KPI Monthly Dashboard – Executive Summary

Overview:

This summary presents a full 30-day view of service desk performance, including ticket volume, response speed, quality, satisfaction, and SLA compliance.

Key Trends:

• Ticket Volume showed normal operational range with predictable weekly spikes.

• ASA stayed within target ranges; minor increases tied to days exceeding 65+ tickets.

• FCR maintained strong performance, indicating solid L1 capability.

• ABR fluctuations match ASA behavior, suggesting queue congestion patterns.

• CSAT remained high throughout the month.

• SLA performance remained healthy but shows opportunity for improvement on peak days.

Recommendations:

• Add peak-hour coverage to stabilize ASA and reduce ABR.

• Reinforce triage workflow to keep SLA consistent.

• Expand self-service options for recurring low-priority issues.

• Improve KB accuracy to support higher FCR.