

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