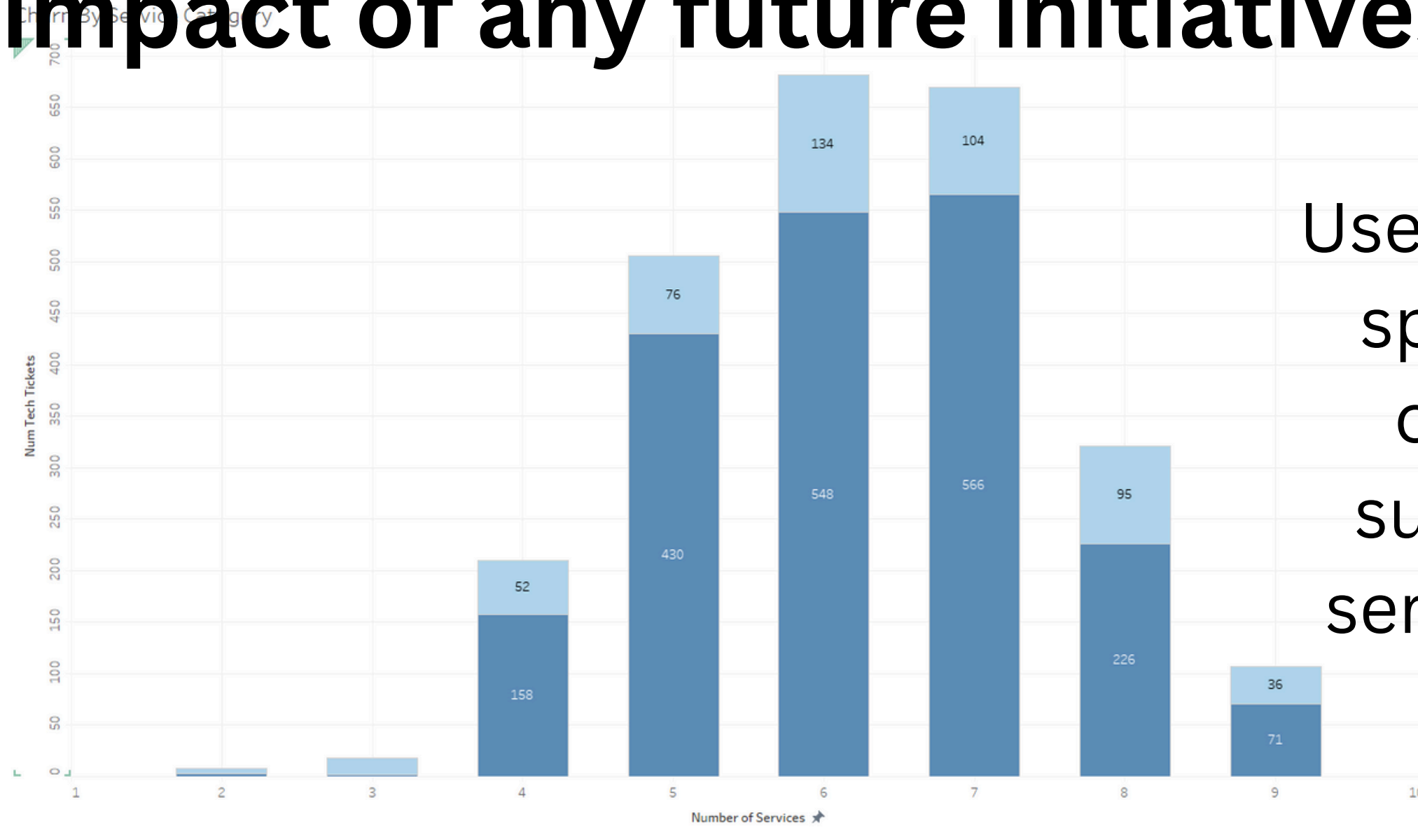


Business Problem

**Which customer group or service categories do we
focus our efforts supporting?**

Volume of technical tickets important to measure impact of any future initiatives to improve churn



Users can track this chart to measure specific groups to support, in this case, the user group that needs support would be people with 4-6 services, i will talk about user group filters on the next element

with more effort to assist customer support, we anticipate the steepness of the bar charts to flatten out

Customer groups are different

Phone Service

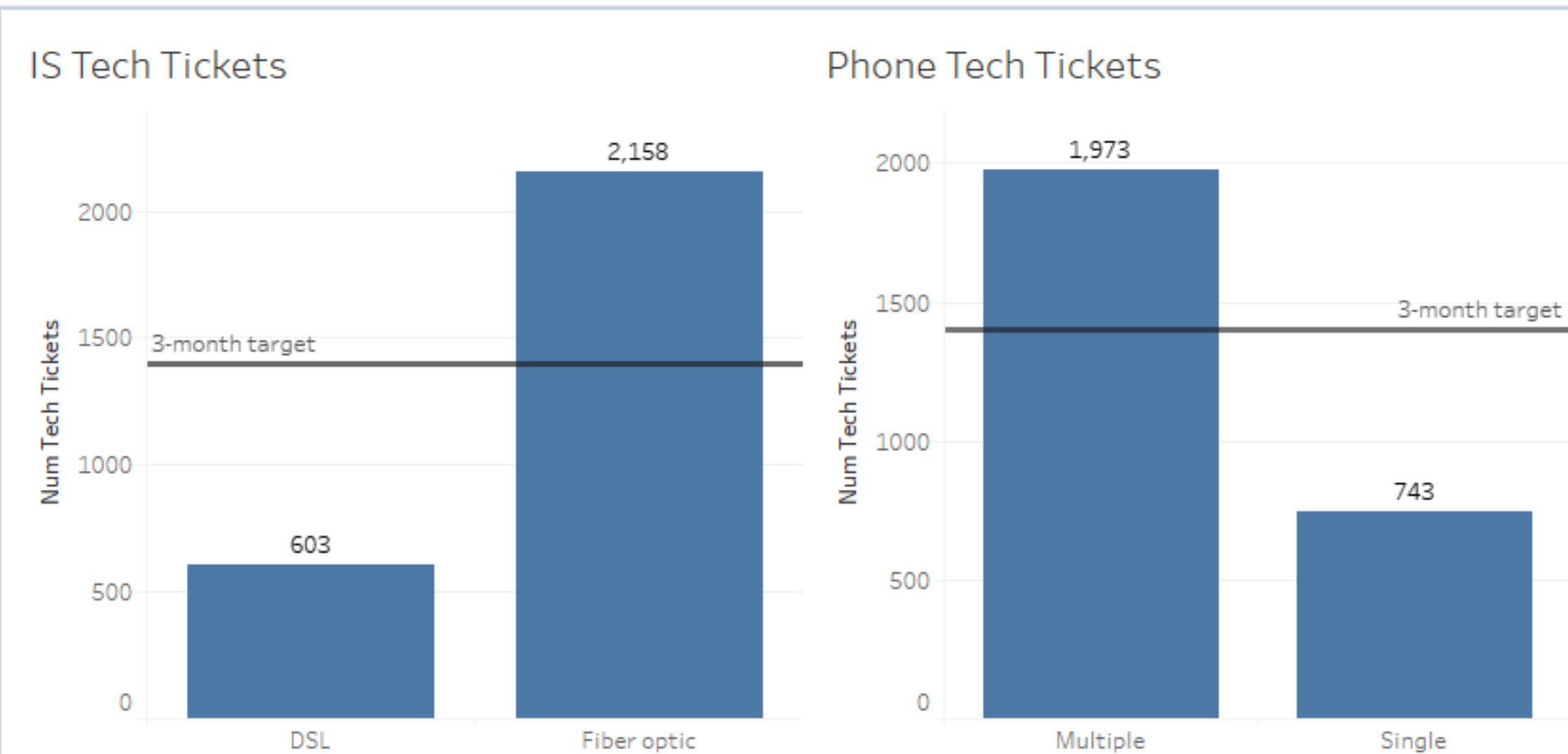
- ☐ Single Line
- ☐ Multiple Lines
- ☐ No Lines

Internet Service

- ☐ DSL
- ☐ Fiber Optice
- ☐ No Int Service

The user of the dashboard can customize the user group represented in the bar chart to reflect any insights. In this case we can explore people who only have one service category compared to another, or people with different combinations or all the services together.

Volume as a target



The idea is, we don't just want to understand the tickets depending on the count of services but also the ticket volume within each of the service categories themselves. This gives us the ability to focus effort on focusing on supporting a specific product and easier to set goals in terms of technical difficulties for our customer base.

If future efforts in the future to assist customer onboarding/support, we anticipate the ticket volumes to decrease below our acceptable threshold.