

# Advanced - Archive ticket search

## Warning

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### Process Owner

Christophe Pariset & Jordi Pujol

### IS Expert | D&PS Support

David Tonda - IS

Stéphane Bourgeaud-Lignot - D&PS

## General Description

**i** This web app allows to search tickets archived in Salesforce / Footprints / Fastconnect

SalesForce access is limited. If you need to access please create a ticket

## Target Users

- IS
- CRM / BRM
- Process Managers

## SBS Support dashboard access

To get an access to the SBS Support dashboard, please [fill-in the access form](#).

**i** You can see the "data calculation & filters" table by following this link ([Google Spreadsheet](#)).

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

