

# MSP Analysis Report

<b>Query:</b>	what decision should I take for the betterment of the MSP ? Consider from the well being of tech
<b>Generated:</b>	2025-10-30 05:20:39
<b>Complexity:</b>	COMPLEX
<b>Agents Used:</b>	license_audit_agent, company_specific_ticket_agent, msp_insights_agent, financial_agent

## Analysis Results

■ ■ \*\*Please wait for 2 minutes\*\* - The per-minute API limit has been reached.

\*\*Technical Details:\*\* 429 You exceeded your current quota, please check your plan and billing details. For more information on this error, head to: <https://ai.google.dev/gemini-api/docs/rate-limits>. To monitor your current usage, head to: <https://ai.dev/usage?tab=rate-limit>.

\* Quota exceeded for metric:

```
generativelanguage.googleapis.com/generate_content_free_tier_input_token_count, limit: 250000
Please retry in 20.639203966s. [links {
description: "Learn more about Gemini API quotas"
url: "https://ai.google.dev/gemini-api/docs/rate-limits"
}
, violations {
quota_metric: "generativelanguage.googleapis.com/generate_content_free_tier_input_token_count"
quota_id: "GenerateContentInputTokensPerModelPerMinute-FreeTier"
quota_dimensions {
key: "model"
value: "gemini-2.5-flash"
}
quota_dimensions {
key: "location"
value: "global"
}
quota_value: 250000
}
, retry_delay {
seconds: 20
}
]
```

## Detailed Agent Data

## ***License Audit Agent***

■ Error generating pandas query: 'list' object has no attribute 'strip'

## ***Company Specific Ticket Agent***

```
Employee Satisfaction Score': avg_employee_satisfaction }) result =
pd.concat([aggregated_metrics, pd.Series(tickets_by_category_sums)]) Fix attempt
failed: Error executing pandas query (category scope issue): name 'category' is not
defined Original code: import pandas as pd valid_categories = [ "Network Connectivity
Issue", "Hardware Failure", "Software Application Error", "Password Reset", "VPN Access
Problem", "Printer Issue", "Email & Collaboration Tool Issue", "Permission & Access
Request", "New User Setup", "Virus or Malware Concern", "Software Installation
Request", "General Inquiry" ] avg_resolution_time =
company_analysis['average_resolution_time_hours'].mean() avg_employee_satisfaction =
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category in valid_categories: tickets_by_category_sums[category] = sum(d.get(category,
0) for d in company_analysis['tickets_by_category']) aggregated_metrics = pd.Series({
'Overall Average Resolution Time (hours)': avg_resolution_time, 'Overall Average
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Problem", "... (truncated)
```

## ***Msp Insights Agent***

Here's a summary of the requested MSP data:

- Overall MSP Profitability:** The total annual revenue from all active client contracts is \*\*\$152,616.00\*\*, indicating a solid base for overall MSP profitability.
- Technician Workload Distribution:** The workload across technicians shows some variation, which can impact well-being and efficiency. Chetan Sharma has the highest number of assigned tickets at 55, while Jaya Nair has the lowest with 1. Other technicians have workloads ranging from 10 to 35 tickets.
- Arun Kumar:** 29 tickets
- Bhavna Singh:** 35 tickets
- Chetan Sharma:** 55 tickets
- Divya Reddy:** 24 tickets
- Farhan Khan:** 30 tickets
- Gaurav Mehta:** 35 tickets
- Harish Iyer:** 10 tickets
- Ishaan Verma:** 23 tickets
- Jaya Nair:** 1 ticket
- Kiran Patel:** 13 tickets
- Lakshmi Rao:** 31 tickets
- Manoj Desai:** 13 tickets

- Customer Payment History and Financial Health:** The analysis of customer payment history reveals a mix of prompt payments and significant outstanding balances, impacting the MSP's financial health.
- Apex Construction:** Total Due: \$900.00, Paid: \$900.00, Outstanding: \$0.00 (1 payment, 0 pending, 0 overdue)
- Creative Canvas Agency:** Total Due: \$800.00, Paid: \$800.00, Outstanding: \$0.00 (1 payment, 0 pending, 0 overdue)
- EduGrowth Tutors:** \*\*

Total Due: \$614.00, Paid: \$0.00, Outstanding: \$614.00 (1 payment, 1 pending, 0 overdue)  
 \* \*\*Global Logistics Partners:\*\* Total Due: \$1,000.00, Paid: \$0.00, Outstanding:  
\$1,000.00 (1 payment, 1 pending, 0 overdue) \* \*\*GreenLeaf Organics:\*\* Total Due:  
\$655.00, Paid: \$0.00, Outstanding: \$655.00 (1 payment, 0 pending, 1 overdue) \*  
\*\*Innovatech Solutions Pvt. Ltd.:\*\* Total Due: \$3,250.00, Paid: \$3,250.00, Outstanding:  
\$0.00 (1 payment, 0 pending, 0 overdue) \* \*\*Pioneer Manufacturing:\*\* Total Due:  
\$1,500.00, Paid: \$0.00, Outstanding: \$1,500.00 (1 payment, 0 pending, 1 overdue) \*  
\*\*Quantum Financial Services:\*\* Total Due: \$1,149.00, Paid: \$1,149.00, Outstanding:  
\$0.00 (1 payment, 0 pending, 0 overdue) \* \*\*Starlight Hotels Group:\*\* Total Due:  
\$750.00, Paid: \$750.00, Outstanding: \$0.00 (1 payment, 0 pending, 0 overdue) \* \*\*Zenith  
Healthcare:\*\* Total Due: \$2,100.00, Paid: \$0.00, Outstanding: \$2,100.00 (1 payment, 1  
pending, 0 overdue) Several clients have significant outstanding balances, with  
GreenLeaf Organics and Pioneer Manufacturing having overdue invoices, and EduGrowth  
Tutors, Global Logistics Partners, and Zenith Healthcare having pending invoices. This  
indicates a need for attention to collections to improve cash flow and financial health.

## Financial Agent

Here's a summary of the overdue payments, delayed payments, upcoming payment due dates, and proposed price revisions for your MSP system: --- ### Payment Summary \*\*Overdue Payments:\*\* There are two overdue payments totaling \*\*\$2,155.00\*\*: \* \*\*Pioneer Manufacturing:\*\* \$1,500.00, due 2025-10-15 (15 days overdue). \* \*\*GreenLeaf Organics:\*\* \$655.00, due 2025-10-20 (10 days overdue). \*\*Delayed Payments:\*\* One payment was delayed and has since been paid: \* \*\*Starlight Hotels Group:\*\* \$750.00, due 2025-10-21, was paid on 2025-10-28 (7 days delayed). A penalty of \$3.46 was applied. \*\*Upcoming Payments:\*\* Three payments are due on 2025-10-31, totaling \*\*\$3,714.00\*\*: \* \*\*Global Logistics Partners:\*\* \$1,000.00, due 2025-10-31. \* \*\*Zenith Healthcare:\*\* \$2,100.00, due 2025-10-31. \* \*\*EduGrowth Tutors:\*\* \$614.00, due 2025-10-31. --- ### Proposed Price Revisions for Potential Revenue Increase and Cash Flow Management Here are all proposed price revisions, detailing their factor breakdowns and projected annual cost changes. These revisions aim to increase revenue and better manage cash flow. 1. \* \*\*EduGrowth Tutors\*\* \* \*\*Current Monthly Cost:\*\* \$614.00 \* \*\*Revised Monthly Cost:\*\* \$741.40 \* \*\*Revision Percentage:\*\* 20.75% \* \*\*Projected Annual Cost Change:\*\* \$1,528.86 \* \*\*Factor Breakdown:\*\* \* Base Inflation Factor: 0.06 \* Ticket Volume Impact Factor: 0.15 \* Endpoint Scale Impact Factor: 0.005 \* Happiness Adjustment Factor: -0.0075 \* Contract Length Discount Factor: 0.0 \* Payment Delay Penalty Factor: 0.0 2. \* \*\*Innovatech Solutions Pvt. Ltd.\*\* \* \*\*Current Monthly Cost:\*\* \$3,250.00 \* \*\*Revised Monthly Cost:\*\* \$3,810.62 \* \*\*Revision Percentage:\*\* 17.25% \* \*\*Projected Annual Cost Change:\*\* \$6,727.50 \* \*\*Factor Breakdown:\*\* \* Base Inflation Factor: 0.06 \* Ticket Volume Impact Factor: 0.15 \* Endpoint Scale Impact Factor: 0.005 \* Happiness Adjustment Factor: 0.0075 \* Contract Length Discount Factor: 0.05 \* Payment Delay Penalty Factor: 0.0 3. \* \*\*Starlight Hotels Group\*\* \* \*\*Current Monthly Cost:\*\* \$750.00 \* \*\*Revised Monthly Cost:\*\* \$877.22 \* \*\*Revision Percentage:\*\* 16.96% \* \*\*Projected Annual Cost Change:\*\* \$1,526.58 \* \*\*Factor Breakdown:\*\* \* Base Inflation Factor: 0.06 \* Ticket Volume Impact Factor: 0.15 \* Endpoint Scale Impact Factor: 0.005 \* Happiness Adjustment Factor: 0.0 \* Contract Length Discount Factor: 0.05 \* Payment Delay Penalty Factor: 0.0046 4. \* \*\*Global Logistics Partners\*\* \* \*\*Current Monthly Cost:\*\* \$1,000.00 \* \*\*Revised Monthly Cost:\*\* \$1,165.00 \* \*\*Revision Percentage:\*\* 16.5% \* \*\*Projected Annual Cost Change:\*\* \$1,980.00 \* \*\*Factor Breakdown:\*\* \* Base Inflation Factor: 0.06 \* Ticket Volume Impact Factor: 0.15 \* Endpoint Scale Impact Factor: 0.005 \* Happiness Adjustment Factor: 0.0 \* Contract Length Discount Factor: 0.05 \* Payment Delay Penalty Factor: 0.0 5. \* \*\*Quantum Financial Services\*\* \* \*\*Current Monthly Cost:\*\* \$1,149.00 \* \*\*Revised Monthly Cost:\*\* \$1,338.59 \* \*\*Revision Percentage:\*\* 16.5% \* \*\*Projected Annual Cost Change:\*\* \$2,275.02 \* \*\*Factor Breakdown:\*\* \* Base Inflation Factor: 0.06 \* Ticket Volume Impact Factor: 0.15 \* Endpoint Scale Impact Factor: 0.005 \* Happiness Adjustment Factor: 0.0 \* Contract Length Discount Factor: 0.05 \* Payment Delay Penalty Factor: 0.0 6. \* \*\*Apex Construction\*\* \* \*\*Current Monthly Cost:\*\* \$900.00 \* \*\*Revised Monthly Cost:\*\* \$1,048.50 \* \*\*Revision Percentage:\*\* 16.5% \* \*\*Projected Annual Cost Change:\*\* \$1,782.00 \* \*\*Factor Breakdown:\*\* \* Base Inflation Factor: 0.06 \* Ticket Volume Impact Factor: 0.15 \* Endpoint Scale Impact Factor: 0.005 \* Happiness Adjustment Factor: 0.0 \* Contract Length Discount Factor: 0.05 \* Payment Delay Penalty Factor: 0.0 7. \* \*\*Creative Canvas Agency\*\* \* \*\*Current Monthly Cost:\*\* \$800.00 \* \*\*Revised Monthly Cost:\*\* \$928.40 \* \*\*Revision Percentage:\*\* 16.05% \* \*\*Projected Annual Cost Change:\*\* \$1,540.80 \* \*\*Factor Breakdown:\*\* \* Base Inflation Factor: 0.06 \* Ticket Volume Impact Factor: 0.15 \* Endpoint Scale Impact Factor: 0.005 \* Happiness Adjustment Factor: -0.0045 \* Contract Length Discount Factor: 0.05 \* Payment Delay Penalty Factor: 0.0 8. \* \*\*Pioneer Manufacturing\*\* \* \*\*Current Monthly Cost:\*\* \$1,500.00 \* \*\*Revised Monthly Cost:\*\* \$1,736.25 \* \*\*Revision Percentage:\*\* 15.75% \* \*\*Projected Annual Cost Change:\*\* \$2,835.00 \* \*\*Factor Breakdown:\*\* \* Base Inflation Factor: 0.06 \* Ticket Volume Impact Factor: 0.15 \* Endpoint Scale Impact Factor: 0.005 \* Happiness Adjustment Factor: -0.0075 \* Contract Length Discount Factor: 0.05 \* Payment Delay Penalty Factor: 0.0 9. \* \*\*Zenith Healthcare\*\* \* \*\*Current Monthly Cost:\*\* \$2,100.00 \* \*\*Revised Monthly Cost:\*\* \$2,430.75 \* \*\*Revision Percentage:\*\* 15.75% \* \*\*Projected Annual Cost Change:\*\* \$3,969.00 \* \*\*Factor Breakdown:\*\* \* Base Inflation Factor: 0.06 \* Ticket Volume Impact Factor: 0.15 \* Endpoint Scale Impact Factor: 0.005 \* Happiness Adjustment Factor: -0.0075 \* Contract Length Discount Factor: 0.05 \* Payment Delay Penalty Factor: 0.0 10.

\*\*GreenLeaf Organics\*\* \* \*\*Current Monthly Cost:\*\* \$655.00 \* \*\*Revised Monthly Cost:\*\* \$751.61 \* \*\*Revision Percentage:\*\* 14.75% \* \*\*Projected Annual Cost Change:\*\* \$1,159.35  
\* \*\*Factor Breakdown:\*\* \* Base Inflation Factor: 0.06 \* Ticket Volume Impact Factor: 0.12 \* Endpoint Scale Impact Factor: 0.005 \* Happiness Adjustment Factor: -0.0075 \* Contract Length Discount Factor: 0.03 \* Payment Delay Penalty Factor: 0.0