One Slide, Ten Design Principles

Fictional sample: a support team's quarterly metrics slide, shown weak and fixed

Support Metrics

- Tickets resolved within 24 hours went from 61% to 78%
- Average first response time 3.2 hours
- CSAT 4.4/5
- Backlog down 22%
- New macro library launched in August

Same-Day Resolution Rose From 61% to 78%

78%

TICKETS RESOLVED WITHIN 24 HOURS

Q3, up from 61% in Q2. Fictional data.

Resolution Improvement

In Q2, 61% of tickets were resolved within 24 hours. After the macro library launched in August, that figure rose to 78% in Q3, an increase of 17 percentage points.

- The change is described in a sentence the audience has to read

The Macro Library Lifted Same-Day Resolution

61%

Q2 BEFORE MACROS

Resolved within 24 hours

78%

Q3 AFTER MACROS

Resolved within 24 hours

Same-Day Resolution Rose From 61% to 78%

- Macro library launched in August
- Backlog down 22% over the quarter
- Next: extend macros to billing tickets

Same-Day Resolution Rose From 61% to 78%

- Macro library launched in August
- Backlog down 22% over the quarter
- Next: extend macros to billing tickets

Support Metrics Q2 vs Q3

Q2: 61% same-day, 4.1h first response, CSAT 4.2. Q3 numbers are on the right.

- Backlog down 22%
- Q3: 78% same-day
- 3.2h first response
- CSAT 4.4/5

Every Support Metric Improved in Q3

METRIC	Q2	Q3
Resolved within 24 hours	61%	78%
First response time	4.1 h	3.2 h
CSAT	4.2 / 5	4.4 / 5
Backlog change	n/a	-22%

NEXT STEPS!!!

1. Billing macros
2. Hire 2 agents
3. Weekend coverage pilot

Q4: Extend Macros to Billing Tickets

1. Build billing macros by mid-October
2. Hire two agents for the billing queue
3. Pilot weekend coverage in December