From: Jamie Ramos, Director of Support Operations
To: Data & Insights Team
Subject: Trouble Spot Reporting – Notes Data

Hi team,

As we continue to scale, we're seeing a lot of variability in what kinds of issues our support agents are dealing with and how long they're spending on each one. While our ticketing system tracks some basics, the freeform notes our agents write often contain richer information. But they're buried in text, and no one has time to go through them manually.

We're hoping you can help us pull out useful patterns from those notes to better understand:

- What kinds of issues are coming up most often (access problems, system outages, bugs, customer complaints, etc.)
- Which internal systems or tools are being mentioned repeatedly as pain points
- Whether we're resolving issues quickly, or if certain ones keep getting escalated or left unresolved
- Any indication of how serious or disruptive the issue was
- Cases where follow-up might be needed

Ideally, we'd love to be able to filter and sort through these notes in a spreadsheet or dashboard, see trends by issue type, spot common escalation points, that kind of thing.  Let me know if you need anything else from our side. Thanks!

— Jamie