Business Requirements Document (BRD)

Project Title: Customer Support Ticket Optimization & SLA Monitoring System

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1. Business Objective

To design a business intelligence solution that enables management to monitor customer support performance, improve SLA compliance, reduce resolution time, and enhance customer satisfaction using data-driven insights.

2. Problem Statement

Customer support teams lack a centralized reporting system to track ticket performance, leading to SLA breaches, delayed resolutions, and reduced service quality.

3. Stakeholders

Customer Support Manager, Support Agents, Operations Manager, Business Analyst, Leadership Team.

4. In-Scope

Ticket analysis, SLA monitoring, resolution time analysis, agent and priority-based performance, Power BI dashboard creation.

5. Out-of-Scope

Ticket creation/modification, real-time system integration, automation, customer communication.

6. Business Requirements

View total tickets, track resolution time, monitor SLA compliance, identify SLA breaches, analyze agent and priority performance, track CSAT.

7. Functional Requirements

KPI cards, priority-wise charts, SLA met vs breached visuals, agent-wise analysis, interactive filters.

8. KPIs

Total Tickets, Average Resolution Time, SLA Compliance %, SLA Breaches, Average CSAT.

9. Data Requirements

Ticket ID, Agent Name, Priority, Resolution Time, SLA Status, CSAT Score.

10. Assumptions & Constraints

Sample dataset used, predefined SLA targets, static dashboard.

11. Success Criteria

Clear visibility into SLA breaches, performance bottlenecks, and actionable insights for decision-making.

12. Conclusion

This BRD defines the requirements for a Power BI-based customer support analytics solution and aligns business needs with dashboard outputs.