Customer Complaint Resolution Time Analysis

Comprehensive analysis of resolution efficiency across product lines, issue types, and agent performance. This data-driven assessment identifies key bottlenecks and provides actionable insights to optimize our customer support operations and enhance overall service delivery.

Analytical Methodology

Data Extraction

Excel datasets from CRM events and call logs imported into PostgreSQL via Docker for robust data processing

Data Integration

Datasets joined on Complaint ID to create unified customer interaction records

Duration Calculation

Resolution times calculated in seconds for precise measurement and comparison

Dimensional Analysis

Average resolution times analyzed across products, issue types, and individual agent performance

Our ETL workflow ensures data accuracy and enables comprehensive performance insights across multiple operational dimensions.

Overall Performance Snapshot

11:39

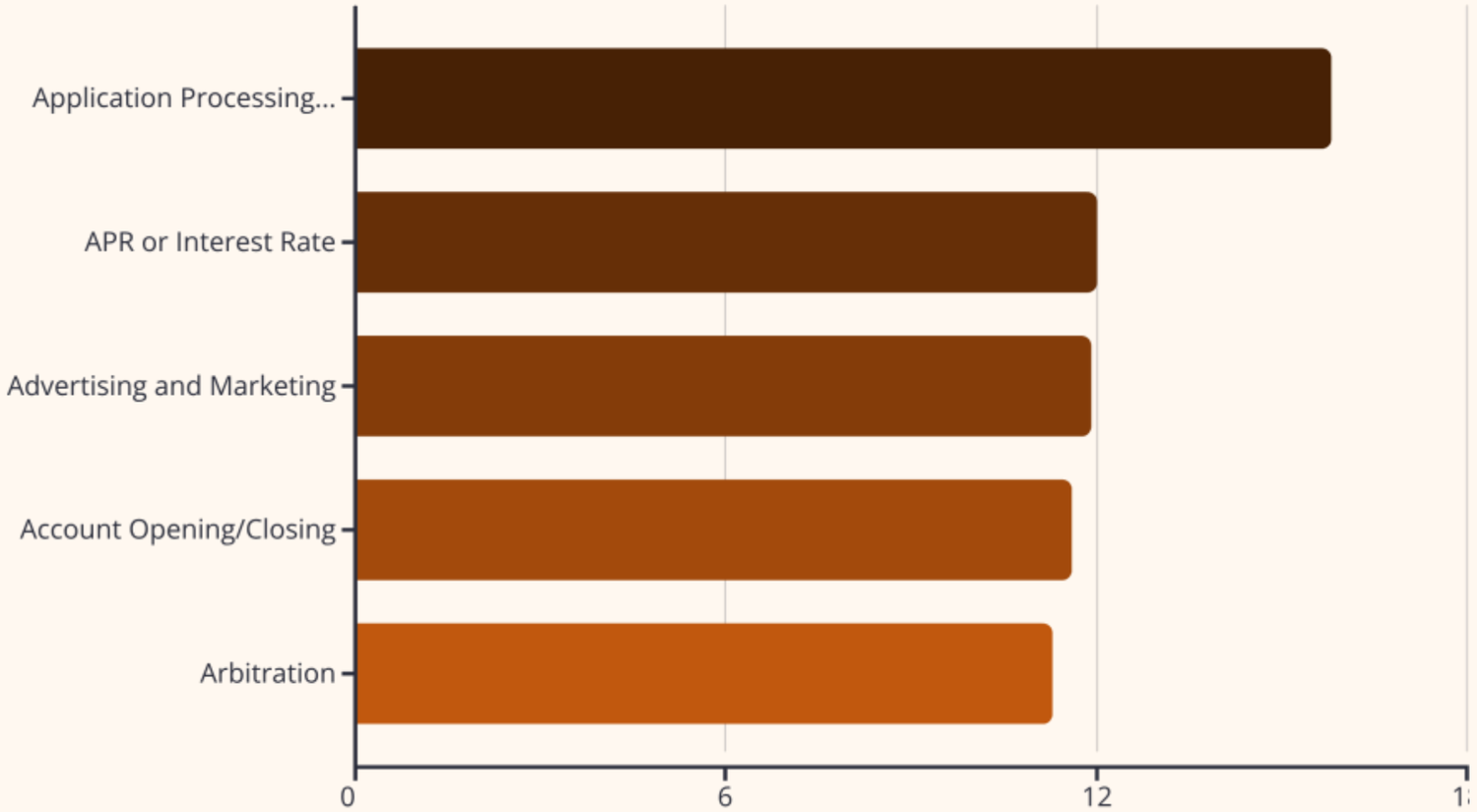
Average Resolution Time

Overall complaint handling efficiency meets performance standards, completing well under the 12-minute benchmark

Performance Assessment: The team demonstrates strong overall efficiency with consistent sub-12-minute resolution times. However, analysis reveals significant variation across issue categories and individual agents, indicating opportunities for targeted optimization.

Critical Issue Analysis

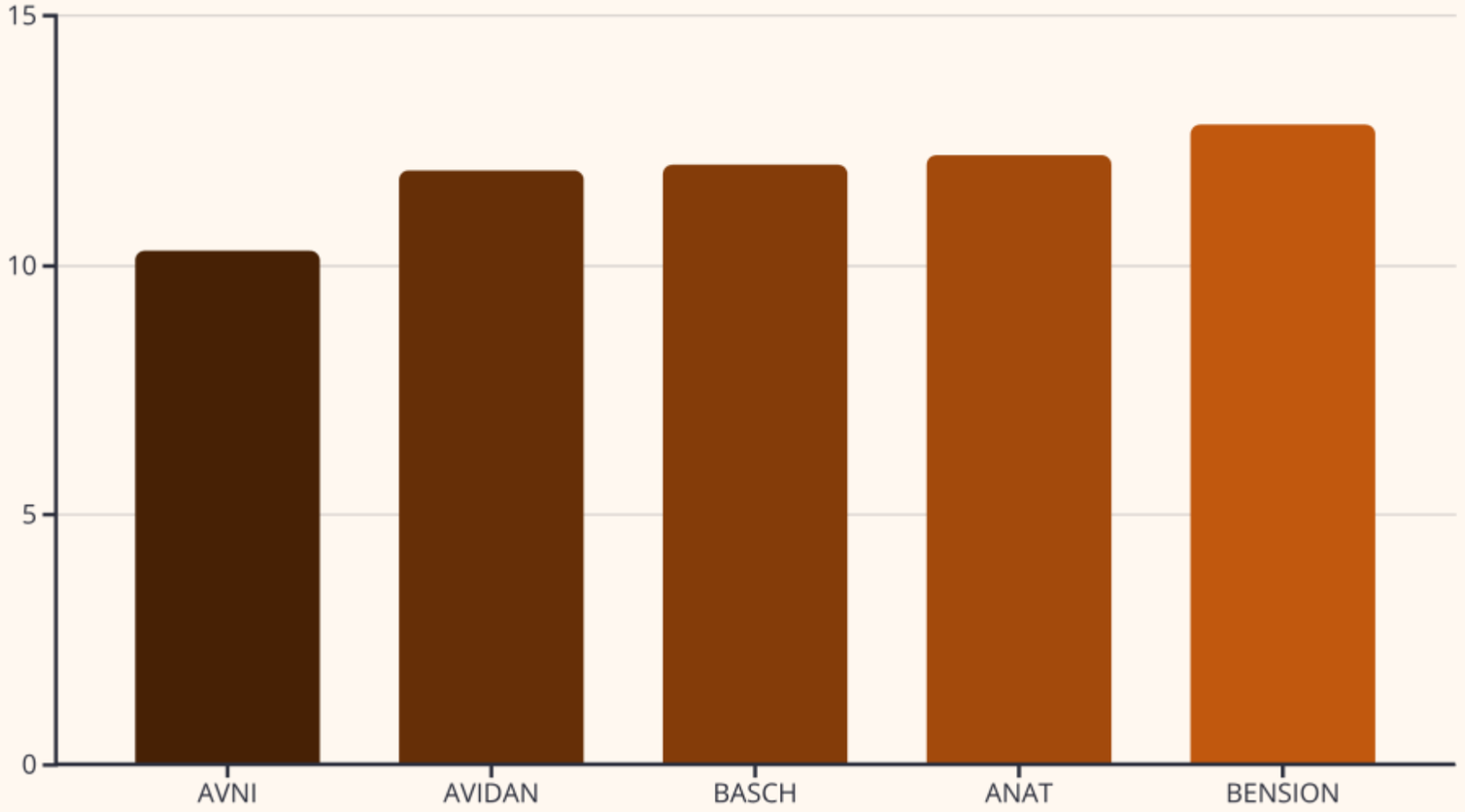
Top 5 Issues Requiring Immediate Attention



Key Insight: Application Processing Delay issues take 35% longer to resolve than the overall average, representing our most significant operational bottleneck requiring immediate process improvement.

Agent Performance Analysis

Individual Resolution Time Comparison



Performance Gap: 2.5-minute difference between fastest (AVNI) and slowest (BENSION) agents indicates significant opportunity for process standardization and knowledge sharing initiatives.

Strategic Recommendations

Optimize Complex Issue SOPs

Develop dedicated procedures for Application Processing Delay cases to reduce the 15:48 average resolution time

Implement Peer Learning

Establish coaching sessions led by top performer AVNI to standardize best practices across the team

Balance Workload Distribution

Review ticket assignment algorithms to ensure equitable complexity distribution among agents

Continuous Performance Monitoring

Implement monthly trend analysis to sustain improvements and quickly identify emerging bottlenecks