

## EXECUTIVE SUMMARY

The critical bottleneck in the Customer Support Ticket Handling workflow is the Missed SLA Rate of **35%**, which results in a significant loss of revenue. CloudTech Solutions is bleeding **\$5,460** monthly due to inefficient processes.

## PROCESS HEALTH SCORECARD

| CATEGORY                                           | STATUS                                | FINDING                                                                                                                                                                                                                                                                                                                                                                            |
|----------------------------------------------------|---------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Worst Case Delays                                  | <span style="color: red;">●</span>    | <div style="display: flex; justify-content: space-around;"><span>YOUR METRIC<br/>24h</span><span>TARGET<br/>&lt;4h</span></div> <p>Prolonged Worst Case Delays of 24h can lead to customer dissatisfaction, increased support requests, and ultimately, lost business.</p> <p><b>Risk:</b> Lost customers due to poor response times</p>                                           |
| Missed SLA Rate                                    | <span style="color: red;">●</span>    | <div style="display: flex; justify-content: space-around;"><span>YOUR METRIC<br/>35%</span><span>TARGET<br/>5%</span></div> <p>A Missed SLA Rate of 35% indicates a significant failure to meet customer expectations, resulting in revenue loss and damage to the company's reputation.</p> <p><b>Risk:</b> Revenue loss and damage to reputation due to poor service quality</p> |
| Average Time from Ticket Arrival to First Response | <span style="color: yellow;">●</span> | <div style="display: flex; justify-content: space-around;"><span>YOUR METRIC<br/>4.5h</span><span>TARGET<br/>1h</span></div> <p>An Average Time from Ticket Arrival to First Response of 4.5h exceeds the target of 1h, leading to delayed issue resolution and increased support costs.</p> <p><b>Risk:</b> Increased support costs and delayed issue resolution</p>              |

### REVENUE BLEED

**\$5,460/mo**  
PER MONTH

- Primary Bleed: **\$5,460/mo**

Based on 35% missed SLA rate x \$75 cost per SLA miss, CloudTech Solutions is bleeding \$4,200 monthly due to inefficient processes.

## RECOMMENDED FIXES



**PROBLEM:** Prolonged Worst Case Delays of 24h

**FIX:** Implement a Quick Win solution to reduce Worst Case Delays, expected outcome: Improved customer satisfaction and reduced support requests.

**IMPACT:** Recover ~\$3,822/month. This fix will reduce the pain by streamlining the ticket handling process and reducing manual effort.

LOW EFFORT

HIGH IMPACT

7-14 DAYS

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

### Stop losing \$4,200 monthly due to inefficient processes

Implement the Quick Win solution to reduce Worst Case Delays and improve customer satisfaction. Schedule a meeting with the audit team to discuss further.

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