



PRODUCT GENIUS
Genius Pulse Report



Sample Insights from the *Genius Pulse Report*:

Ongoing Issue with Address Updates and Import Function

Customer Quotes: "After the latest release last week, I still cannot update the home address for contractors in foreign countries, and the import function doesn't work properly when using Excel files—it only works with CSV." *Date:* July 15, 2024, at 10:30 AM EST (Monday)

Pattern: This issue has persisted since the recent update, particularly affecting global contractors and import functionality, suggesting insufficient testing of key features during the release.

Systematic Issue with Overtime Pay

Customer Quotes: "Several night shift employees are reporting that their overtime isn't being calculated correctly due to shift splits across two days." *Date:* July 15, 2024, 10:30 AM EST (Monday)

Pattern: The issue consistently appears on payroll adjustment days, typically Monday mornings after the weekend shift.

Slow Response Times during Peak Hours

Customer Quotes: The system slowed down considerably during our mid-year review cycles." *Date:* July 17, 2024, at 11:30 AM EST (Wednesday)

Day Pattern: Several customers report slow system responses around midday on Wednesdays, indicating potential staffing or system load issues during midweek.

High Praise for Problem-Solving

Customer Quotes: "John was quick to figure out the problem and provided step-by-step instructions, which worked perfectly." Date: July 16, 2024, at 9:15 AM EST (Tuesday)

Pattern: Positive feedback is frequent on Tuesdays, implying John is highly effective during these periods.

Summary:

Recurring Patterns:

- Monday Mornings:** High volume of payroll-related issues.
- Wednesdays and Thursdays:** Frequent system slowdowns during peak operational periods.
- End of Week:** Data integrity issues and missing employee information often surface on Fridays.

Suggestions for Improvements:

- Staffing Adjustments:** Consider increasing support staff availability on Mondays and Wednesdays to address common technical issues and reduce response time delays.
- Automation for Payroll:** Investigate options to automate overtime calculations, particularly for night shifts, to prevent recurring manual interventions.
- Notification Audits:** Review and optimize your notification system to ensure reminders, especially around probation periods and performance reviews, are timely and accurate.
- System Load Optimization:** Work with IT to enhance system performance during peak periods, such as open enrollment and performance review cycles, especially midweek.

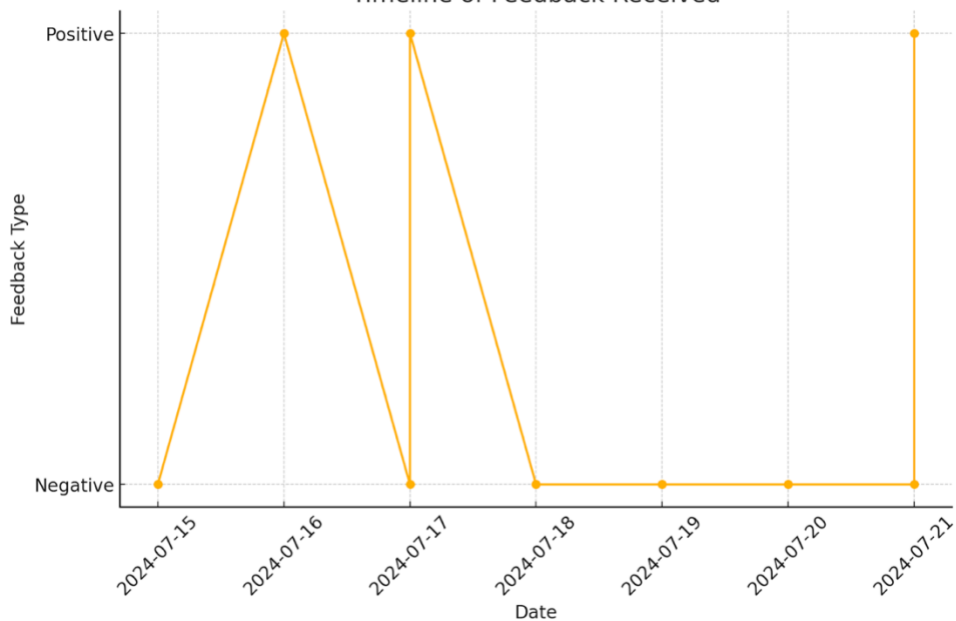
Detailed Data and Timestamps:

The feedback was collected with precise timestamps, including specific days of the week. Here's a summary of the key feedback with dates, times, and customer details:

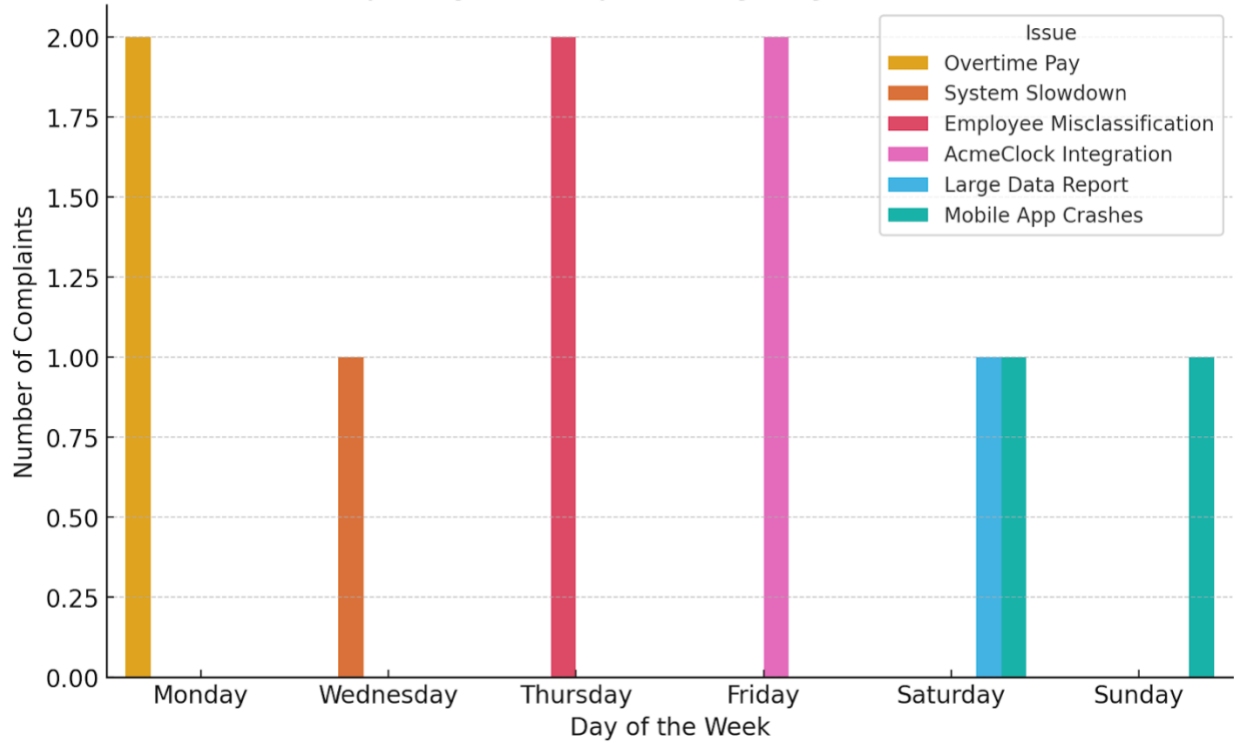
Customer Feedback Data

	Date	Time	Day	Issue	Feedback Type	Customer	Time of Day
1	2024-07-15	10:30:00	Monday	Overtime Pay	Negative	Mark Johnson	Morning
2	2024-07-16	09:15:00	Tuesday	Report Generation	Positive	Alex Johnson	Morning
3	2024-07-17	11:30:00	Wednesday	System Slowdown	Negative	Sarah Miller	Morning
4	2024-07-18	14:45:00	Thursday	Employee Misclassification	Negative	Michael Chen	Afternoon
5	2024-07-19	10:00:00	Friday	AcmeClock Integration	Negative	Rachel Wong	Morning
6	2024-07-20	15:20:00	Saturday	Large Data Report	Negative	David Lee	Afternoon
7	2024-07-21	09:45:00	Sunday	Mobile App Crashes	Negative	Emily Chen	Morning
8	2024-07-15	10:30:00	Monday	Overtime Pay	Negative	Mark Johnson	Morning
9	2024-07-16	09:15:00	Tuesday	System Slowdown	Positive	Alex Johnson	Morning
10	2024-07-17	11:30:00	Wednesday	Report Generation	Positive	Sarah Miller	Morning
11	2024-07-18	14:45:00	Thursday	Employee Misclassification	Negative	Michael Chen	Afternoon
12	2024-07-19	10:00:00	Friday	AcmeClock Integration	Negative	Rachel Wong	Morning
13	2024-07-20	15:20:00	Saturday	Mobile App Crashes	Negative	David Lee	Afternoon
14	2024-07-21	09:45:00	Sunday	Large Data Report	Positive	Emily Chen	Morning

Timeline of Feedback Received



Frequency of Complaints by Day of the Week



High Concentration of Negative Feedback (Potential Staffing Issues)

