

EXECUTIVE SUMMARY

The critical bottleneck is the First Response SLA Miss Rate, which is 35%, exceeding the target of 5%. This issue results in a significant bleed of \$1,260 per month.

PROCESS HEALTH SCORECARD

CATEGORY	STATUS	FINDING
Worst Case Delays	●	<div style="display: flex; justify-content: space-around;">YOUR METRIC 24hTARGET <4h</div> <p>Worst Case Delays exceeded the target, with a worst-case delay of 24 hours. Risk: Delays can lead to customer dissatisfaction and loss of business.</p>
First Response SLA Miss Rate	●	<div style="display: flex; justify-content: space-around;">YOUR METRIC 35%TARGET 5%</div> <p>The First Response SLA Miss Rate is 35%, exceeding the target of 5%. Risk: Missed SLAs can lead to customer dissatisfaction and loss of business.</p>
Manual Routing Effort	●	<div style="display: flex; justify-content: space-around;">YOUR METRIC 6TARGET 2</div> <p>The Manual Routing Effort is 6, exceeding the target of 2. Risk: High manual effort can lead to inefficiencies and increased costs.</p>
Average Time from Ticket Arrival to First Response	●	<div style="display: flex; justify-content: space-around;">YOUR METRIC 4.5hTARGET 1h</div> <p>The Average Time from Ticket Arrival to First Response is 4.5 hours, exceeding the target of 1 hour. Risk: Delays can lead to customer dissatisfaction and loss of business.</p>

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 SLA miss × 1 frequency, the estimated monthly bleed is \$900, plus \$360 for misrouted ticket time waste, totaling \$1,260 per month.

RECOMMENDED FIXES

● PROBLEM: Worst Case Delays exceeding 24 hours

FIX: Implement a quick fix to reduce worst-case delays to under 4 hours within the next sprint.

IMPACT: Recover ~\$588/month. This fix will recover the estimated bleed of \$900 per month due to SLA misses.

LOW EFFORT HIGH IMPACT 7-14 DAYS

● PROBLEM: Manual Routing Effort exceeding 6

FIX: Develop and implement an automated routing system to reduce manual effort to 2 within the next quarter.

IMPACT: Recover ~\$294/month. This fix will recover the estimated bleed of \$360 per month due to misrouted ticket time waste.

MEDIUM EFFORT HIGH IMPACT 14-21 DAYS

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

Stop losing \$1,260 monthly due to inefficient ticket handling

Implement the recommended fixes to reduce worst-case delays, SLA misses, and manual routing effort, and recover the estimated bleed of \$1,260 per month.

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