

Dept_recomendation

Key Insights

✓ **Half of the message sent by the CS department lacks clarity.**

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

✓ **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 users with highest messages are usually involved in replenishment calculation**

✓ **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?

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.

3. Reduce Non-Task Messages:

- Limit greetings and redundant thank-you messages in work discussions.
- Use thread replies for acknowledgments instead of new messages.

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 , ~27% of the message replied by the department is categorised as late response.
- > 50% of the messages sent by this department are difficult or very difficult to understand as shown by the flesh score.