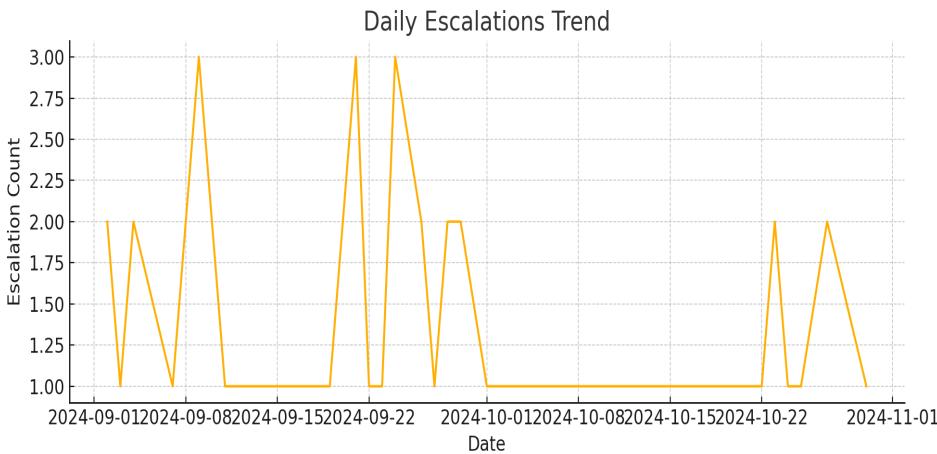


# Customer Escalation Analysis & Triage Improvement Report

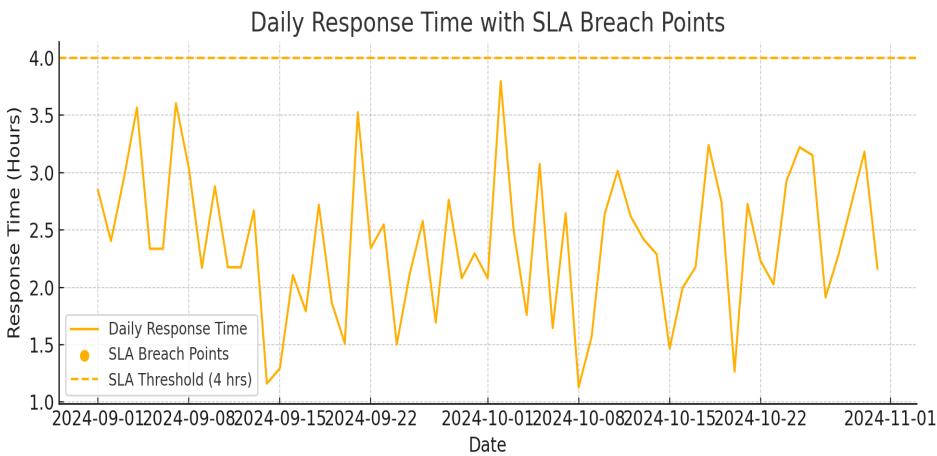
## Sprint 1 Summary: Data & Dashboard Preparation

- Identified all escalation data sources and cleaned the primary dataset.
- Built three key visuals: Daily Escalations Trend, Issue Type Breakdown, and Channel Distribution.
- Prepared foundational reporting structure and ensured dataset accuracy.



## Sprint 2 Summary: Response Time Analysis & Bottlenecks

- Analyzed daily first-response time (FRT) for September–October 2024.
- Identified isolated SLA breaches and workload-related delays.
- Mapped bottlenecks including weekend dips, manual triage delays, and queue pileups.



## Sprint 3 Summary: SLA & Triage Improvements

- Summarized escalation, response-time, and SLA breach analysis.
- Documented improved triage process to reduce first response time.
- Consolidated insights into one final performance report.

## **Final Remarks & Recommendations**

- Implement automated tagging for High severity tickets.
- Balance weekend staffing to avoid response spikes.
- Introduce early alerts when average FRT exceeds 3 hours.
- Continue monitoring SLA breaches weekly to maintain stability.