Business Analyst Project Report

Project: Customer Support Ticket Analysis

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# 1. Project Overview

The support team has been facing delays in handling customer issues. I conducted an analysis of support ticket data to identify where delays are occurring, which ticket categories are most impacted, and where improvements can be made.

# 2. Key Findings

- Ticket status summary:  
 - Open: 10  
 - Closed: 3  
 - Pending: 7

- Most frequent ticket category: Billing

- Unresolved tickets: 8 tickets have no resolved date

- Categories with longest resolution time: Billing and Product Inquiry

- Notable patterns: Most unresolved tickets are related to Billing and Account Access. High concentration of open tickets in high-priority areas may be causing delays.

# 3. Recommendations

- Prioritize billing-related tickets, especially those still unresolved  
- Assign experienced agents to Account Access and Billing tickets to improve resolution time  
- Implement a tracking system to flag overdue high-priority tickets  
- Consider reviewing the support process flow to identify internal bottlenecks

# 4. Next Steps

- Conduct a deeper root-cause analysis of why billing tickets are slow to resolve  
- Explore automation options for common ticket categories (like account access issues)  
- Monitor ticket trends over time to reduce backlogs  
- Provide targeted training to support agents handling sensitive categories

# 5. Tools Used

- Microsoft Excel / Google Sheets (data analysis, pivot tables)  
- Google Docs / MS Word (report writing)