



TREND ANALYSIS & EFFICIENCY METRICS

CUSTOMER SUCCESS – APR–MAY (2023)



OVERVIEW

Comprehensive document on customer success team wise performance for the month of April & May 2023.

Total Tickets

16476

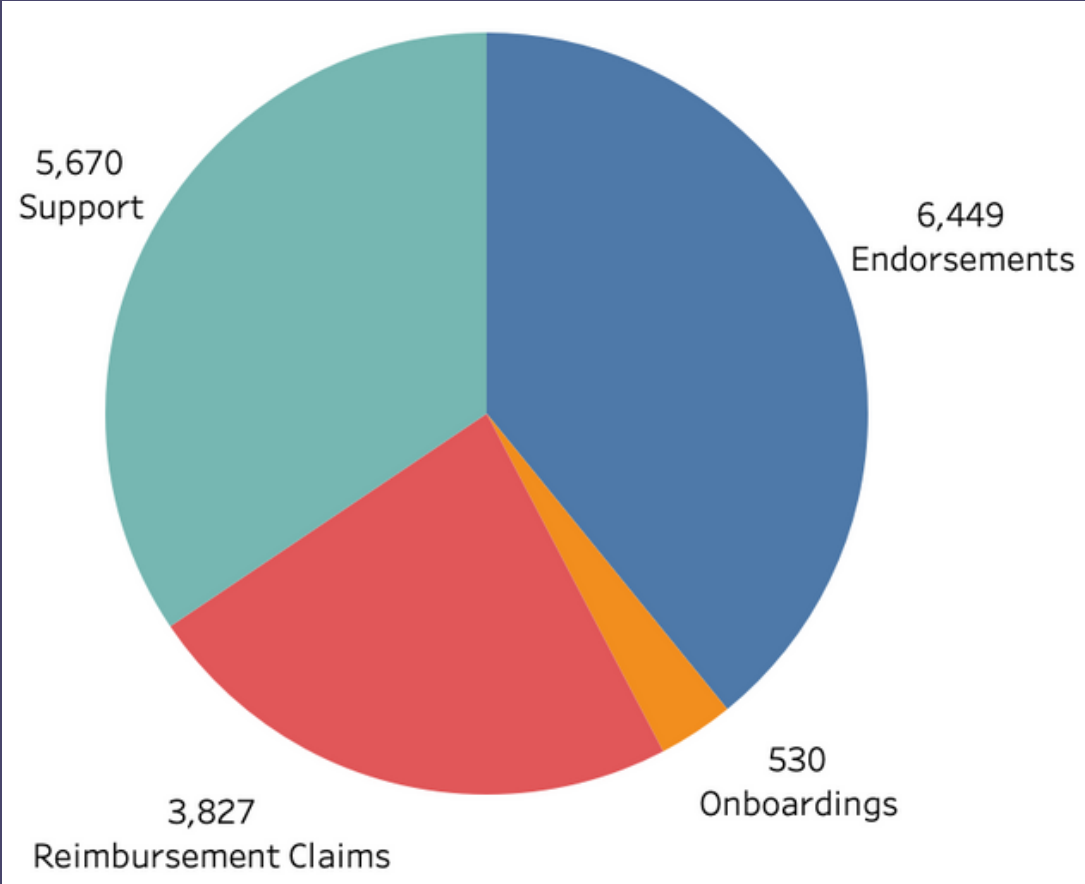
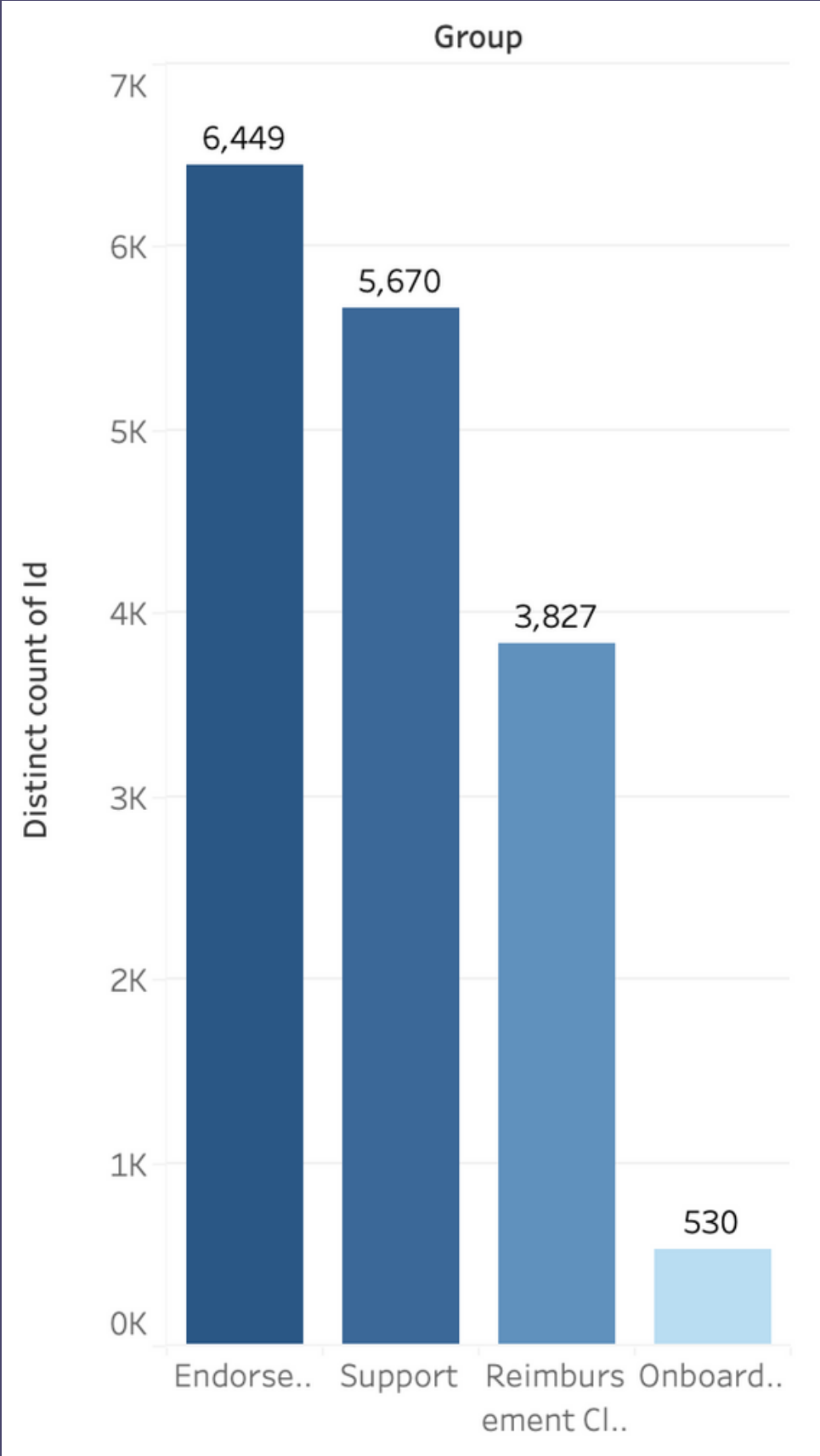
Tickets Resolved

14409

Avg. Res. Time

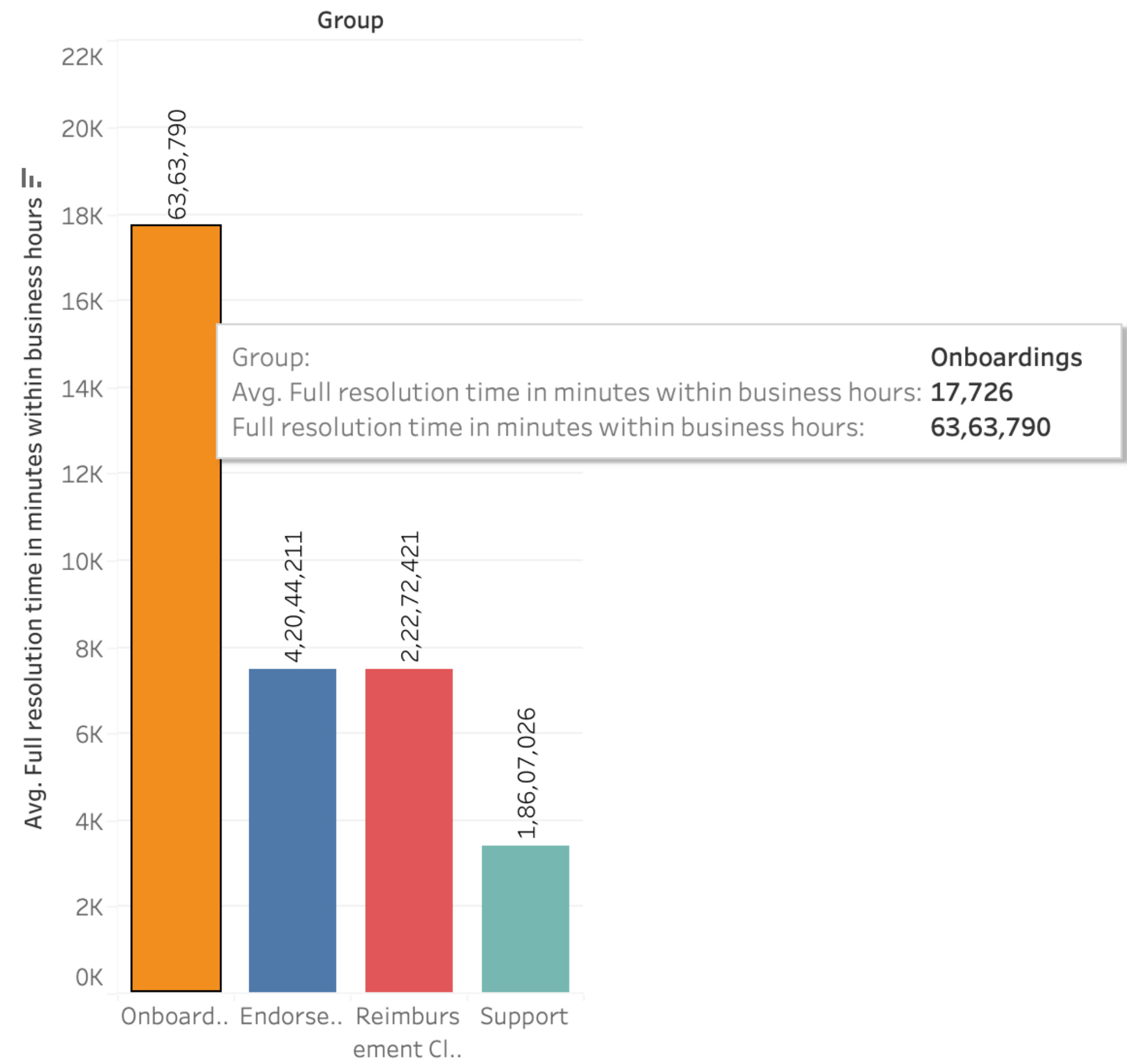
205 min

Ticket Distribution Across Groups



Groups	COUNT Of Tickets
Endorsements	6449
Onboardings	530
Reimbursement	3827
Support	5670
Grand Total	16476

- THE DISTRIBUTION OF TICKETS VARIES SIGNIFICANTLY ACROSS DIFFERENT GROUPS, WITH "ENDORSEMENTS" AND "SUPPORT" HAVING THE HIGHEST TICKET COUNTS, FOLLOWED BY REIMBURSEMENT CLAIMS AND ONBOARDING. THIS SUGGESTS THAT CERTAIN TYPES OF INQUIRIES OR ISSUES MAY BE MORE COMMON OR PREVALENT THAN OTHERS WITHIN THE CUSTOMER SUPPORT CONTEXT.
- POTENTIAL AREAS FOR IMPROVEMENT: TICKET DISTRIBUTION HIGHLIGHTS POTENTIAL AREAS FOR IMPROVEMENT IN CUSTOMER SUCCESS PROCESSES. FOR EXAMPLE, IMPROVEMENT IN COMMUNICATION OR CLEAR PRODUCT INTRODUCTION CAN LEAD TO LESSER CONFUSIONS & MAY RESULT IN AVOIDING SOME OF SUPPORT TICKETS.
- COMMON SUPPORT QUERIES CAN ALSO BE LISTED AS FAQ'S ON WEBSITE, APP OR IVR TO SAVE TIME & INCREASE EFFICIENCY.



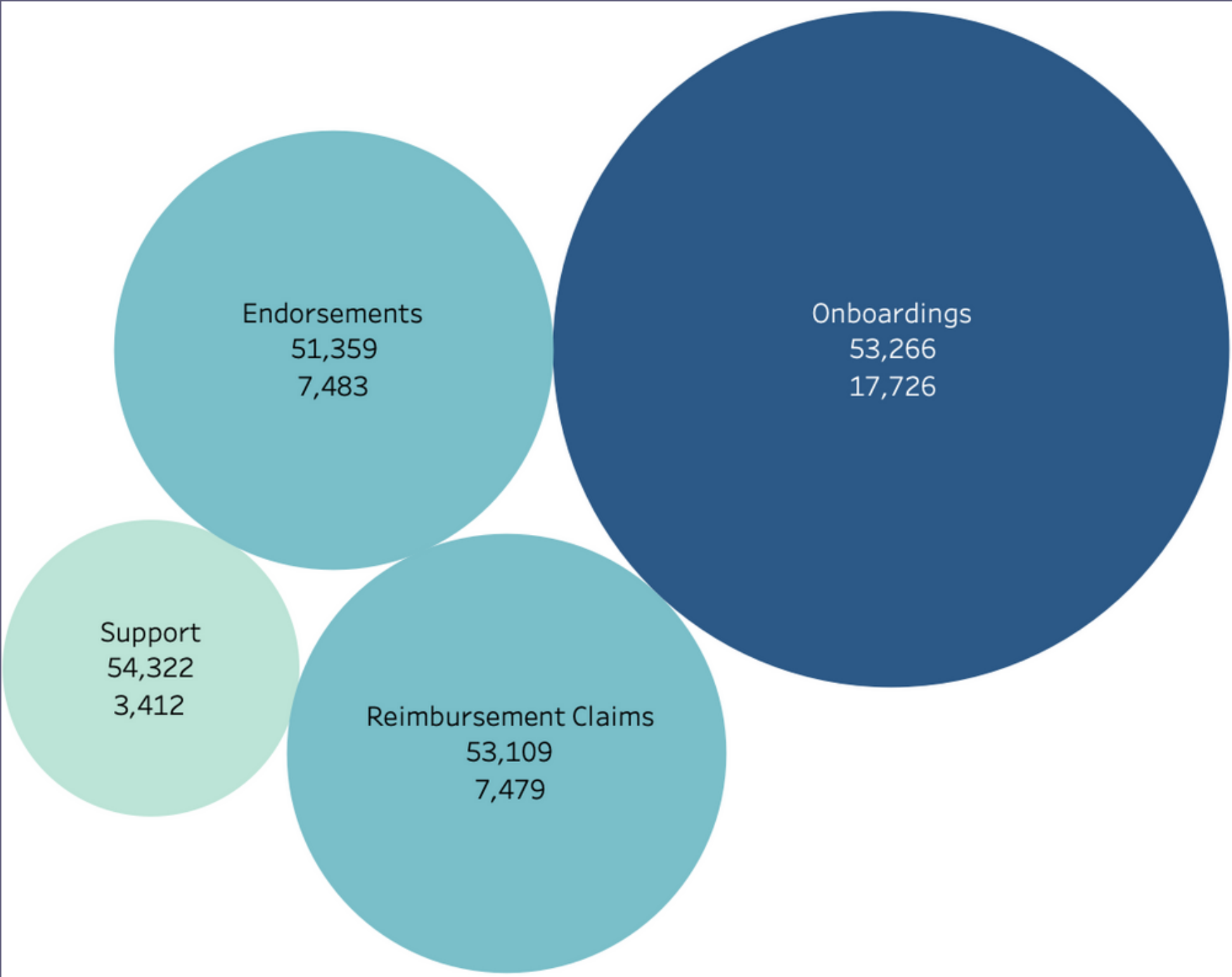
RESOLUTION TIME



- THIS INDICATES THE AVERAGE TIME TAKEN TO FULLY RESOLVE TICKETS BY EACH GROUP.
- ONBOARDING TEAM TAKES LONGEST TIME TO RESOLVE TICKETS ON AVERAGE.
- ENDORSEMENT & REIMBURSEMENT TEAMS ALMOST STAND EQUAL & TOOK LESS THAN HALF ON AVERAGE WHEN COMPARED WITH ONBOARDING.
- SUPPORT TOOK THE LEAST TIME ON AVERAGE TO COMPLETELY RESOLVE ASSINGED TICKETS.

Groups	AVG Of Full Res time In Mins
Endorsements	7482.507742
Onboardings	17726.43454
Reimbursement	7478.986232
Support	3412.254906
Grand Total	6196.64432

- ONBOARDING TEAM HAS LENGTHY RESOLUTION TIMES: THEY EXHIBIT THE HIGHEST AVERAGE AND MAXIMUM FULL RESOLUTION TIMES AMONG FOUR GROUPS. THIS SUGGESTS THAT ONBOARDING TICKETS TAKE SIGNIFICANT TIME AND EFFORT.
- SUPPORT TICKETS SHOW CONTRASTING RESULTS, THEY HAVE THE LOWEST AVERAGE AND MAXIMUM FULL RESOLUTION TIMES. HOWEVER, THEY ALSO RECEIVES 2ND HIGHEST TICKETS IN CS TEAM, WHICH INDICATES THAT SUPPORT-RELATED QUERIES ARE RESOLVED MORE QUICKLY AND EFFICIENTLY COMPARED TO OTHER TEAMS.
- ENDORSEMENT AND REIMBURSEMENT CLAIMS FALL IN BETWEEN ONBOARDING AND SUPPORT. THIS IMPLIES THAT THESE TEAMS MAY HAVE VARYING LEVELS OF COMPLEXITY AND EFFORT IN RESOLUTION.
- ALSO TO NOTE THAT LONGER RESOLUTION TIMES MAY IMPACT CUSTOMER SATISFACTION. IT IS ESSENTIAL TO ADDRESS THESE RESOLUTION TIMES TO ENHANCE THE OVERALL CUSTOMER EXPERIENCE AND PERCEPTION OF SERVICE QUALITY.

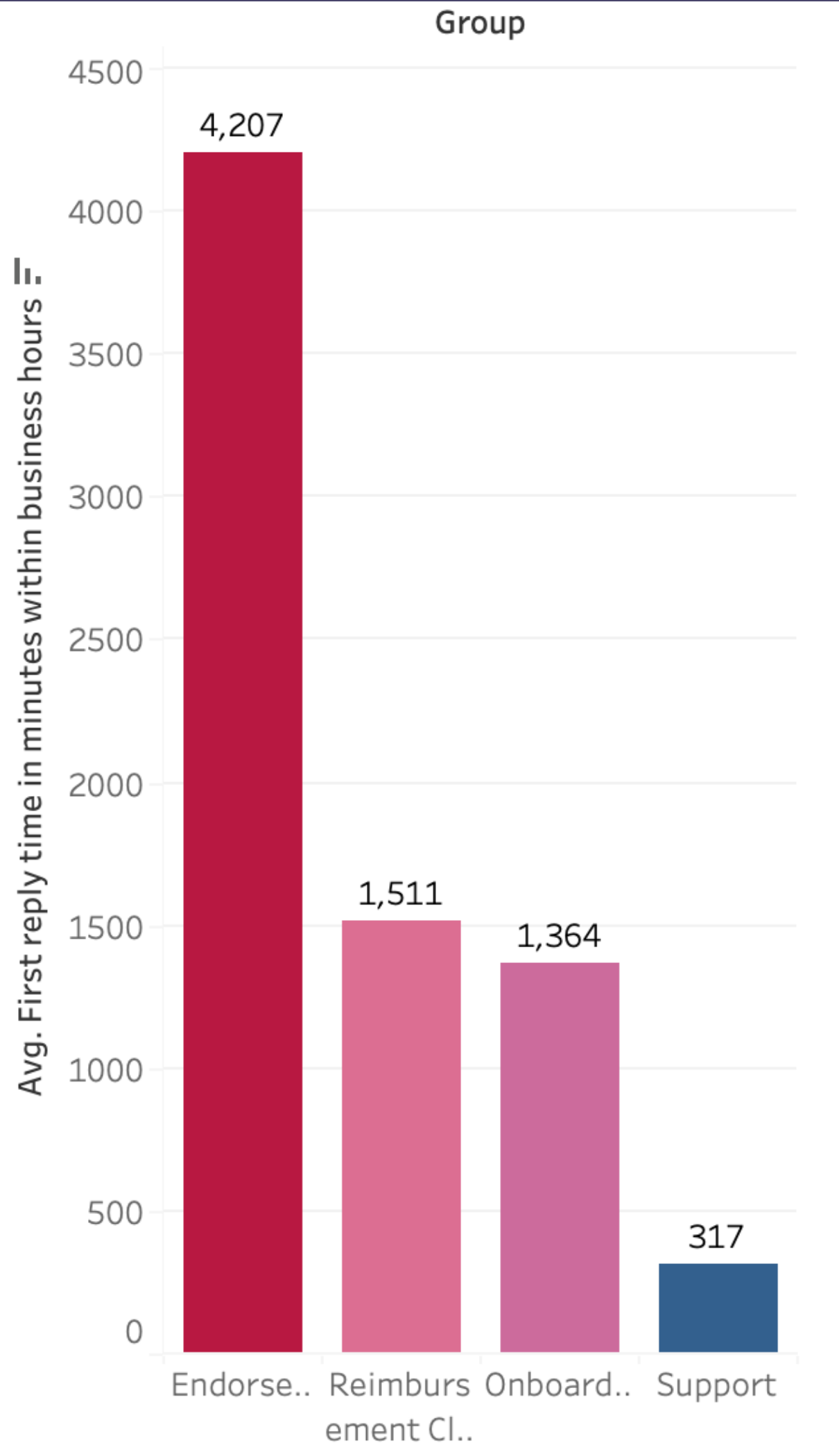


Group	Avg. Full resoluti..	Max. Full resoluti..
Endorsements	7,483	51,359
Onboardings	17,726	53,266
Reimbursement Claims	7,479	53,109
Support	3,412	54,322

FIRST REPLY TIME

Groups	AVG Of First Reply Time In Mins
Endorsements	4207.170213
Onboardings	1363.774336
Reimbursement	1511.346479
Support	316.7972724
Grand Total	1852.11395

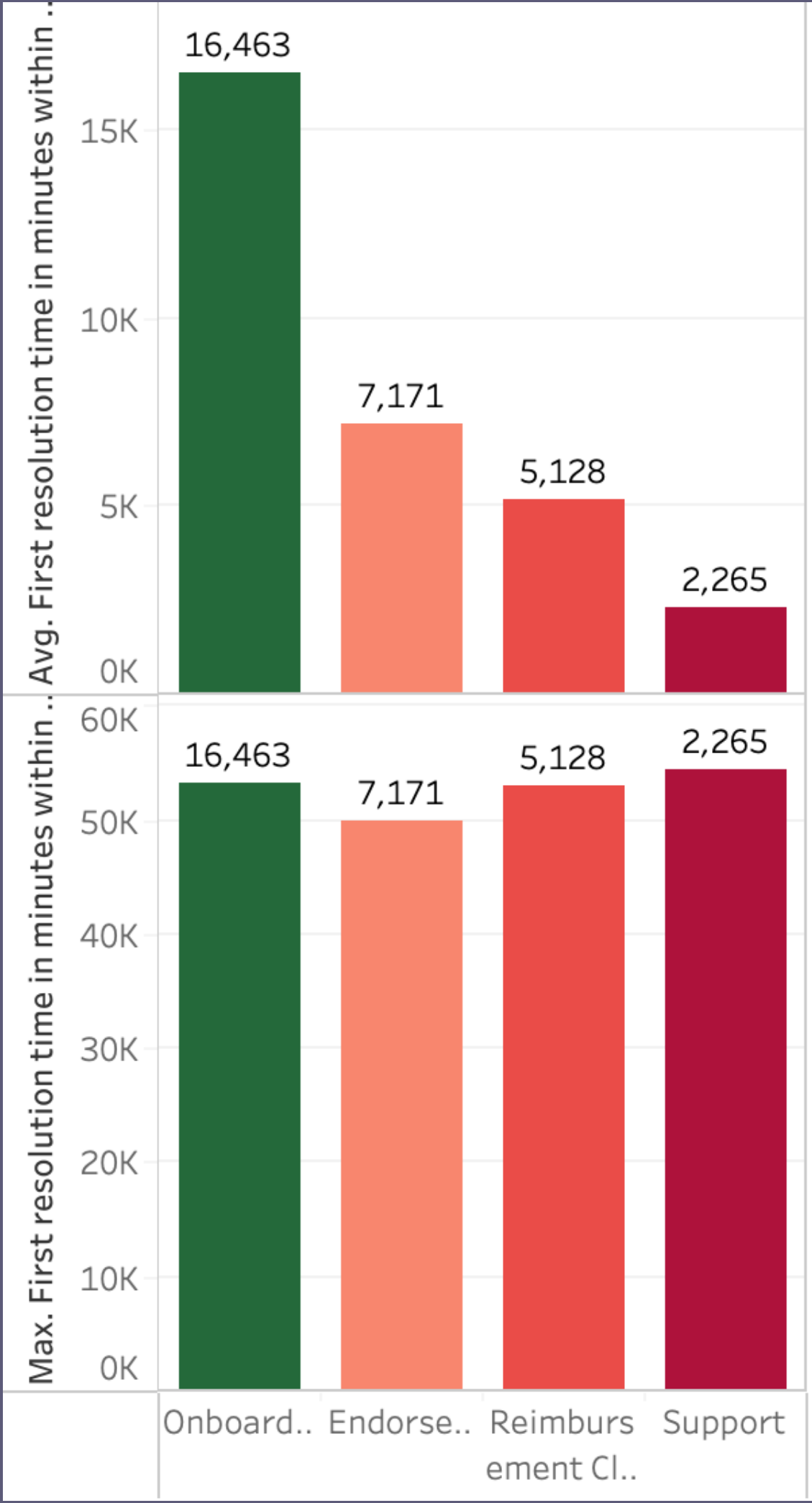
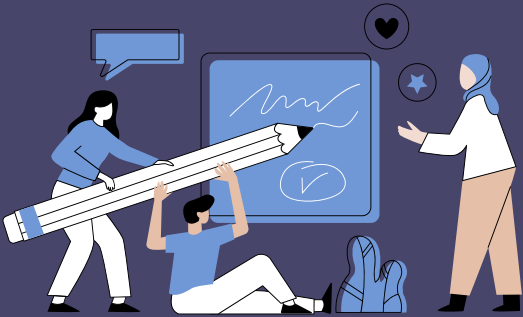
- THE SUPPORT TEAM'S ARE QUICKEST TO RESPOND, WITH AN AVG FIRST REPLY TIME OF 316.79 MINS.
- THE ONBOARDING TEAM FOLLOWS WITH AN AVERAGE RESPONSE TIME OF 1363.77 MINS.
- THE REIMBURSEMENT CLAIMS TEAM HAS AN AVERAGE RESPONSE TIME OF 1511.34 MINS.
- THE ENDORSEMENTS TEAM HAS THE SLOWEST AVERAGE RESPONSE TIME, WITH 4207.17 MINS.



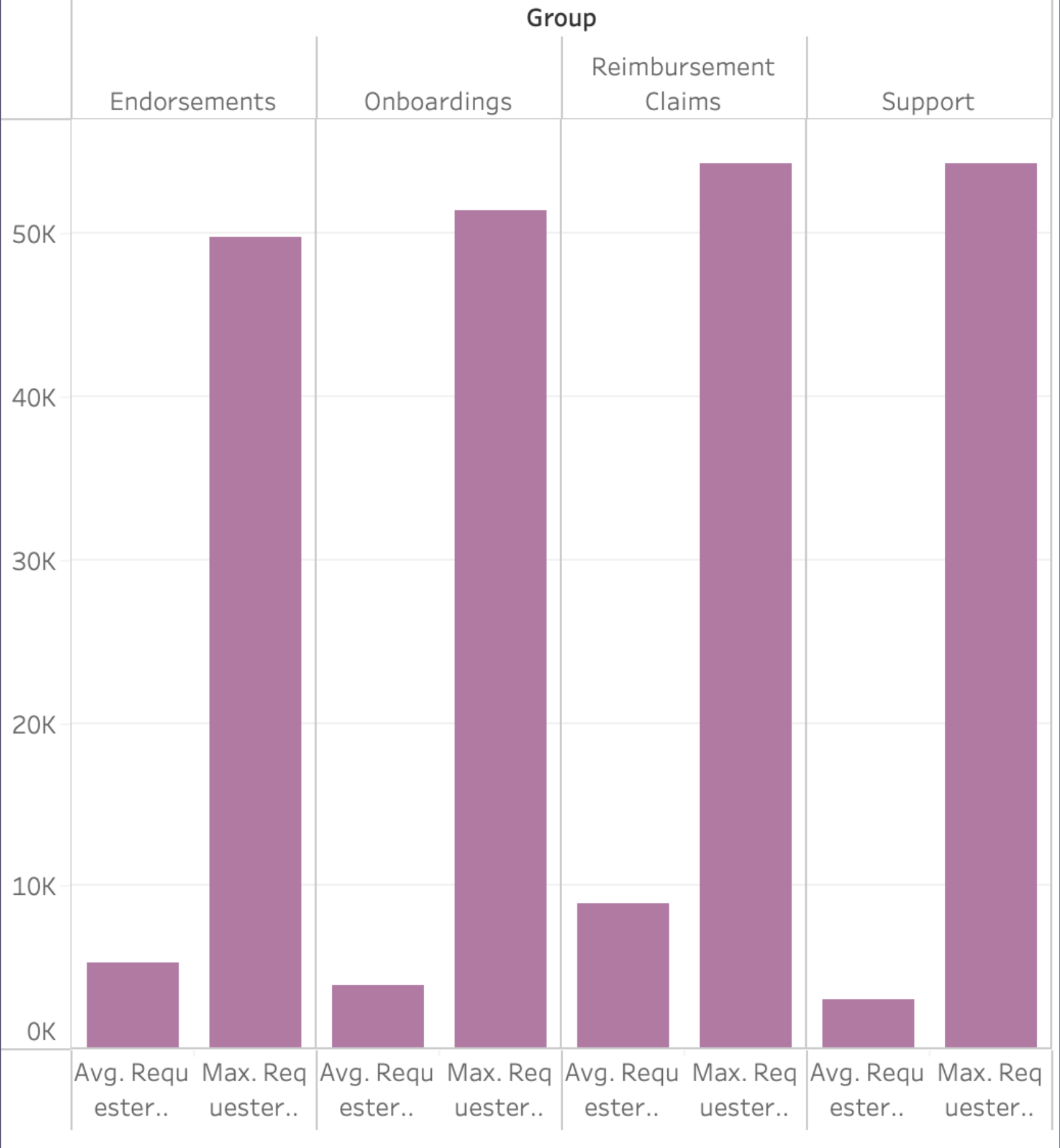
FIRST RESOLUTION TIME

Groups	Avg Of First Res Time in mins	MAX Of First Res Time in mins
Endorsements	7171.163914	49939
Onboardings	16462.73087	53266
Reimbursement	5128.485865	53109
Support	2265.417388	54322
Grand Total	5131.839693	54322

- ONBOARDING: EXHIBITS THE LONGEST AVERAGE AND STANDS 2ND LOWEST IN MAXIMUM TIME TAKEN FOR FIRST RESOLUTION, SUGGESTING MORE COMPLEX ISSUES.
- SUPPORT: SHOWS THE SHORTEST AVERAGE AND MAXIMUM FIRST RESOLUTION TIME, INDICATING EFFICIENT HANDLING OF SUPPORT-RELATED QUERIES.
- ENDORSEMENTS AND REIMBURSEMENT CLAIMS: FALL BETWEEN ONBOARDING AND SUPPORT IN TERMS OF AVERAGE RESOLUTION TIMES ON THE OTHER HAND THEY TAKE LEAST TIME FOR FIRST RESOLUTIONS, INDICATING MODERATE COMPLEXITY.



REQUEST WAIT TIME



Group	MAX of Req wait time in mins	AVG of Req wait time in mins
Endorsements	49752	5236.520032
Onboardings	51426	3942.043726
Reimbursement	54355	8882.695493
Support	54322	2969.893827
Grand Total	54355	5259.864213

- 1.REIMBURSEMENT CLAIMS: EXPERIENCE THE LONGEST AVERAGE AND MAXIMUM WAIT TIMES, INDICATING POTENTIAL DELAYS IN ADDRESSING CUSTOMER INQUIRIES.
- 2.ONBOARDING AND ENDORSEMENT: ALSO SHOW NOTABLE WAIT TIMES, THOUGH LOWER THAN REIMBURSEMENT CLAIMS, SUGGESTING CUSTOMERS MAY EXPERIENCE DELAYS IN THESE AREAS AS WELL.
- 3.SUPPORT TEAM DEMONSTRATES COMPARATIVELY LOWER WAIT TIMES, INDICATING EFFICIENT HANDLING OF SUPPORT-RELATED QUERIES.

SUMMARY

1. HOW ARE THE EFFICIENCY NUMBERS LOOKING LIKE?

- BASED ON VARIOUS METRICS SUPPORT TEAM IS MOST EFFICIENT IN RESOLVING QUERIES. ON THE OTHER HAND ONBOARDING TEAM TAKES MAXIMUM TIME FOR THE SAME. HOWEVER, THE DIFFERENCE IN WORKFLOW AND COMPLEXITY MAY ALSO INFLUENCE THE TRUE COMPETENCIES OF EACH TEAM.

2. CAN YOU SHARE YOUR VIEWS? WHICH GROUPS ARE QUICK, SLOW ETC. CREATE A TABLE + RELEVANT CHARTS.

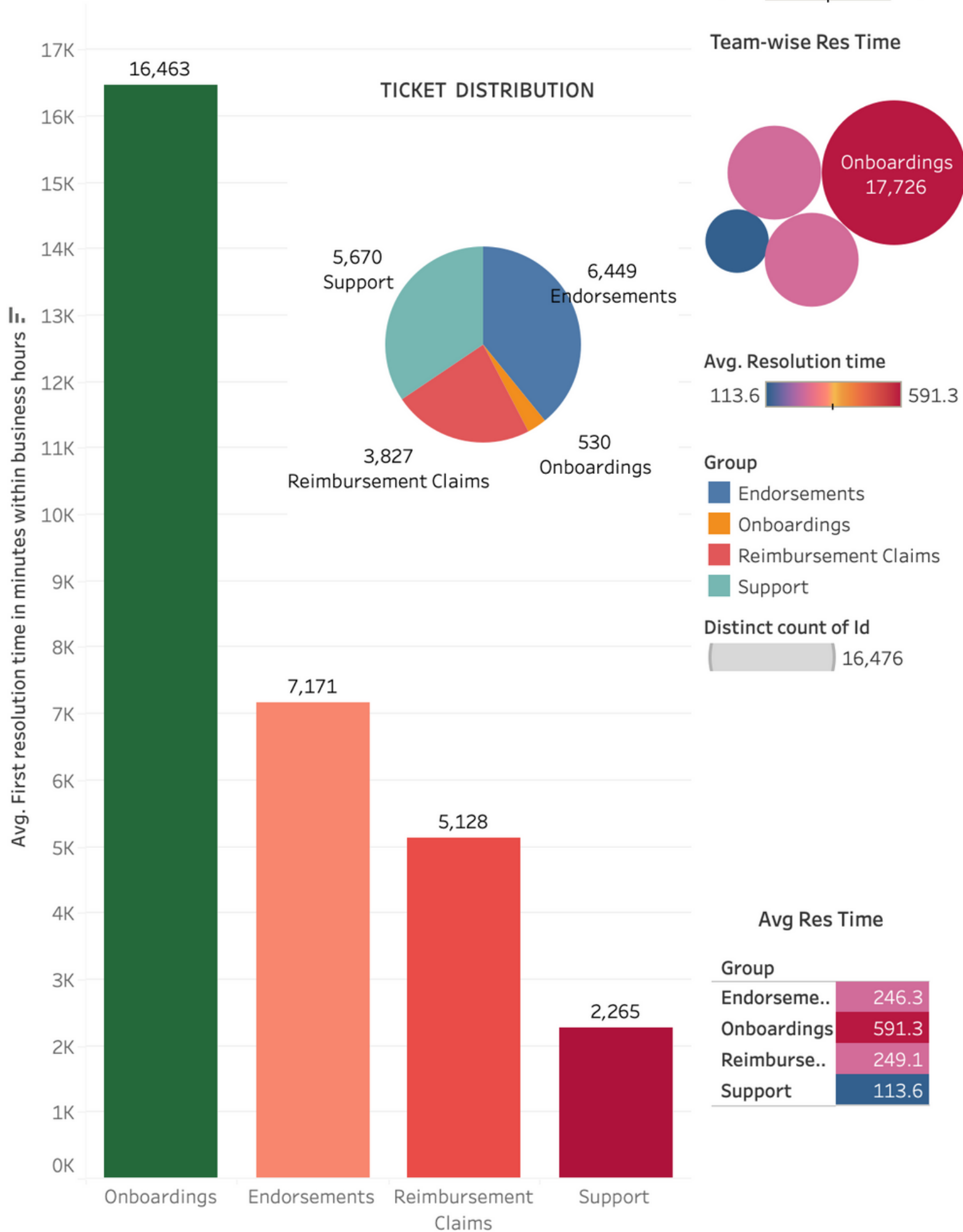
- THE SUPPORT TEAM IS QUICKEST TO RESPOND (AVG FIRST REPLY TIME: 316.79 MINS) FOLLOWED BY ONBOARDING TEAM (AVERAGE RESPONSE TIME: 1363.77 MINS). REIMBURSEMENT TEAM HAS AN AVERAGE RESPONSE TIME OF 1511.34 MINS.
- THE ENDORSEMENT TEAM IS SLOWEST TO RESPOND (AVERAGE RESPONSE TIME: 4207.17 MINS).
- REFFER SLIDE 6 FOR RELEVANT CHARTS.

3. WHAT TYPE OF TICKETS ARE TAKING THE MOST TIME TO RESOLVE? CREATE A TABLE + RELEVANT CHARTS. CREATE THE DIFFERENT TYPE OF DATA TYPES WE CAN INFER FROM THIS DATA.

- ONBOARDING QUERIES TAKES LONGEST TIME TO RESOLVE COMPLETELY (AVG. FULL RES. TIME: 17726MINS OR APROX 12 DAYS)
- ON CONTRARY THE SUPPORT QUERIES TAKES LEAST TIME TO GET RESOLVED (AVG. FULL RES. TIME: 3412MINS OR APROX 2 DAYS)
- REFER SLIDE 4 FOR RELEVANT CHARTS



First Resolution Time



Thank you!
-Anurag Gautam