

## **Monthly Supervisor Summary Report**

### **IT Support Summary Report – July 2025**

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Through the last four weeks, the leading indicators of the support team have been on a constant rise. The average individual ticket response time has been reduced by 3.1 hours to 2.0 hours, which is directly associated with an increase in technician preparedness and the use of documentation. In the first week, customer satisfaction averages increased by 14 points to 91%, surpassing our internal target of 85% in Week 2 and continuing to rise. We also achieved the Week 2 and Week 3 challenges, closing 100 tickets per week, and ended Week 4 with 117 tickets closed. These examples demonstrate refined queue management and improved cooperation within tiers. In the budget this month, three areas were of most concern: supplying technicians, automating workflow, and communicating with the user. TeamViewer licenses made it much easier to resolve issues affecting remote users (Manson, 2022).

Footrests made work easier and less tiring for technicians who spend a significant amount of time on their feet in the line of duty. The results of first-contact communication and empathy were directly linked to the customer simulation training. Lastly, the implementation of Zoho Desk enabled us to monitor SLAs and prioritize tickets, which gave me and other supervisors the opportunity to make informed decisions about workload distribution. In the days ahead, we will introduce predictive ticket tagging to the Zoho Desk triage to accelerate the process and explore skill-based routing. To provide a way to rate support, a survey dashboard will be deployed, allowing users to provide a rating upon ticket closure. Internally, we will also track performance through weekly micro-reports, allowing us to identify bottlenecks early.

American Express generally provides credit, whereby users are regularly alerted about surprise transactions via text messages or calls. The way they communicate with one another, being straightforward, respectful, and without raising stress, makes unexpected situations easier to trust and handle (Ledas, 2025). The same pattern is reflected in the training of our team in user interaction through empathy, ensuring that users are never left feeling uninformed throughout the assistance process. Dell Technology utilizes Zoho Desk internally to direct issues based on product line and severity, thereby improving the speed of SLA accomplishment across various departments (Lian, 2023). Based on this, we have implemented the use of Zoho, which will ensure that high-severity-related problems, such as VPN failures or system failures, are prioritized; this will increase the fixed time and visibility.

## References

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