

In Progress - Advanced - My Report



Warning

Please read our disclaimer about data accuracy (for 2016 data or time-related KPIs), by using this link.



Process Owner

Christophe Pariset & Jordi Pujol

IS Expert | D&PS Support

David Tonda - IS

Stéphane Bourgeaud-Lignot - D&PS

General Description

== THIS PAGE IS STILL UNDER CONSTRUCTION ==

The My Report page enables you to filter all the views and to fully customize your report. The Key indicators are the dashboard KPIs you can get within "My Report" Page, the Indicators per group are related to the time in groups (avg or sum), and Dimensions are the fields you can use to filter your results. For each, you can use "Ctrl" key to select multiples items. When you select a dimension (and maybe values for this dimension), the entire dashboard will be filtered. You can leave the "My Report" page for another one to get the KPIs focused on what you want.

Some KPIs need to be filtered the right way to get a meaningful result. You can consult the KPIs and Dimensions association section.

Jump to the right place in the page :

KPIs and Dimensions association

Example 1 : Filtering by country

Example 2 : About my GBU team and satisfaction

Example 3 : Process side

Target Users

- IS
- CRM / BRM
- Process Managers

SBS Support dashboard access

Please fill-in the access form.



You can see the "data calculation & filters" table by following this link (Google Spreadsheet).

Indicators and dimensions detail explanation

Key Indicators	The Key Indicators are based on calculation or measurements. They can be dependent of the current date, the status of the ticket or actions in the ticket. You can't filter your "My Report" table using a Key Indicator column.
# of created tickets	Number of created tickets (as a result, depending on the time period considered, or other filters / dimensions)
# of resolved tickets	Number of resolved tickets (as a result, depending on the time period considered, or other filters / dimensions)
# of ongoing tickets	Number of ongoing tickets at the end of the month (for a past month) or at the current date (for the current month)
# of transfers per tickets	Average number of transfers per ticket and number of distinct groups per ticket. If a tickets goes trough a group several time, the group will be counted only once with several transfers. The comparative analysis of
# of distinct groups per tickets	theses two indicators shows if tickets are going back and forth between groups.
# of translated-tickets	This KPI is only accurate for IS tickets that went through the L0 / Contact Center. For IS Ticket, a non-english written ticket is always translated, since our partners only handles english written requests. For other tickets, number of tickets not written in English : if you select this KPI with we assume each of theses tickets has been translated. (ex : 1186563).
Total Cycle Time (hours)	All the Resolution-time-related KPIs are calculated when the ticket is closed. Therefore, this KPI's are only available for closed or resolved tickets.
Resolution Time on BH	<ul style="list-style-type: none"> Total Cycle Time is the time between creation and resolution. First Response Time is the time between creation and a first solution provided to the requester. Resolution Time on Business Hours is the Resolution Time in hours based on the end-user time-zone. It takes into account only active status (Open, Pending, ...) and doesn't take into account the time the support is waiting for the user answer ("Need for more information"). To know more about how business hours are calculated, follow this link. **When the result of Resolution Time is exported to Excel, it will automatically converted into number of days if the hours is more than 24. Use the workaround to convert the number of days back to number of hours.
First Response Time (univ. hours)	
Satisfaction Participation %	All the User Satisfaction KPIs are based upon a survey sent after the ticket is closed. This KPI's are only available for closed or resolved tickets.
Satisfaction Score	Satisfaction Participation is the part of the closed tickets that have been given a satisfaction rating. Satisfaction Score is a score (out of 5) given by the end-user within this survey.
Ongoing Age (days)	All the Ongoing Age-based KPIs are calculated for Ongoing tickets at the date you are getting this KPIs from the dashboard.
Oldest ongoing ticket in days	<ul style="list-style-type: none"> Ongoing age is the average age (in days) of ongoing tickets oldest ongoing ticket in days gives the age of the oldest ticket that is still ongoing
Avg Time In Group on Business Hours	These time-related KPIs are calculated when the ticket is closed. Therefore, "Time in group" KPI's are only available for closed or resolved tickets.
Sum Time In Group on Business Hours	The first one "Average Time in Group" shows an average time per ticket, whereas the second one sums the time in group for each ticket. Both are based on the end-user time-zone. It takes into account only active status (Open, Pending, ...) and doesn't take into account the time the support is waiting for the user answer ("Need for more information"). To know more about how business hours are calculated, follow this link.

Flags	Flags only have a "1" or "0" value, to help you filter, include or exclude tickets on a complex pre-calculated criteria. If you select "1", the event associated with the considered flag has occurred. If a value is missing in the ticket (ie activity), the flag may have no value also (shown by "-" value in QlikView).
Activity	Let you include or exclude tickets for which we don't have activity data (ie group, statuses, ...). As a reminder, we only have activity data since early January 2017. If we don't have activity data other flags may have no value ("-") in QlikView).
CGI Not Autonomous	For IS tickets, this flag targets all tickets where CGI wasn't able to answer without the help of a Solvay team. Freshdesk manual flag.
Closed Without Notification	After a ticket has been resolved, its status is "Activities before closure". During this few days, the requester can confirm his issue is resolved. When the requester doesn't confirm that point, the ticket is being "closed without notification". Freshdesk manual flag.
Closing Period	This flag is for tickets created during a D1 D-4 Closing period. The business hours calculation may be impacted, please see the Business hour calculation rules for more information.
Reopen Ticket	When a ticket is solved, having the status "Activities before closure" or "resolved", the end-user can have this ticket reopen if the solution provided doesn't fits his needs." This flag enables you to filter tickets whether they have been reopened or not.
Ticket Through L0	For IS tickets, as seen on "IS View > Contact center", many tickets don't go through L0 to be transferred to groups. Use this flag to include or exclude tickets that went through L0 groups.

Dimensions	Dimensions are metadata about each ticket. Most of them are not calculated and won't change during the ticket lifecycle. You can filter / sort your results on each dimension.
Month Year	Month and year of a ticket event depending on the KPI(s) you're looking at. Ex : If you select KPIs "# of created tickets" and "# resolved tickets" for sept 2017, you will get the number of created tickets in september and number of resolved tickets in september.
Created, Resolved, Ongoing Month Year	Concatenation of Month and Year for several ticket dates : creation date and resolution date are quite obvious. Ongoing Month Year is showing each month (and year) a ticket (or a selection of tickets) has been considered as Ongoing.
GBU Zone Country Site	Ticket relative data. If missing, the data is taken in GUDSIS (for Solvay Users) or from the Freshdesk Contact user profile (for external users : ie. suppliers). Data about sites and GBU comes from several databases, so several names can appear for a unique site.
Language	Detected language of original request (ticket creation).
Type Group Type Subtype Functional Area Process Subprocess	Types of tickets hierarchy taken from Freshdesk, except type group that is : IS (for IS Requests), Process (for Process requests), Feedbacks (Suggestions, Praises, Complaints) and other for anything else.
Application	Freshdesk field. Application to which the ticket is related
Team	Last team in the ticket
Level	Last level in the ticket
Partner	Last partner in the ticket (taken from the Group).
Group	Last group working on the ticket
Source	Mean of communication that led to the ticket creation
Priority	Last priority of the ticket (Solvay's priorities : Urgent, High, Medium, Low)
Partner Priority	Last partner priority of the ticket (Partner's priorities : P1 to P5)
Historical Team, Level, Partner, Group	For each ticket, this dimension contains ALL the teams, levels, partners, and groups the ticket has been through. If you select these dimensions, a ticket can be counted in several lines. IE : If a ticket had a P3 priority when created, and was downgraded to P4 after, it will be counted both in P3 and P4 lines.
Status Group Status	Current status of a ticket. Status group is a mapping on status.
Age bucket	For IS only. Age bucket range the ticket belongs to (days, based on business hours on active status).
Ticket Number Ticket Links	Number of the ticket. Unique ID. Ticket links enables you to see the content of the ticket in Freshdesk, or a summary of its activity (lifecycle link).

Sources	Freshdesk
Refresh frequency	Daily

Specific Dimensions

- Priority
- Process
- Sub Process
- Category
- Team (mapping on Process groups) : last team assigned to the ticket
- Level
- Group
- Source
- Historical Team
- Historical Level
- Historical Group

Scope

- Current year
- Y-1