: Ensures urgent issues receive immediate attention and helps balance team efforts.

Tickets Per Product Group

Description: Displays the volume of tickets associated with different product groups.

Purpose: Identify which products generate the most support requests.

Benefits: Highlight potential product issues and inform product improvement strategies.

Source of Tickets

Description: Identifies the origin of tickets (chat, email and phone).

Purpose: Determine the most popular channels for customer support.

Benefits: Optimize and streamline support channels for enhanced customer service.

Average Customer Satisfaction Rating

Description: Measures the average satisfaction rating from post-resolution surveys.

Purpose: Gauge overall customer satisfaction with support services.

Benefits: Identify strengths and areas for improvement in service delivery.

SLA Violations for First Response and Resolution

Description: Tracks compliance with Service Level Agreements for first response and resolution times.

Purpose: Ensure adherence to agreed-upon response and resolution times.

Benefits: Address process inefficiencies and improve service reliability.

Tickets Logged During Work Hours and After Work Hours

Description: Segregates tickets based on whether they were logged during or after regular work hours.

Purpose: Analyze support demand outside of regular hours.

Benefits: Inform staffing decisions and plan support availability during off-hours.

Visualizations and Interactivity

Interactive Charts and Graphs: Visual elements such as bar charts, pie charts, and line graphs provide a dynamic view of each metric, allowing users to drill down into specific data points.

Filters and Slicers: Customizable filters and slicers enable users to view data by specific time periods, priority levels, product groups, and ticket sources.

Performance Trends: Trend lines and comparison charts reveal patterns over time, helping to identify fluctuations in ticket volume or changes in customer satisfaction.

Alert Indicators: Visual alerts highlight critical areas such as high-priority tickets, frequent SLA violations, or low satisfaction ratings, prompting timely action.

Benefits and Impact

Enhanced Decision-Making: By providing detailed data insights, the dashboard aids managers and stakeholders in making informed decisions about resource allocation, process improvements, and training needs.

Improved Customer Satisfaction: Identifying and addressing support process pain points helps enhance the overall customer experience.

Operational Efficiency: Real-time monitoring of performance metrics ensures that SLAs are met and service standards are maintained.

The Technical Support Analysis Power BI Dashboard is an essential tool for managing and optimizing technical support operations, ensuring timely and effective customer assistance while maintaining high satisfaction levels.