Dept_recomendation(Poornima & Dereje)

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Key Insights

✅ Half of the message sent by all departments lack clarity.

▼ **Customer Success (CS) Examples:**

1. **Message:**

*"Hi <!subteam^S07PZS7RQ76> Could you please help us with the request •
[NAME HIDDEN]: [NAME HIDDEN] • Module: [NAME HIDDEN] • [NAME
HIDDEN]: Medium • Description: Calculation shows no recommendation
needed which seems odd since we are just starting with the customer •
Attachments: cc <@U[NUMBER HIDDEN]JXHLD7> Thanks!"*

Reason:

- Long sentence structure
- Use of complex or multi-syllabic words

2. **Message:**

*(Spanish and English version of a long explanation about module deployment
delays and billing adjustments, including meeting references and financial
terms.)*

Reason:

- Long sentence structure
- Use of complex or multi-syllabic words
- Passive voice detected

▼ Marketing & Sales (MS) Examples:

3. **Message:**

"Hi <@U06C4BHN2FL>, Wanted to update you, last week I identified some data issues on LFS data provided by HOAD IT team and raised it with HOAD IT team. They agreed there was an issue with data (from their side) and they did a data fix on following tables on 3rd Jan '25 (late Friday). 1. LFS_inventory_status 2. LFS_inventory_status_history 3. LFS_locations 4. LFS_transactions 5. LFS_transactions_3 Seems like we will have to reload the data, rerun initial targets (SIS Stores only) as it has affected the historical data as well. Please advise how we should address this."

Reason:

- Long sentence structure
- Use of complex or multi-syllabic words
- Passive voice detected

4. **Message:**

"Thanks <@U031E2LJJET>, Just for info (related to other context for KAZO), Please can you share how much time (estimate) does it take for reloading from scratch KAZO Data?"

Reason:

- Long sentence structure
- Use of complex or multi-syllabic words

▼ Research & Development (RD) Examples:

5. **Message:**

"<@U079QLGUP51> The replenishment quantity for each molekinha SKU is 1, the old target was 1, if the target is never met, it will always remain with a 1. What I'm suggesting is, if they don't want to have suggestions for brand Molekinha at store 43, to mark them as AR in order for the replenishment suggestion to not be persistent with that store."

Reason:

- Long sentence structure

- Use of complex or multi-syllabic words

- Passive voice detected

6. **Message:**

"<@U07RB38FN67> Hola buenos días! Vamos a validar, tú me podrías apoyar a confirmar la hora en que se están dejando los archivos? Para tener certeza de que los flujos automáticos estén correctamente encadenados. (Antes se depositaban antes de las 7am y máximo 7:20am) Gracias, te voy comentando!"

Reason:

- Long sentence structure

- Use of complex or multi-syllabic words

✅ Most messages by users are on social issues than task related issues.

(40-50% messages have been categorizes as "No Response")

▼ Many Messages Are Greetings or Mentions Without Replies: Examples

I wanted to take a moment ...

"Hi <@U079QLGUP51> <@U07A3BS40BB>, Thank you

▼ System Messages for users joining and leaving: Examples

"<@U02GQ1HESE6> has joined the channel"

"<@U02G46UTNJ3> has left the channel"

✅ The messages sent by the CS department falls into 6 themes.

▼ **Greetings & Politeness (1364): examples**

- Hello <@U07BN62QCQK> I understand that Ricardo will not be available for today's call.

Would you like to go over the technical progress regarding allocation and end of collection list and multiple source locations?

- Hi <@U02MRFDTE92>, while the client is working on providing the data and files for the allocation, their team is interested in seeing a **DEMO** of the feature.

Will it be possible to schedule one for next Tuesday?

▼ **Requests and Assistance (690): examples**

- If there is no ongoing investigation process that should prevent this re-run, let's schedule it as soon as possible, and the CS team will handle proper client communications.<@U02NPDLQ0UE>, please advise how we should proceed.
- <!subteam^S06KQ683CBV>, can you help me understand this error?

▼ **Name and Identifications (615): examples**

- <@U07BN62QCQK>, <@U06QQEHP2HH>, as discussed with Helder, I'd like to schedule a demo of the allocation feature for next week.Can we schedule it for next Wednesday between 9am-12:30pm?
- [NAME HIDDEN] you :raised_hands::skin-tone-2:

▼ **Data and Informations (575): examples**

- Hi <@U02MRFDTE92>, while the client is working on providing the data and files for the allocation, their team is interested in seeing a **DEMO** of the feature.

Will it be possible to schedule one for next Tuesday?

- Today's call focused on next steps for launching a **test for replenishment**. <@U06C4BHN2FL> and <@U05AXJANSH2> addressed potential concerns related to avoiding replenishment in certain stores.

([Summary of call with details on inventory management and next steps]).

▼ **Actions and Update (452): examples**

- Hello <@U07BN62QCQK>, I understand that Ricardo will not be available for today's call.

Would you like to go over the technical progress regarding allocation and end of collection list and multiple source locations?

- Hi <@U02MRFDTE92>, while the client is working on providing the data and files for the allocation, their team is interested in seeing a **DEMO** of the feature.

Will it be possible to schedule one for next Tuesday?

▼ **Technical Issue (238): examples**

- Good morning <@U02NPDLQ0UE>, I'll focus here on the target management topic that is still pending and most important.

We ran initial targets on **19-20.9**, which were monitored both by us and the client due to identified discrepancies.

([More details on target calculations and adjustments]).

- <!subteam^S06KQ683CBV>, can you help me understand this error?

✅ The users with highest messages are usually involved in replenishment calculation / recommendation

▼ **Below are some examples of the messages**

- Im seeing that the upload was marked as 'temporal' not all the inventories finished replenishment successfully. (See first image attached)

- I see there are multiple replenishment recommendations with high quantity, all with a similar situation. The client has not complied to the recommendations because of the new integration they developed so targets are higher than expected because of lack of compliance.

- could just be their team isnt actually executing on replenish recs. willdouble check with peter today

Recommendations

▼ Customer Success Department

✅ **Key Issues:**

- Messages often contain long sentences, complex words, and passive voice.

- Many messages fall into greetings, politeness, and identification rather than task-related discussions.

- Technical issues are mentioned but may lack clarity or concise action points.

💡 **Recommendations:**

1. **Improve Message Clarity:**

   - Use short, clear, and direct sentences.

   - Convert passive voice into active voice for better understanding.

2. **Refine Requests & Assistance Messages:**

   - Ensure each request clearly states the action needed, the responsible party, and the timeline.

   - Example:

     - **Before:***"<!subteam^S07PZS7RQ76> Could you please help us with the request..."*

     - **After:***"<!subteam^S07PZS7RQ76>, can you check the calculation issue? It shows 'no recommendation' when we just started with the customer. Please confirm by EOD. Thanks!"*

3. **Reduce Non-Task Messages:**

   - Limit greetings and redundant thank-you messages in work discussions.

   - Use thread replies for acknowledgments instead of new messages.

▼ Marketing & Sales (MS) Department

✅ **Key Issues:**

- Long and complex messages, making updates harder to grasp.

- Messages often contain passive voice and unnecessary details.

- Some messages lack direct calls to action.

💡 **Recommendations:**

1. **Use Bullet Points for Data-Heavy Messages:**

   - Example:

     - **Before:***"Wanted to update you, last week I identified some data issues on LFS data provided by HOAD IT team and raised it with HOAD IT team..."*

     - **After:**

       - "Last week, I found issues in LFS data from HOAD IT."

       - "HOAD IT acknowledged the issue and fixed these tables on Jan 3rd:"

         - LFS_inventory_status

         - LFS_transactions, etc.

       - "Next steps: Reload data and rerun initial targets (SIS Stores). Please advise."

2. **Avoid Passive Voice & Complex Terms:**

   - Example:

     - **Before:** *"Please can you share how much time (estimate) does it take for reloading from scratch KAZO Data?"*

     - **After:** *"How long does it take to reload KAZO data from scratch?"*

3. **Keep Updates Action-Oriented:**

   - Instead of just stating issues, always provide an action item or next steps.

▼ Research & Development (RD) Department

✅ **Key Issues:**

- Messages have long, unclear explanations.

- Passive voice is common.

- Overuse of internal jargon.

💡 **Recommendations:**

1. **Break Down Technical Details into Simpler Sentences:**

   - Example:

     - **Before:***"The replenishment quantity for each Molekinha SKU is 1, the old target was 1, if the target is never met, it will always remain with a 1."*

     - **After:**

       - "Each Molekinha SKU has a replenishment quantity of 1."

       - "Since the old target was also 1, the system keeps it unchanged if unmet."

       - "To stop suggestions for store 43, mark them as 'AR'."

2. **Minimize Unnecessary Greetings in Work Discussions:**

   - Example:

     - **Before:** *"Hola buenos días! Vamos a validar, tú me podrías apoyar a confirmar la hora en que se están dejando los archivos?"*

     - **After:** *"Can you confirm the file drop-off time? It was before 7 AM earlier. Thanks!"*

3. **Use More Direct Language:**

   - Reduce filler words and vague phrasing.

   - Keep each message structured as Problem → Impact → Action Needed.

General Recommendations Across Departments

▼ ✅ For Clearer Communication:

- Keep messages **short and to the point** (limit to 2-3 sentences where possible).

- Use **active voice**: Instead of *"Data reload needs to be done,"* say *"We need to reload data."*

- **Structure messages logically**:

  1. **What's the issue?**

  2. **Why does it matter?**

  3. **What needs to be done?**

▼ ✅ To Reduce Non-Task-Related Messages:

- Use **threads** instead of new messages for greetings and acknowledgments.

- Keep discussions **focused on tasks** rather than excessive social talk.

▼ ✅ For Action-Oriented Conversations:

- Every message should have a **clear request, timeline, or decision point**.

- Example: Instead of *"Let's discuss this issue,"* say *"Can we review this issue tomorrow at 10 AM?"*

Findings

▼ **CS**

- Average message per user is 18.48 message/user (highest) and the department contributed ~21% of the entire messages on slack.

- U07EZ6P6CPR (754), U07KG8USTV2(753) and U0361039L3F(575) are the top 3 users in CS with the highest number of messages. (how is the average flesh score of there three users?)

- The above three users involved in 4,5, 4,5 and 3.5 % , respectively, of the total slack messages sent over slack in by all departments.

- CS department involved in ~17% of the total parent messages sent on slack (Active?)

- The median response time in this department is 78 minutes, irrespective of the parent thread and user_id.

- U07EZ6P6CPR (203.6 min) and U0361039L3F(176.5 min), two of the highest senders of messages in the department have above the median response time whereas U07KG8USTV2 (44.7 min) has below the median response time in the department .

- The average number of threads that users in this department involved-in is 2.149. U07EZ6P6CPR (2.530201) and U07KG8USTV2(2.896154) again are involved in the long conversations. They are involved in long conversation but they respond slowly..

- ~ 50% of the message in which this department involved in did not receive a reply (examine those messages), ~27% of the message replied by the department is categorized as late response.

- > 50% of the messages sent by this department are difficult or very difficult to understand as shown by the flesh score. (examples of the messages shown in Key Insights).

▼ **R&D**

- Despite higher number of users in this department compared to CS, average message sent per user in this department is 3-fold less (6.1).

- U07KX799P6V(462) is the user with the highest number of messages sent, with the second person nearly three-fold less.

- The above user involved in 2.8% of the whole messages sent over slack (active)

- The median response time in this department in 19.6 minutes, irrespective of the parent message and user_id.

- U07KX799P6V takes an average of 40.3 minutes to respond higher than the department average.

- This department involved in messages with an average thread length of 1.89. slightly less than the CS department. U07KX799P6V involved in message with average thread length of 1.94.

- Two users from this department U068RPWKX4H (3.470588) and U06MH3J71U6 (6.285714) are involved in long threads.

- ~40% of the message are categorised in "no response" since they did not receive reply. Whereas, responses in 30% of the messages is categorized as 'Late Response'

- ~45% of the message from this department are not simple to understand and categorised as difficult and very difficult.

▼ **M&S**

- This department is the least among the three in terms of slack message invovement. On average 2.3% per user is in the slack message.

- User U04VDGAD067(337) from this department is heavily involved in slack messages and this accounts to 2% of the whole message sent in the year.

- The median response time to messages in this department is 48.46 min.

- The most active user in this deparment has a median response time of 69.2 which is higher that the department response time.

- The department sends an average 1.94 messages per thread whereas the most active user in the department sends 2.23 messaged per thread.

- Similar to the other two departments, the great proportion messages (48%) were catagorized as No Response messages whereas 27% are responded late.

- Messages from this department are also not easily understandable as the flesh score categorizes nearly 50% of the messages as difficult and very difficult.

https://colab.research.google.com/drive/1O459Q_h7hl2aVJa0h71J3elUtb0C6FSX?usp=sharing