Monthly Supervisor Summary Report

Monthly Performance and Budget Report

The performance data for this month shows that responsiveness and issue resolution are on the increase. The mean resolving time of a ticket continuously declined, reducing from 2.5 to 1.8 hours within four weeks, indicating improved operational efficiency. The First Contact Resolution Rate, initially 78%, improved to 87% in Week 4, which corroborated the fact that there was better technical documentation and improved communication. Over the last three weeks, the closing rate increased, with the number of tickets closed exceeding the 100-ticket mark, indicating higher productivity and workload optimization within the team. Part of the monthly budget of $1,000 is allocated to business investments in technology and staff development.

The noise-canceling headsets supplied to technicians helped increase call clarity and response time. The combination of the Microsoft 365 suite allowed two teams to coordinate without any issues. The Jira system license enabled a closer examination of the SLA and allowed for the viewing of tickets. Ultimately, the training in customer service simulations enabled an increase in first-contact resolution results, which contributed to the achievement of measurable KPIs. The metrics are better; their Act Resolution Rate can still be improved, especially with enhanced knowledge content. To reinforce the decision-making of Tier 1 agents, I plan to establish biweekly peer coaching sessions. We will also test AI-driven chat filters as a way of prioritizing lower-priority tickets in seconds.

Southwest Airlines has gained a reputation for providing outstanding customer service, as front-line employees are encouraged with the help of real-time tools and customized support training. Customer service simulation workshops and transparent escalation procedures have had a positive impact, enabling our technicians to resolve most problems at the first point of contact (Muzinda, 2021). Jira Service Management enables Spotify, the international

streaming music company, to resource its internal IT support requests across various departments. Automation of ticket workflows and SLA compliance has kept IT issues out of the way of Spotify's creative teams by automating their ticket workflows and monitoring their SLA compliance using Jira, making them faster and more accurate than ever (Chukwunweike & Aro, 2024). This model demonstrates how Jira is beneficial in our operations, as it has improved team coordination and response times, particularly with an increase in ticket numbers.

References

Chukwunweike, J., & Aro, O. (2024). Implementing agile management practices in the era of digital transformation. *World Journal of Advanced Research and Reviews*, *24*(1). https://www.researchgate.net/profile/Joseph-Chukwunweike/publication/385291725_Implementing_agile_management_practices_in_the_era_of_digital_transformation/links/671f05c6edbc012ea1427ff1/Implementing-agile-management-practices-in-the-era-of-digital-transformation.pdf

Muzinda, M. (2021). *Customer Service Strategies to Minimize Negative Customer Incidents in the Airline Industry* (Doctoral dissertation, Walden University). https://search.proquest.com/openview/efa7a7590ab25150e84bd975b800f71a/1?pq-origsite=gscholar&cbl=18750&diss=y