

Network Service Performance

About The Dataset:

This is data from a Zentel Network Service center.

Every day, customers log their different types of complaints across their branches and expect quick responses and resolutions to their queries.

Some of these customers have a Service level agreement with the Network service provider to resolve their daily queries within a particular average duration.

This service center has different Managers and operators looking into the customers' issues and

Performance can be measured weekly and daily.

Columns

Report ID - Unique ticket ID

Ticket Status - Self Defined

Business Status - Self Defined

Channel Key -ID that describes Platforms from which the clients are creating their tickets

Close Time - Ticket Close Time

Customer Name - Self Defined

State Key - ID for customer state

Customer Region - Self Defined

Ticket Open Time - Self Defined

Ticket Resp Time - Self Defined

Issue Res Time - When the issue was resolved

Fault Type - Type of issue

Operator - Service center agent responding to a client issue

Tables

- Employee Table
- Service Type
- Location
- Channel
- Fault

SLA Terms:

Based on the Service Level Agreement between Zentel incorporated and our clients, here are the terms of engagement:

- All issues must be responded within 10 seconds of ticket initiation
- All issues must be resolved within 3 hours of response
- Average Ticket response time must not exceed 15 seconds
- Any ticket not resolved within 3 hours must be escalated to the Manager
- Resolution Matrix

| | |
|----------------------|-----------|
| Less Than 30 Mins | Excellent |
| 30Mins - 1 hour | Good |
| 1 hour to 3 hours | Fair |
| Greater than 3 hours | Critical |

1. Kindly provide a general outlook of the performance of the business based on relevant metrics.
2. One of the top executives is of the opinion we should optimize TAT(Turn Around Time) between 6 pm to 9 pm every day due to backlash from disgruntled customers. Do you agree?

Show us the data to support your position.

Hint: Round up time to start of hour

3. Based on SLA, issues are meant to be responded to within 10 seconds after they are raised.

What are the key factors leading to a delay in ticket response time?

Hint: Show how the different variables affect the ticket response time.

4. Which Managers and operators are performing well and which are struggling to meet up with the required resolution Time?

Make recommendations as to how they can improve