



# Task 1



Giovanno Rachmat



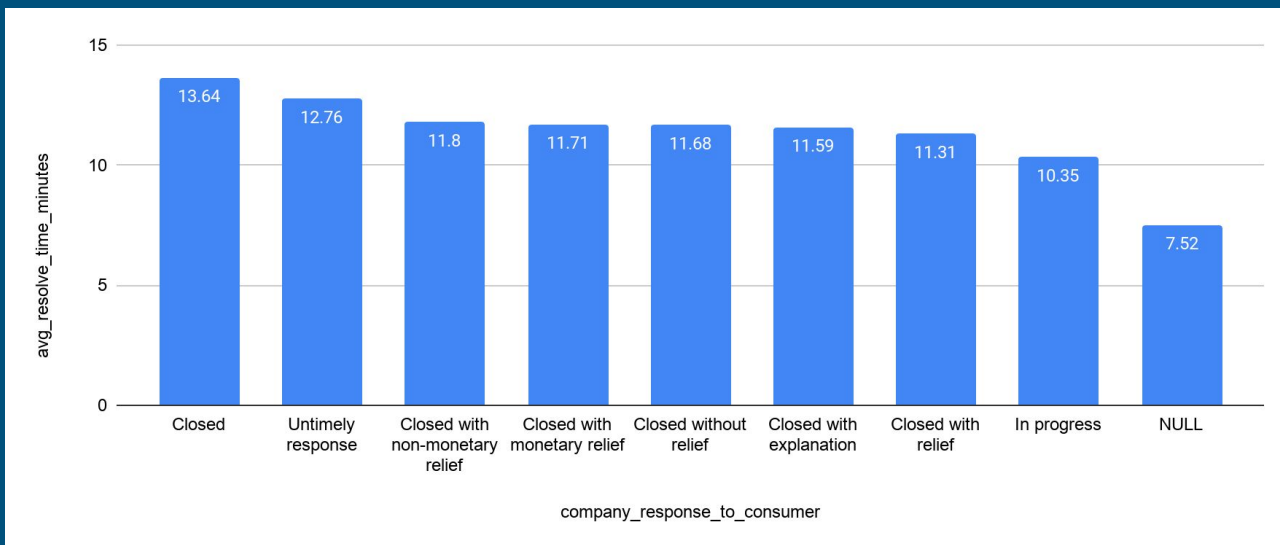
# #Findings 1

These are the top 10 issues based on the average resolve time. Privacy issues took the longest time, around 16,35 minutes. It makes sense since customer service employees do not have access to SPI (Sensitive Personal Information) at the moment the customers call them. Most companies have access layers to their own data, and most SPI (full name, phone number, email address, etc) requires higher access than what the employees have. The time it took to resolve issues related to privacy issues is longer since employees need to wait for the higher access to be given by other teams such as the engineering team or the BI team.



# #Findings 2

These are the top 10 response by the company to the customer based on the average resolve time. The good news is that most of the complaints are closed as the NULL response has the lowest value; NULL response here means that the issues are still opened. The bad news: there's something wrong with how quick the employees resolve most issues, as the Untimely Response took longer time, just after the Closed response. An improvement should be done to close the issues quicker. The root cause of this issue should be further investigated.



# #Findings 3

The time gap between resolved issues with and without customers' dispute is very minimal. That said, the number of complaints with customers' dispute is lower. This makes sense since complaints followed by a dispute by the customer will take a longer time to resolve, as the company trying to find a solution. High average resolve time without customer's dispute is most likely contributed by the number of issues. In conclusion, the product of the company is well built and the company is doing well.

