Wranngle

EXECUTIVE SUMMARY

The critical bottleneck in the Customer Support Ticket Handling workflow is the First Response SLA Miss Rate, which is **35%** and far exceeds the target of **5%**. This issue results in a significant bleed of **$1,260** per month, emphasizing the need for prompt action.

PROCESS HEALTH SCORECARD

CATEGORY	STATUS	FINDING
Worst Case Delays	🔴	**YOUR METRIC** 24h **TARGET** < 4h The worst-case delays in the Customer Support Ticket Handling workflow are up to 24 hours, which is significantly higher than the target and poses a substantial risk. Risk: Delays in ticket resolution can lead to customer dissatisfaction and loss of business.
First Response SLA Miss Rate	🔴	**YOUR METRIC** 35% **TARGET** 5% The First Response SLA Miss Rate in the Customer Support Ticket Handling workflow is 35%, exceeding the target of 5% and indicating a critical issue. Risk: Failure to meet the SLA can damage customer relationships and harm the business's reputation.
Manual Routing Effort	🔴	**YOUR METRIC** 6 **TARGET** 2 The manual routing effort in the Customer Support Ticket Handling workflow is 6, which is significantly higher than the target of 2 and indicates inefficiencies. Risk: Manual routing can lead to delays and errors, negatively impacting customer satisfaction and business outcomes.
Average Time from Ticket Arrival to First Response	🟡	**YOUR METRIC** 4.5h **TARGET** 1h The average time from ticket arrival to first response in the Customer Support Ticket Handling workflow is 4.5 hours, exceeding the target of 1 hour and indicating a need for improvement. Risk: Delays in first response can lead to customer frustration and decreased loyalty.

PER MONTH REVENUE BLEED

$1,260/mo

PER MONTH

🔴 Primary Bleed: **$1,260/mo**

Based on **35%** of tickets missing the SLA × **$75** cost per miss × **30 days** in the period, the monthly bleed is calculated as **$1,260**.

RECOMMENDED FIXES

🔴 **PROBLEM:** Worst-case delays of **24 hours** are negatively impacting the Customer Support Ticket Handling workflow.
FIX: Implement a workflow optimization to reduce worst-case delays to less than **4 hours**, enabling faster ticket resolution and improved customer satisfaction.
IMPACT: Recover ~$588/month. This fix will improve the efficiency of the workflow and enhance the overall customer experience.

`LOW EFFORT` `HIGH IMPACT` `7-14 DAYS`

🔴 **PROBLEM:** The manual routing effort of **6** is inefficient and negatively impacting the Customer Support Ticket Handling workflow.
FIX: Automate the routing process to reduce manual effort to **2**, streamlining the workflow and improving productivity.
IMPACT: Recover ~$294/month. This fix will reduce manual errors and improve the overall efficiency of the workflow.

`MEDIUM EFFORT` `HIGH IMPACT` `14-21 DAYS`

✓ PHASE 1: AUDIT 〉 PHASE 2: STABILIZE 〉 PHASE 3: SCALE

Stop losing $1,260 monthly due to inefficient Customer Support Ticket Handling

Implement the recommended fixes to optimize the workflow, improve customer satisfaction, and reduce costs.

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