

IMPROVING SUPPORT TO FULFILL SLA

Recommendation Based On Help Desk Ticket Analysis

DATASETS OVERVIEW

The provided dataset contains two sheets: "Ticket and Date Created" and "Help Desk Ticket". For analysis purposes, the "Help Desk Ticket" sheet is used, which contains 549 rows and 26 columns. Below are a few column names and the details they capture about help desk tickets, providing various aspects of ticket management.

- **Ticket ID:** Unique identifier for each ticket.
 - **Team Assigned:** The team responsible for handling the ticket.
 - **Priority:** The priority level of the ticket (Emergency, High, Normal, Low).
 - **Type:** The type of ticket (Incident, Problem, Request).
 - **Status:** The current status of the ticket (Open, Closed, Resolved).
 - **Source:** The origin of the ticket (Email, Web, Phone, Other).
 - **Creation Date:** The date the ticket was created.
 - **Last Updated Date:** The most recent date the ticket was updated.
 - **SLA Due Date:** Calculated due date based on SLA criteria.
 - **Breached SLA?:** Calculated Indicator if the ticket breached the SLA.
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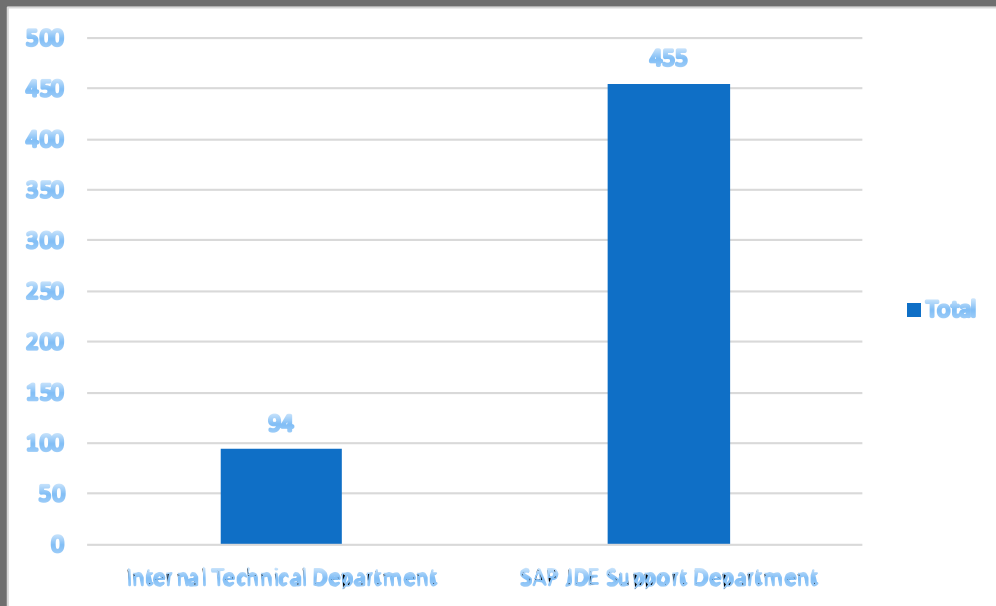
Objective

The primary objective of this analysis is to enhance the efficiency and effectiveness of help desk operations by leveraging data-driven insights. This involves a comprehensive examination of the help desk ticket data to identify patterns, trends, and areas for improvement in support processes. By cleaning and preparing the dataset, I ensure that the information used is accurate and reliable, forming a solid foundation for subsequent analysis and providing recommendations to answer the question: Why are SLAs being breached?

A key focus of the analysis is to assess the distribution of workload among different teams and agents. The analysis aims to provide actionable recommendations to optimize support processes, improve SLA compliance, and balance workload distribution. This will help in identifying imbalances that may lead to inefficiencies or employee burnout, ultimately driving improvements in help desk performance, service quality.

WORKLOAD DISTRIBUTION

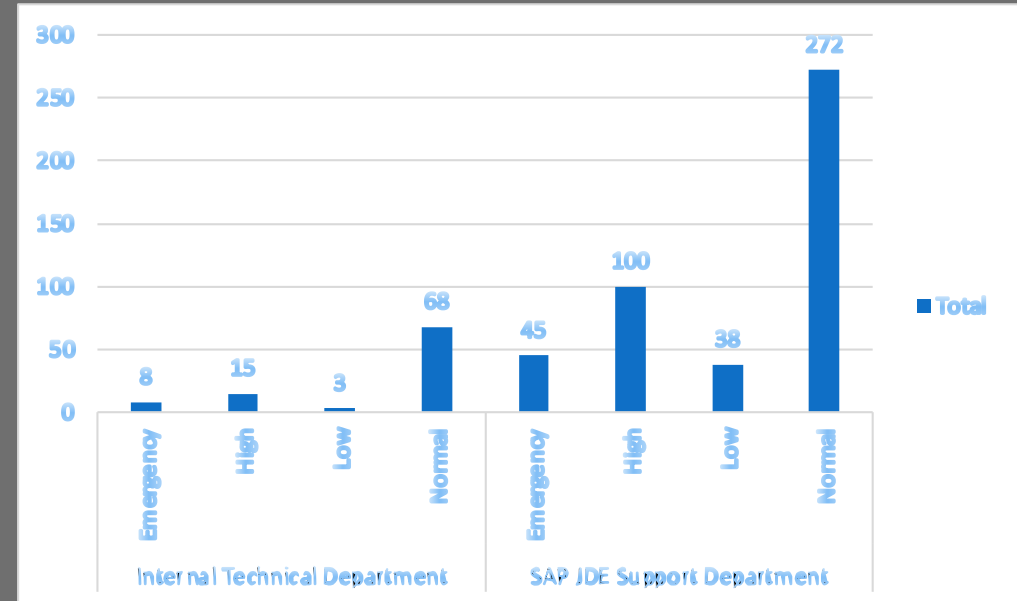
TOTAL TICKETS HANDLE BY EACH DEPARTMENT



- The line chart clearly indicates that the workload distribution is uneven, with the SAP JDE Support team handling the majority of the tickets compared to the Internal Technical Department. This disparity highlights a significant imbalance in workload allocation between the two teams.*

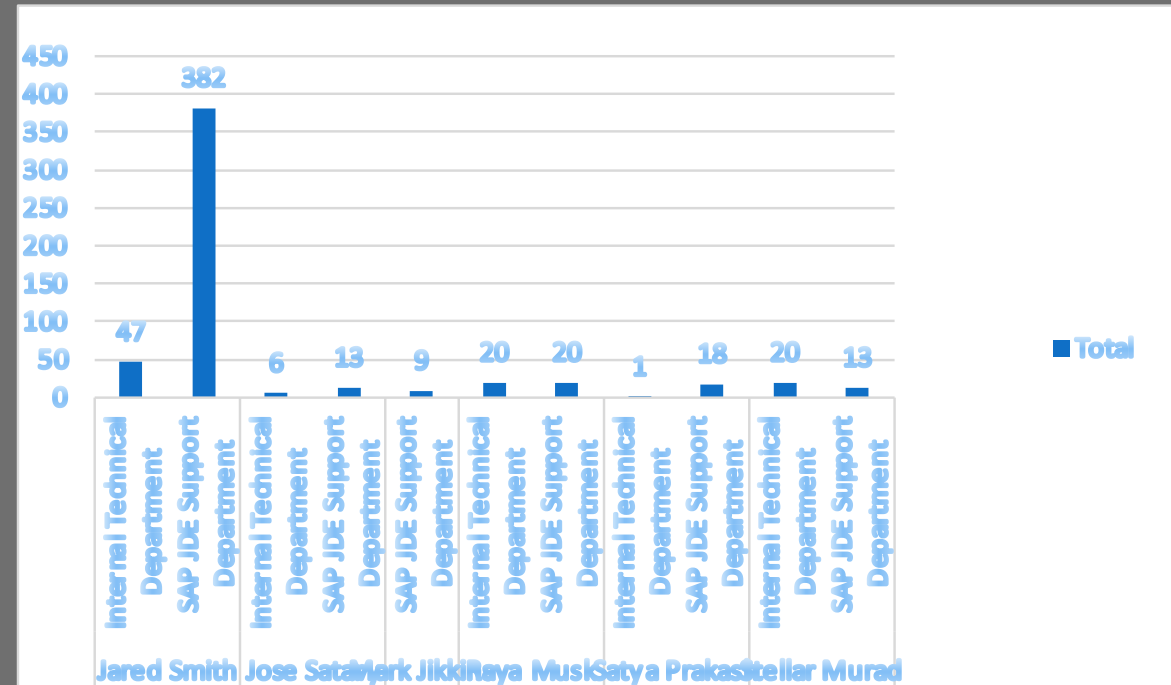
Workload Distribution by Each Department with Priority Levels

- *The SAP JDE department manages a higher volume of priority tickets than the internal technical department.*
- *The SAP JDE support department has a significant number of SLA (Service Level Agreement) breaches.*
- *The internal technical department handles fewer priority tickets in comparison.*
- *The performance discrepancy indicates potential issues in workload distribution and efficiency within the SAP JDE support team.*
- *Addressing the high SLA breaches in the SAP JDE department is critical for improving overall service quality.*



ASSIGNED TEAM

- A total of 9 teams have been assigned, but the distribution among departments is uneven.
- The majority of agents are assigned to the SAP JDE Support Department.
- This department also has the highest number of SLA-breached tickets.
- Some staff members are overloaded, having to manage multiple tickets simultaneously.



TICKET CREATED OVER THE YEAR AND ITS SOURCE TYPE

*THE MAXIMUM NUMBER OF TICKET
SOURCE IS FROM WEB SOURCE , LEAST
IS FROM THE OTHER.*

*AND MOST TICKETS NATURE ARE
COMING FROM THE NA CATEGORY
WHICH TAKING TIME TO IDENTIFY THE
PROBLEMS .*

2019

THE MAXIMUM NUMBER
OF TICKET CREATED IN
2019 YEAR FOLLOWED BY
2020.

OVER THE TIME IT
SEEMS THAT THE TICKET
CREATION IS LESS AS
2021 HAS THIRD LEAST
CREATION OF TICKET
ETS.

2021

AGENT PERFORMANCE AND SLA BREACHES ANALYSIS

Jared Smith has handled the highest number of tickets, with nearly all tickets closed except for one. However, all tickets have breached the SLA.

Jose Satary has a relatively small number of tickets, with the majority still open. There is a high SLA breach rate for all tickets handled by Jose.

Mark Jikkins also handles a small number of tickets, with most of them still open. All tickets handled have breached the SLA.

All tickets in the dataset have breached the SLA, indicating a systemic issue with meeting SLA targets across all agents.

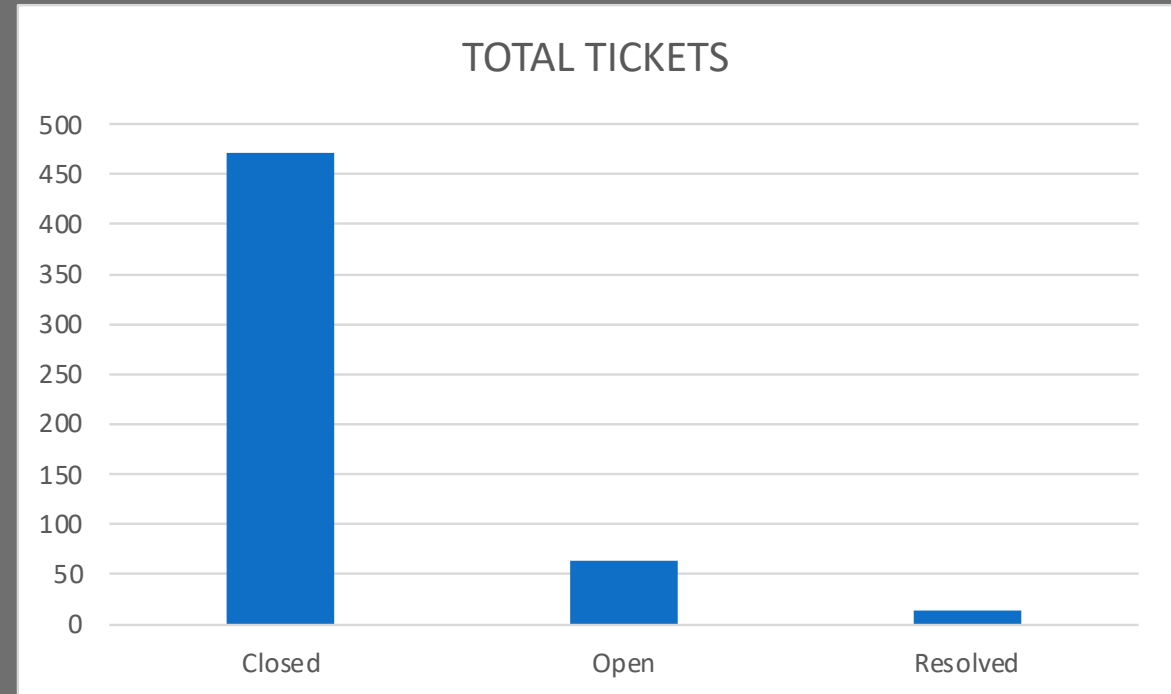
Agent Assigned	Current Status	Total tickets Per Team	Count of Brached SLA
Jared Smith		429	429
Jared Smith	Closed	428	428
Jared Smith	Open	1	1
Jose Satary		19	19
Jose Satary	Closed	5	5
Jose Satary	Open	13	13
Jose Satary	Resolved	1	1
Mark Jikkins		9	9
Mark Jikkins	Open	6	6
Mark Jikkins	Resolved	3	3
Raya Musk		40	40
Raya Musk	Closed	3	3
Raya Musk	Open	32	32
Raya Musk	Resolved	5	5
Satya Prakash		19	19
Satya Prakash	Closed	3	3
Satya Prakash	Open	12	12
Satya Prakash	Resolved	4	4
Stellar Murad		33	33
Stellar Murad	Closed	32	32
Stellar Murad	Resolved	1	1
Grand Total		549	549

TICKET STATUS AND PRIORITY ANALYSIS

The majority of tickets are in a closed status (471 tickets), followed by open (64 tickets) and resolved (14 tickets).

Emergency and high-priority tickets are being closed effectively, with 51 and 107 tickets respectively.

There are 64 open tickets, with a significant portion being normal priority (46 tickets)."



Root Cause Analysis for SLA Breaches



High Ticket Volume for Certain Agents Jared Smith handles a significantly higher number of tickets compared to other agents, which may lead to delays and SLA breaches due to overload.



The distribution of tickets among agents is uneven, with some agents like Jared Smith and Raya Musk handling more tickets than others, which can cause delays and breaches.



Tickets categorized as high priority or emergency may involve complex issues that take longer to resolve, as most number of source ticket are NA, leading to SLA breaches.



Agents may lack the necessary training or expertise to handle specific types of issues efficiently, resulting in delays and SLA breaches.

Recommendations to Resolve SLA Breaches



Implement a more balanced ticket distribution system to ensure that no single agent is overloaded with tickets. Use automation tools to distribute tickets evenly based on agent capacity and expertise.



Allocate additional resources to agents handling a high volume of tickets. This could include providing more support staff, tools, or access to specialized knowledge bases.



Provide regular training sessions for agents to improve their skills and expertise in handling different types of issues. Focus on areas where agents frequently encounter challenges.



Conduct regular reviews of ticket resolution processes and agent performance. Gather feedback from agents and customers to identify areas for improvement and implement necessary changes.



Establish dedicated teams or specialized agents for handling high-priority and emergency tickets. This ensures that these critical issues are addressed promptly without affecting the resolution of lower-priority tickets.