Analytics-Driven SLA Breach Prevention System

Filter (Day)

- De...
- Fri
- Mon
- Sat
- Sun
- Thu
- Tue
- Wed

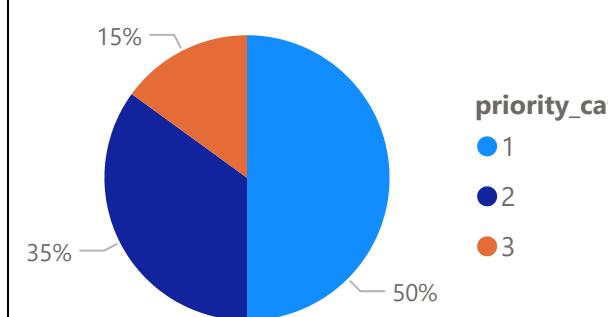| Total tickets registered in the week	Agent force capacity per day	Risk Reducton Percentage	Baseline Average Risk	Optimized Average Risk
50,000	7,500	37.62%	232.08	144.08
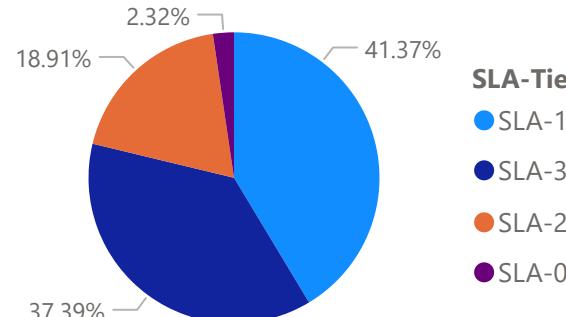
Number of tickets by SLA-Tier

SLA-Tier
- SLA-1: 41.37%
- SLA-3: 37.39%
- SLA-2: 18.91%
- SLA-0: 2.32%

Number of tickets by SLA-Tier

priority_cat
- 1: 50%
- 2: 35%
- 3: 15%

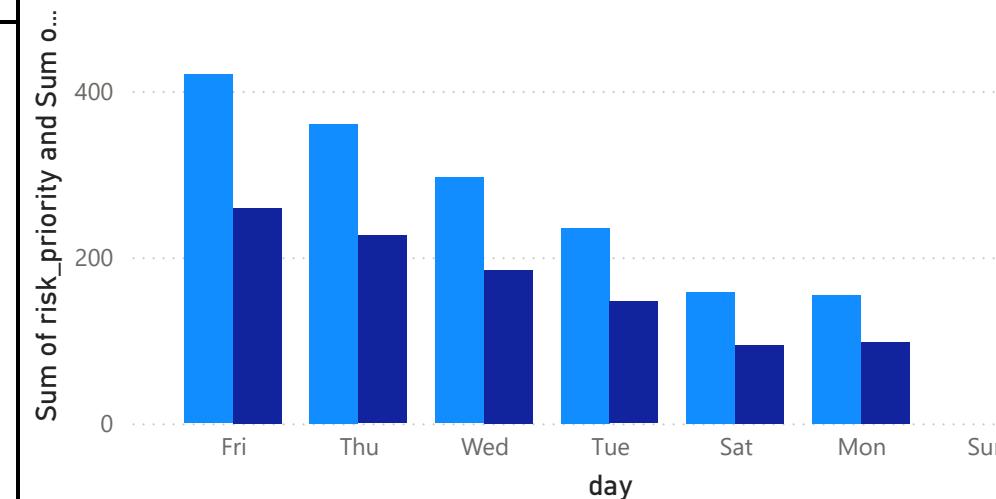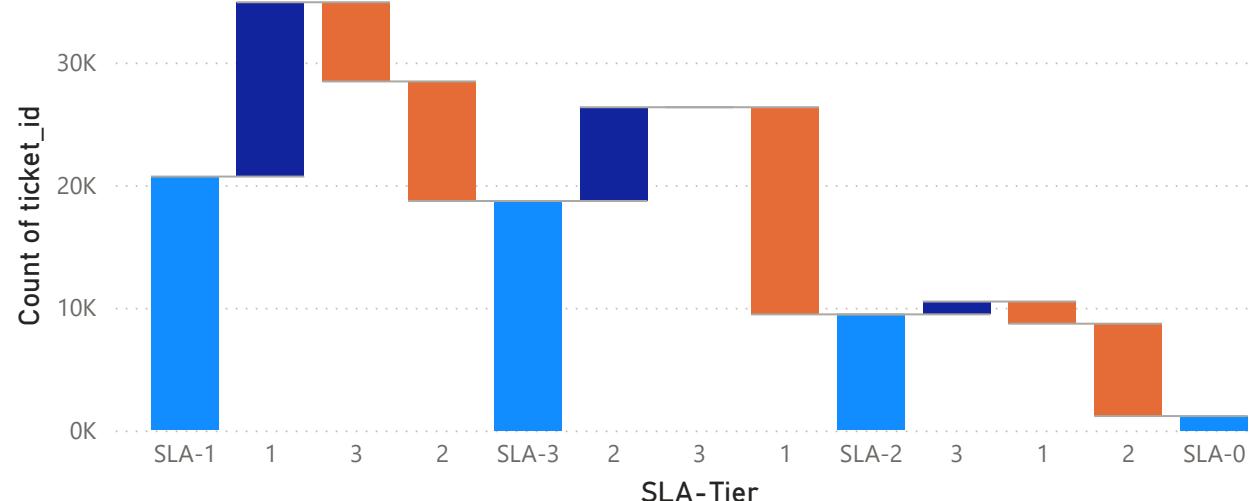## Baseline vs Optimized Risk Remaining Comparison

● Sum of risk_priority   ● Sum of risk_sla

Count of ticket_id by SLA-Tier and priority_cat

● Increase ● Decrease ● Total ● Other

Baseline Risk Addressed and Optimized Risk Addressed by day

● Baseline Risk Addressed   ● Optimized Risk Addressed