



# AI Process Audit: Customer Support Ticket Handling

PREPARED FOR: CLOUDTECH SOLUTIONS | DECEMBER 14, 2025

## 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></div>	<div><div>YOUR METRIC</div><div>24h</div><div>TARGET</div><div>&lt; 4h</div></div> <p>Worst Case Delays exceeded the target, with a worst-case delay of 24 hours. <b>Risk:</b> Delays can lead to customer dissatisfaction and loss of business.</p>
First Response SLA Miss Rate	<div></div>	<div><div>YOUR METRIC</div><div>35%</div><div>TARGET</div><div>5%</div></div> <p>The First Response SLA Miss Rate is 35%, exceeding the target of 5%. <b>Risk:</b> Missed SLAs can lead to customer dissatisfaction and loss of business.</p>
Manual Routing Effort	<div></div>	<div><div>YOUR METRIC</div><div>6</div><div>TARGET</div><div>2</div></div> <p>The Manual Routing Effort is 6, exceeding the target of 2. <b>Risk:</b> High manual effort can lead to inefficiencies and increased costs.</p>
Average Time from Ticket Arrival to First Response	<div></div>	<div><div>YOUR METRIC</div><div>4.5h</div><div>TARGET</div><div>1h</div></div> <p>The Average Time from Ticket Arrival to First Response is 4.5 hours, exceeding the target of 1 hour. <b>Risk:</b> 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 x \$75 cost per SLA miss x 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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