



# Insights

- FASTER FIXES, FIRST TIME -

By DarkLabs

Best Practice Suggestions

How To Maximise Your Use of Insights

# Best Practice Topics

01

Process and Documentation

02

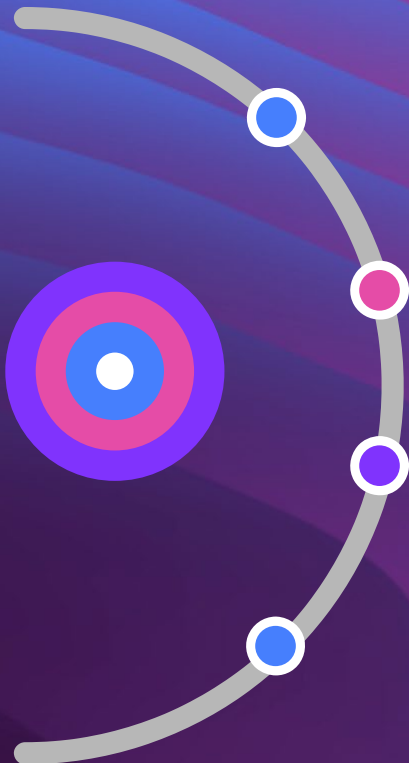
KPIs

03

Accountability and Adoption

04

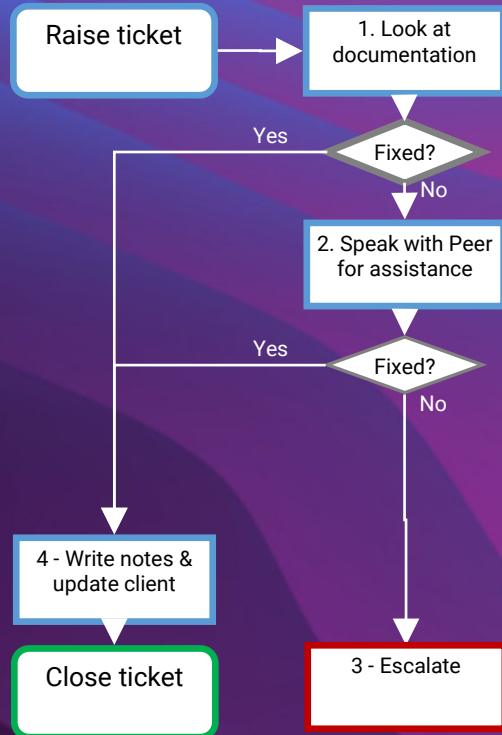
Summary and Next Steps



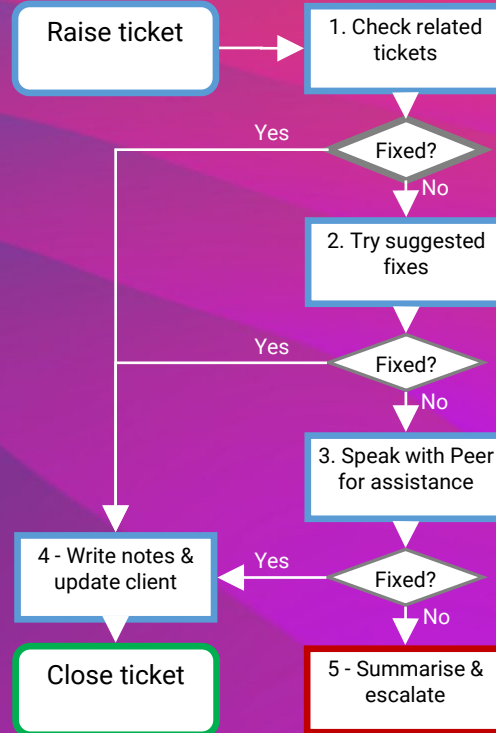
# 01 | Process and Documentation

# Process and Documentation

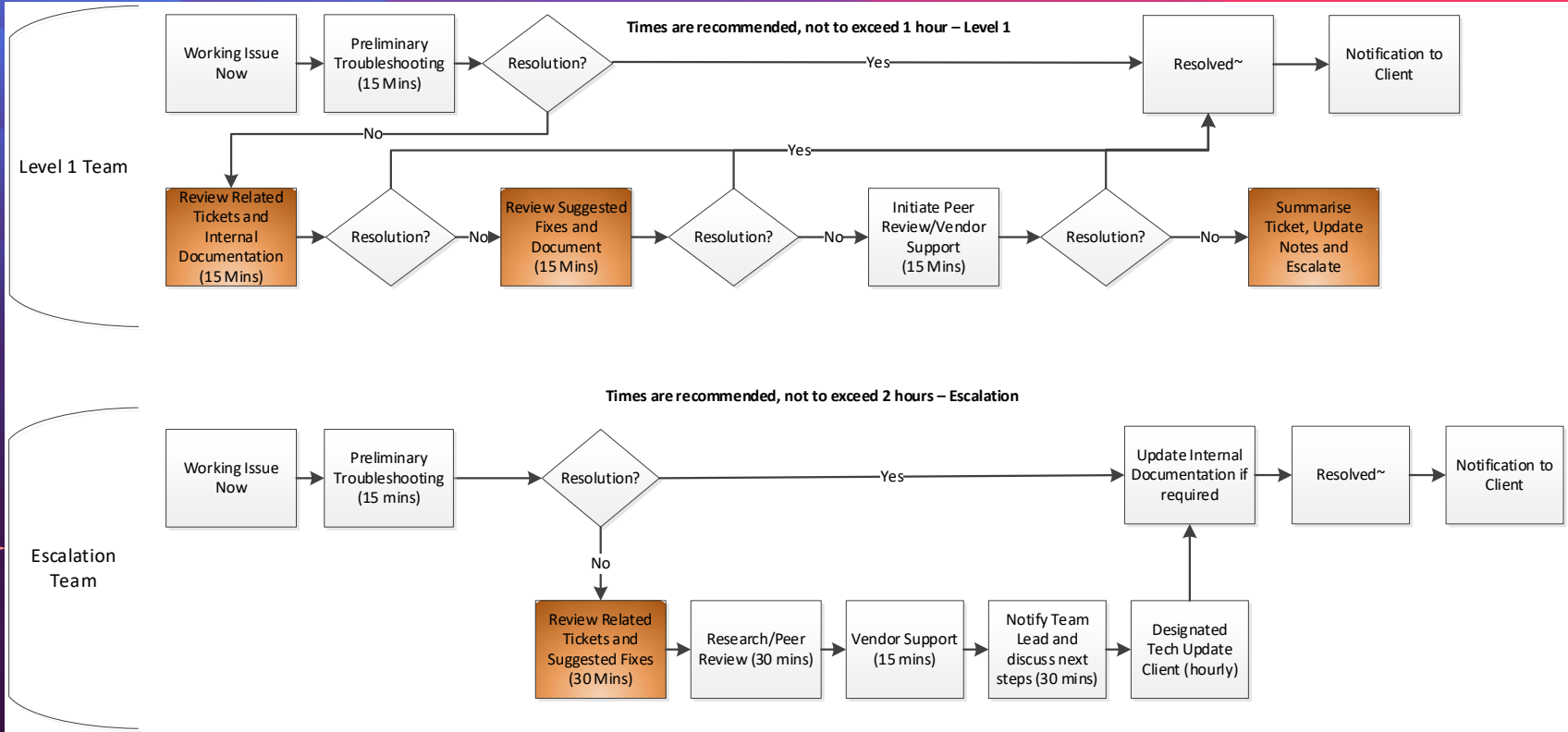
## Typical Escalation Process



## Suggested Escalation Process



# Process and Documentation



# 02 | KPIs

# KPIs (Suggested)

## First Time Fix (FTF)

Customers seek quick, hassle-free issue resolution. Aim for >65%.

## Tickets Escalations

Measure escalations to identify training needs. Aim for <20%



## Average Time to Resolution – On L1

Resolution speed is crucial for customer satisfaction. Aim for <2 hours.

## Reopened Rate

Ensure closed tickets remain closed. Aim for <2% reopens.



# KPI's

## Example Scorecard:

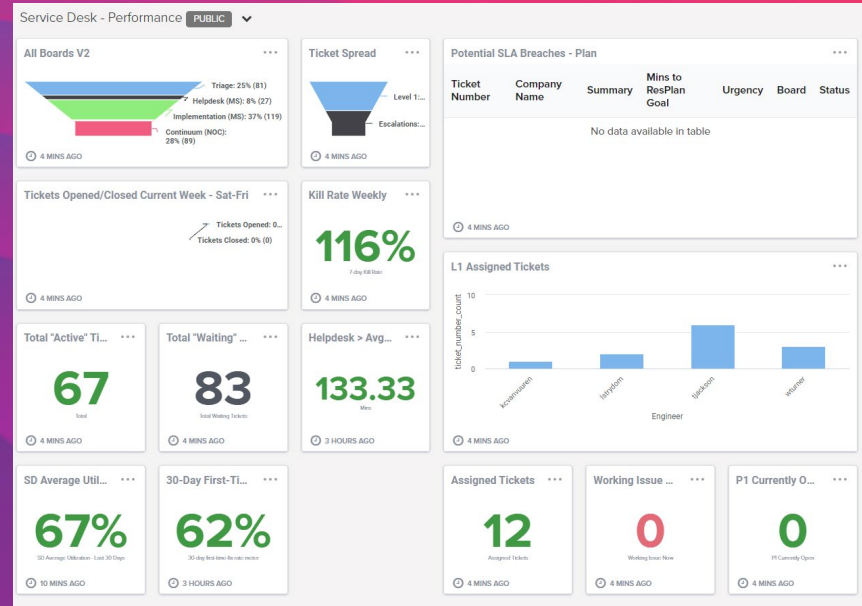
Service Delivery ▾ All Statuses ▾ All Goal Owners ▾ Add a Goal ⚙ More

Who	Goal	Target	16/6 22/6	23/6 29/6	30/6 6/7	7/7 13/7	Last Week
Service Delivery Department							
MP	Reopen Rate	≤ 2%	17%	11%	1.3%	2.5%	1.7%
Level 1 Team							
MP	First Time Fix Rate (FTF)	> 60%	59%	69%	61%	65%	62%
MP	Average Time to Resolution (Hours)	≤ 2	1.6	2.1	1.8	1.9	2.3
Escalations Team							
MP	% of Tickets Escalated	≤ 20%	19%	17%	23%	18%	16%

+ Gauge snapshots are taken at 8pm on Saturdays. ▾



## Example Dashboard:





# 03 | Accountability and Adoption

# Accountability and Adoption

## Training

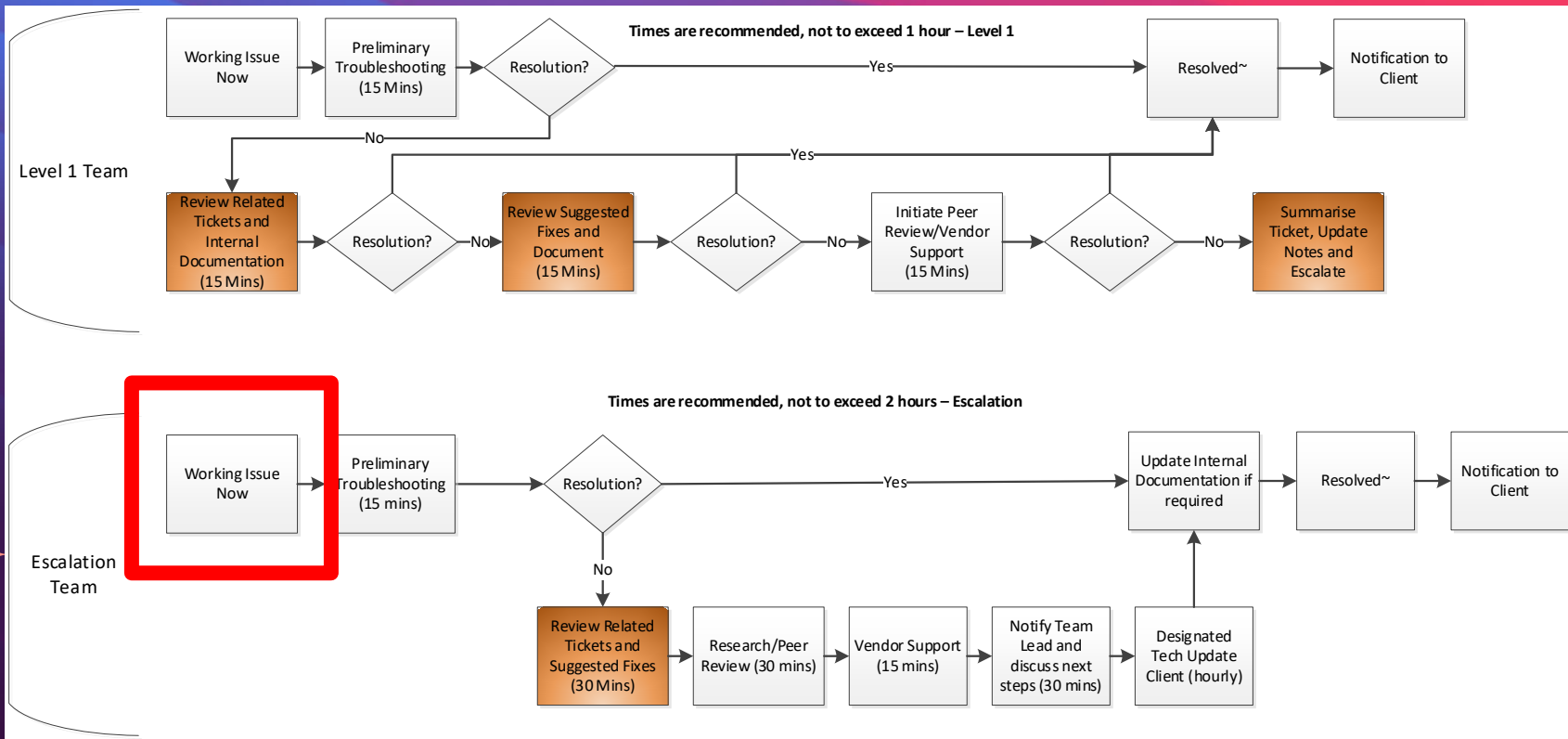
Train your team on new processes.  
Provide examples and repeat regularly.

## Peer Accountability

Have the escalations team confirm L1's use of Insights. If not used, return it to L1.



# Accountability and Adoption



# Accountability and Adoption

## Training

Train your team on the new processes. Give examples and repeat regularly.

## Peer Accountability

Work with your escalations team to get them to confirm L1 have used Insights, if not, pass it back.



## Trust but Verify

Randomly sample and QA check your tickets.

## Individual KPI's

Set up individual KPIs for your team and consider gamifying with leaderboards.

# 04 | Summary

# Summary and Next Steps



# Assisted Onboarding?

If you would like additional help with onboarding Insights

We offer a fixed price onboarding program:

£2,000 GBP + VAT

\$2,600 USD

\$3,900 AUD

Included with Onboarding:

- ✓ Initial review call
- ✓ Assistance in developing your processes
- ✓ Assistance in defining the KPI's, accountability and reporting
- ✓ Assist in training your team
- ✓ Follow up call after 6 weeks to ensure all is going well
- ✓ Plus, additional meetings and calls as needed.

Please email [onboarding@darklabs.ai](mailto:onboarding@darklabs.ai) for further information





# Thank you

If you have any questions, please email  
[hello@darklabs.ai](mailto:hello@darklabs.ai)