**#DataDNA May Brief: Technical Support Analysis Challenge**

**Introduction:**

In today’s world, businesses of all sizes rely heavily on technology for daily operations. Technical support plays a crucial role in maintaining these systems efficiently. This month's challenge provides a real-life scenario for you to explore: analyzing the functioning of technical support. It’s a great chance to learn from fellow participants, improve your analytical abilities, and broaden your professional experience.

**Data Analysis Focus Areas:**

You have the freedom to choose your analytical approach. However, consider the following questions to guide your exploration, centered around Technical Support Centre Key Performance Indicators (KPIs):

**Ticket Volume Trends:**

* Analyze daily, weekly and monthly volumes
* Compare volumes between workdays and weekends
* Examine ticket distribution during standard work hours versus after hours.
* Recognize peak ticket creation times

**Ticket Content and Resolution:**

* Identify trends in ticket topics
* Investigate first response and resolution times against SLAs.
* Compare support channels (chat, phone, email)
* Analyze ticket geography for trends in submissions or product issues.

**Performance Metrics:**

* Evaluate agent SLA adherence for first responses and resolutions.
* Explore customer satisfaction rates across agents, topics and other categories
* Check how quickly tickets move through the resolution process.