

## SOFTWARE TECHNICAL SUPPORT

### RELEVANT JMP PLATFORMS AND STATISTICAL TECHNIQUES

Graph Builder : Comparative dotplots, boxplots, bar charts, time series graphs

### PROBLEM STATEMENT

A technical support department for a video/audio editing software is interested in examining the volume of support requests they receive from their customers. The volume and types of support requests helps the company with staffing strategies and with the creation of support documentation, online help, and instructional tutorials.



The weekly number of tech support requests from Jan 2021 to Dec 2022 were gathered and categorized into one of 8 types (Installation, Peripherals, Importing, Audio, Video, Editing, Exporting, Other). Also included in the data is the date of point and version releases of the software.

## DATA SET

### Software\_Technical\_Support.jmp

Week Ending	from Jan 9, 2021 to Dec 31, 2022
Version	Latest version of the software. <i>Note: The software is distributed and run from the cloud and automatically updates to the latest version. Thus almost all users will be working from the most current version.</i>
Total	Total number of requests related to issues/help with importing files into software
Installation	Requests related to installation issues/help
Peripherals	Requests related to issues/help of software's integration with peripheral devices
Importing	Requests related to issues/help with importing files into software
Audio	Requests related to issues or help working with audio components
Video	Requests related to issues or help working with video components
Editing	Requests related to installation issues/help
Exporting	Requests related to issues/help with exporting files
Other	Requests related to installation issues/help

## EXERCISES

1. Create different visualizations in order to compare the volume of technical support requests over time for the different types of issues.
2. Are there any general increasing/decreasing trends over time for certain requests?
3. Determine which types of support is needed most/least frequent. What are some potential reasons for this?
4. Identify if changes occur in the volume of support requests following point and version releases of the software. Were there any noticeably changes in the volume of support needed after these releases? What might this mean?
5. Are there any weeks that stand out as having a larger or smaller volume of requests? What are some potential reasons for this?
6. Historically, a technical support specialist can service about 20 calls a day on average. How would you staff the technical support department going forward?
7. What are some recommendations for development of help documentation and learning resources the company can create to support customer use of the software?
8. What other data would be useful to have available to help guide staffing strategies and development of customer support resources?