

Analytics Insight Document – Service Optimization

Problem Framing:

Service teams experience repeated SLA breaches and inconsistent performance across regions, leading to customer dissatisfaction and higher operational costs.

Analytical Questions:

- Which regions and priorities experience the highest SLA breaches?
- Are SLA breaches increasing over time?
- What factors contribute most to service delays?

Assumptions and Data Gaps:

- SLA timestamps are accurately recorded.
- Some historical data may be incomplete or manually updated.
- External factors affecting resolution time are not fully captured.

Insights Derived:

Analysis shows that high-priority cases in certain regions experience frequent SLA breaches. Repeated breaches are often linked to workload imbalance and skill mismatches within support teams.

Business Recommendations:

- Redistribute workload across regions based on capacity.
- Introduce priority-based case routing.
- Provide focused training for teams handling high-breach categories.
- Reduce CRM storage costs by offloading attachments to Blob Storage.

Risks and Future Improvements:

- Incomplete data may affect insight accuracy.
- Future improvements include predictive SLA breach detection and AI-based case classification.