

T-Mobile Wholesale Ticketing Support

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PROBLEM

\$154,666,500:
cost of overdue tickets in 2022

- 14.7% of 16,467 tickets overdue
- Multiple ticketing systems
- Limited ticket tracking

ITERATION #1

How can we identify problematic tickets earlier in the ticketing process?

- Unsuccessful predictive statistical models
- Severe data limitations

ITERATION #2

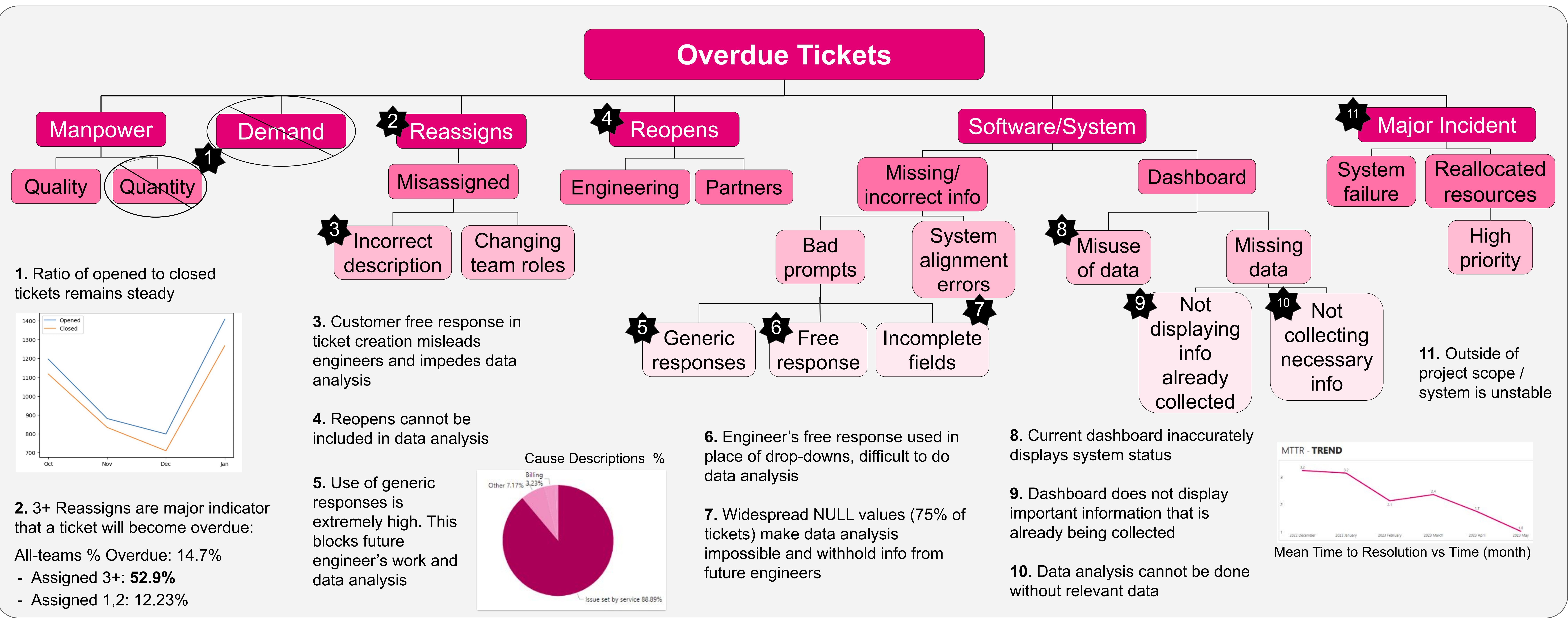
Where are major causes of problematic tickets and how can they be mitigated?

- Identify areas of improvement
- Improved data collection/usage

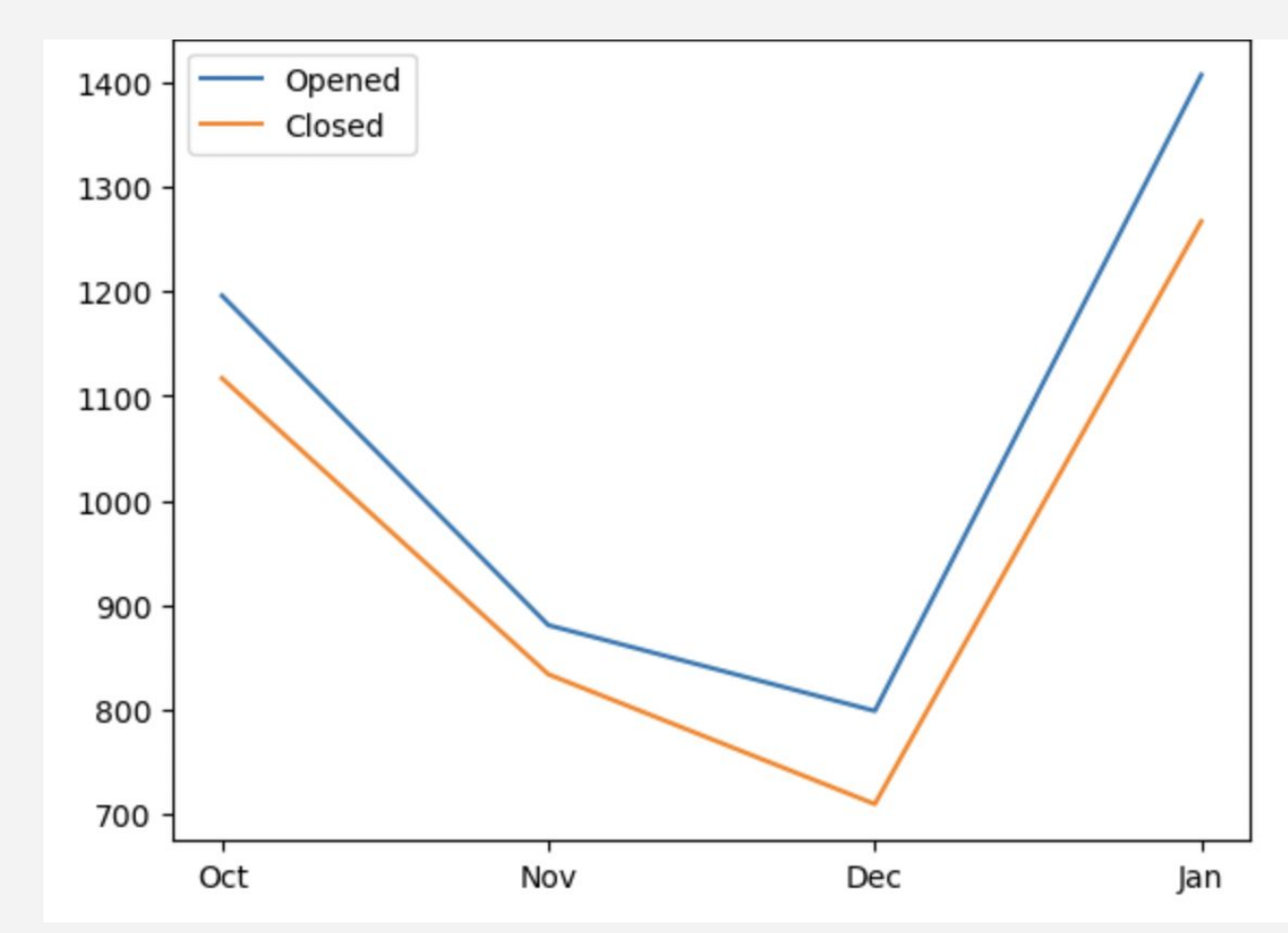
RESULTS

\$750,000/year:
savings upon implementation of recommendations

- Causation tree
- Revamp data dashboard
- improved data collection strategy



1. Ratio of opened to closed tickets remains steady



2. 3+ Reassigns are major indicator that a ticket will become overdue:

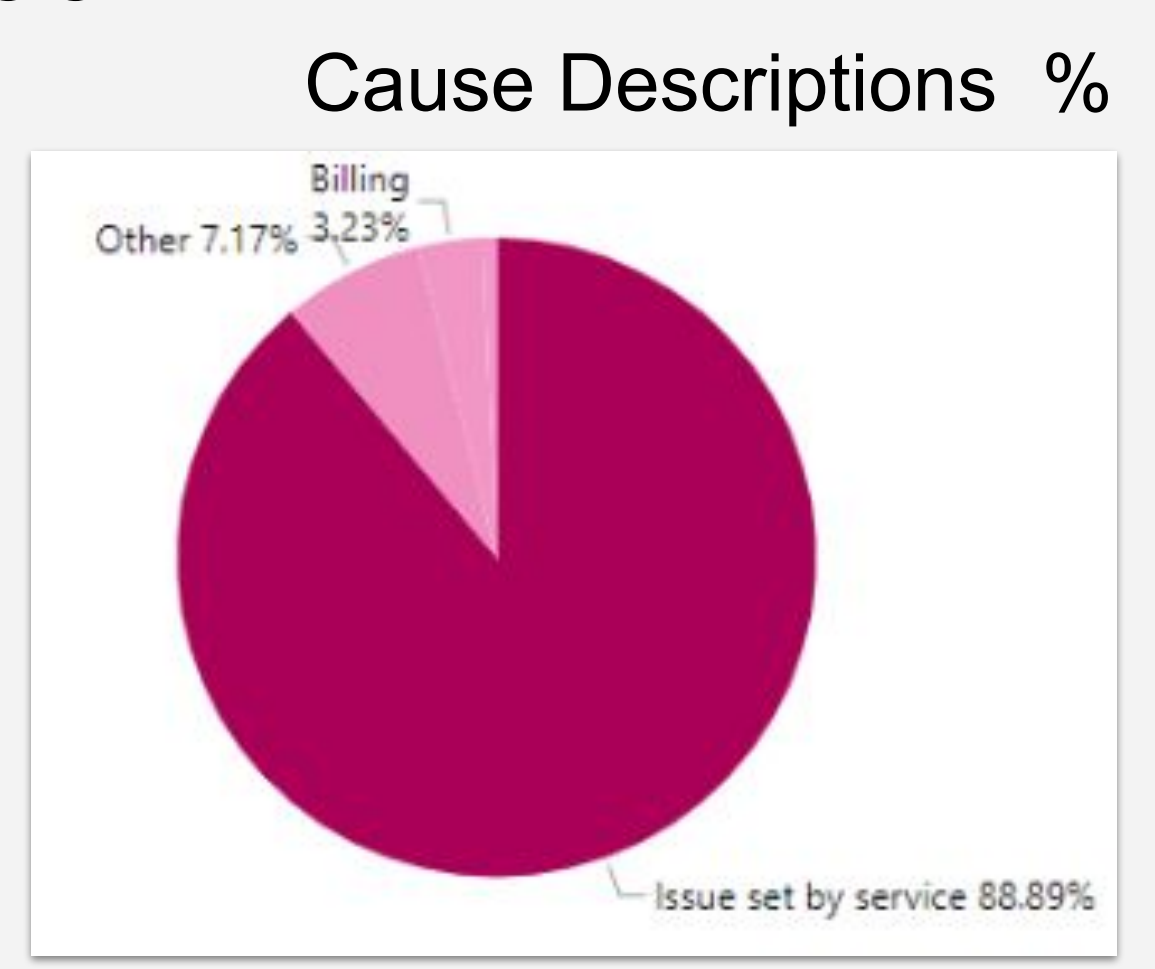
All-teams % Overdue: 14.7%

- Assigned 3+: **52.9%**
- Assigned 1,2: 12.23%

3. Customer free response in ticket creation misleads engineers and impedes data analysis

4. Reopens cannot be included in data analysis

5. Use of generic responses is extremely high. This blocks future engineer's work and data analysis



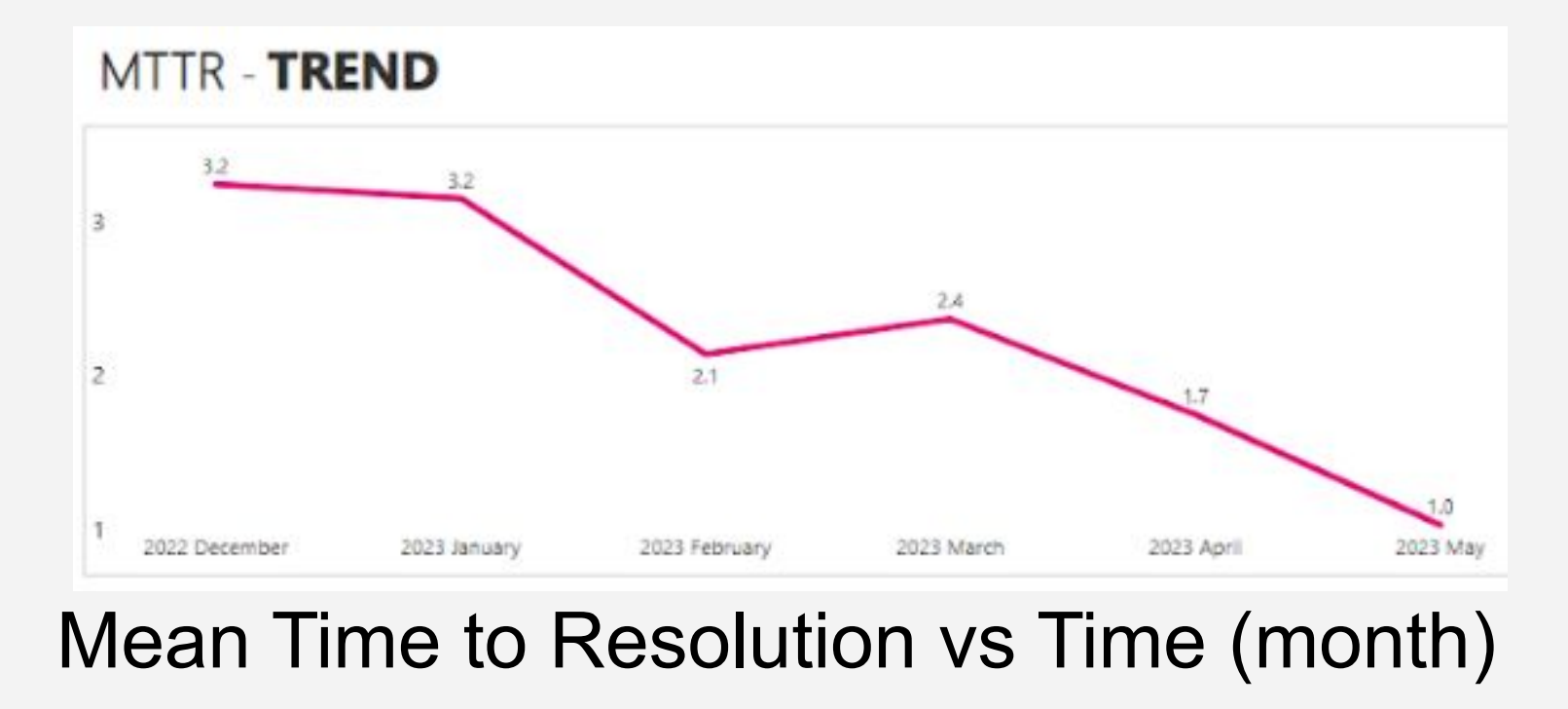
6. Engineer's free response used in place of drop-downs, difficult to do data analysis

7. Widespread NULL values (75% of tickets) make data analysis impossible and withhold info from future engineers

8. Current dashboard inaccurately displays system status

9. Dashboard does not display important information that is already being collected

10. Data analysis cannot be done without relevant data



11. Outside of project scope / system is unstable

Recommendations:

- Increase tracking of reopened tickets: where they end up and for how long⁴
- Clear, comprehensive categorical options³
- Remove options, rephrase or add categories, standard training for ticket completion⁵

- Standardize free response, utilize #keywords⁶
- Important fields are required, autofill⁷
- Opened vs closed trend, display soon-to-be overdue, % overdue, time-to-pick-up vs time-to-work⁹
- Remove MTTR over time, open tickets/month trend, aging buckets, mix of priority tickets⁸