

STAR (Selling Partner Trust, Abuse, Risk & Reviews) Shared Services Analytics Report

Date: March 12, 2023

Executive Summary: This report provides an in-depth analysis of the key metrics and insights for the STAR Shared Services Analytics team. The report aims to provide actionable recommendations to improve operational efficiencies, reduce investigation errors, and enhance customer experience.

Section 1: Operational Efficiencies

Metric 1: Average Handling Time (AHT)

- Current Value: 10 minutes
- Target Value: 8 minutes
- Variance: 25%
- Analysis: The AHT has been increasing over the past quarter, primarily due to the complexity of cases and the need for additional training for investigators.
- Recommendation: Implement process improvements to reduce AHT by 15% within the next quarter.

Metric 2: First Call Resolution (FCR) Rate

- Current Value: 80%
- Target Value: 85%
- Variance: -5%
- Analysis: The FCR rate has been declining over the past quarter, primarily due to the lack of clear communication between investigators and customers.
- Recommendation: Develop a clear communication strategy to improve FCR rates by 10% within the next quarter.

Metric 3: Abandon Rate

- Current Value: 5%
- Target Value: 3%
- Variance: 67%
- Analysis: The abandon rate has been increasing over the past quarter, primarily due to the long wait times and lack of engagement with customers.
- Recommendation: Implement a callback system to reduce abandon rates by 20% within the next quarter.

Section 2: Investigation Errors

Metric 1: Error Rate

- Current Value: 2%
- Target Value: 1%
- Variance: 100%
- Analysis: The error rate has been increasing over the past quarter, primarily due to the lack of training and quality control.
- Recommendation: Develop a comprehensive training program to reduce error rates by 30% within the next quarter.

Metric 2: Average Time to Resolve Errors

- Current Value: 2 hours
- Target Value: 1 hour
- Variance: 100%
- Analysis: The average time to resolve errors has been increasing over the past quarter, primarily due to the complexity of cases and the lack of resources.
- Recommendation: Allocate additional resources to reduce the average time to resolve errors by 40% within the next quarter.

Metric 3: Error Resolution Rate

- Current Value: 95%
- Target Value: 98%
- Variance: -3%
- Analysis: The error resolution rate has been declining over the past quarter, primarily due to the lack of clear communication between investigators and customers.
- Recommendation: Develop a clear communication strategy to improve error resolution rates by 5% within the next quarter.

Section 3: Customer Experience

Metric 1: Customer Satisfaction (CSAT) Score

- Current Value: 85
- Target Value: 90

- Variance: -5%
- Analysis: The CSAT score has been declining over the past quarter, primarily due to the lack of engagement with customers and the complexity of cases.
- Recommendation: Implement a customer feedback campaign to improve CSAT scores by 10% within the next quarter.

Metric 2: Net Promoter Score (NPS)

- Current Value: 40
- Target Value: 45
- Variance: -11%
- Analysis: The NPS has been declining over the past quarter, primarily due to the lack of clear communication between investigators and customers.
- Recommendation: Develop a clear communication strategy to improve NPS by 15% within the next quarter.

Metric 3: Average Rating

- Current Value: 4.5/5
- Target Value: 4.7/5
- Variance: -4%
- Analysis: The average rating has been declining over the past quarter, primarily due to the lack of engagement with customers and the complexity of cases.
- Recommendation: Implement a customer feedback campaign to improve average ratings by 10% within the next quarter.

Conclusion: This report highlights the key areas of improvement for the STAR Shared Services Analytics team. By implementing the recommended actions, we can improve operational efficiencies, reduce investigation errors, and enhance customer experience.

Appendix:

Dataset 1: Operational Efficiencies

Date	AHT	FCR Rate	Abandon Rate
2023-02-01	10.5	79%	5.5%
2023-02-08	10.2	80%	5.2%
2023-02-15	10.0	81%	5.0%
2023-02-22	9.8	82%	4.8%
2023-03-01	9.5	83%	4.5%

Dataset 2: Investigation Errors

Date	Error Rate	Average Time to Resolve Errors	Error Resolution Rate
2023-02-01	2.2%	2.2 hours	94%
2023-02-08	2.0%	2.0 hours	95%
2023-02-15	1.9%	1.9 hours	96%
2023-02-22	1.8%	1.8 hours	97%
2023-03-01	1.7%	1.7 hours	98%

Dataset 3: Customer Experience

Date	CSAT Score	NPS	Average Rating
2023-02-01	84	39	4.4/5
2023-02-08	85	40	4.5/5
2023-02-15	86	41	4.6/5
2023-02-22	87	42	4.7/5
2023-03-01	88	43	4.8/5

Recommendations:

1. Implement process improvements to reduce AHT by 15% within the next quarter.
2. Develop a comprehensive training program to reduce error rates by 30% within the next quarter.
3. Implement a customer feedback campaign to improve CSAT scores by 10% within the next quarter.

- 4. Allocate additional resources to reduce the average time to resolve errors by 40% within the next quarter.
- 5. Develop a clear communication strategy to improve FCR rates by 10% within the next quarter.

Action Plan:

Recommendation	Responsible	Deadline
Implement process improvements	Operations Team	2023-04-01
Develop comprehensive training program	Training Team	2023-04-15
Implement customer feedback campaign	Marketing Team	2023-05-01
Allocate additional resources	Resource Allocation Team	2023-05-15
Develop clear communication strategy	Communication Team	2023-06-01