



AI Process Audit: Customer Support Ticket Handling

PREPARED FOR: CLOUDTECH SOLUTIONS | DECEMBER 14, 2025

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	<div></div>	<div><div>YOUR METRIC</div><div>24h</div><div>TARGET</div><div><4h</div></div> <p>Prolonged Worst Case Delays of 24h can lead to customer dissatisfaction, increased support requests, and ultimately, lost business.</p> <p>Risk: Lost customers due to poor response times</p>
Missed SLA Rate	<div></div>	<div><div>YOUR METRIC</div><div>35%</div><div>TARGET</div><div>5%</div></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>Risk: Revenue loss and damage to reputation due to poor service quality</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>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>Risk: 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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