

# MIS & Service Level Performance Analysis Report

## Project Overview

This report presents an end-to-end MIS and service level performance analysis using daily, weekly, and monthly operational data. The objective is to monitor SLA, productivity, absenteeism, and call volumes to generate actionable business insights.

## Business Objectives

- Track incoming, answered, and abandoned calls
- Monitor SLA %, productivity, and absenteeism
- Identify drivers behind SLA misses
- Support daily, weekly, and monthly MIS reporting

## Dataset Description

The dataset includes daily call-level data aggregated into weekly and monthly MIS reports covering SLA %, productivity, absenteeism, and call volumes exceeding 4.1 million records.

## Tools Used

MS Excel, Power BI, Power Query, SQL

## Key Insights

- Average SLA stabilized around 79–80%
- Absenteeism (~25–30%) was the strongest driver of SLA dips
- Productivity stability reduced SLA impact during volume spikes
- High call volume without staffing adjustment increased abandoned calls

## Business Recommendations

- Implement real-time absenteeism monitoring
- Use intraday staffing adjustments
- Automate SLA alerts and dashboards
- Maintain consistent MIS cadence