

MSP SERVICE STAFFING DEMAND ASSESSMENT

Monitor Ticket Volumes

Keep a close eye on the volume of customer support tickets. A sudden or sustained increase may indicate a need for additional staff to manage the workload.

Ticket Response Times

Watch how quickly customer issues are addressed. If it's taking too long, it might be a sign you need more support staff for quicker responses.

Customer Feedback

Look at what customers are saying in reviews and surveys. If you see recurring problems or dissatisfaction, it's a sign you might need more support.

Track SLAs

Keep an eye on meeting issue resolution commitments. Consistent struggles may signal the need for additional support resources.

Employee Feedback

Seek feedback from existing customer support staff. They can provide valuable insights into their workload, challenges, and whether additional hands are needed.

Proactive Planning

Anticipate growth and potential changes in support needs. Proactive planning allows for timely adjustments to the support team's size.