**Problem Statement**

A dairy company uses a CRM software to collect and resolve queries/issues that they receive from various customers across various channels.

The raw data for ten days from the CRM software is attached to the task. The glossary shown below will help you understand the data and also support you in completing the task.

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| **Type** | **Item** | **Description** |
| General | Ticket | Each query/issue raised by a customer is called as a ticket |
| Agent | A person who works on resolving any issue that a customer has |
| Resolution | The action of fully addressing/solving a customer's query/issue |
| KPIs | FRT | Stands for First Response Time. It is the average time taken for an agent to send the first response to a customer.  FRT = First Response Time (Column In Raw Data) - Created Time (Column in Raw Data) |
| ART | Stands for Average Resolution Time. It is the average time taken for an agent to resolve the ticket.  FRT = Resolved Time (Column In Raw Data) - Created Time (Column in Raw Data) |
| Raw Data Columns | Ticket ID | Unique ID for each ticket raised by the customers |
| Created Date | The date on which the ticket was created |
| Created Time | The time at which the ticket was created |
| Assigned To | The agent to whom the ticket was assigned to |
| First Response  Time | The time at which the first message was sent to the customer by the  agent |
| Resolved Date | The date on which the customer's query was resolved |
| Resolved Time | The time at which the customer's query was resolved |
| Source | The source from which the ticket was generated |
| Department | The department that is associated with the customer's query/issue |
| Issue Category | The category that the customer's query/issue falls under |

Using the raw data, analyze and compile insights for the following:

1. Trends with ticket generation and resolution
2. Agent Performance with respect to FRT & ART
3. Ticket contribution of Departments and Issue categories
4. Correlate trends from ticket generation and resolution to the department and issue category
5. Correlate FRT and ART data to the department and issue category