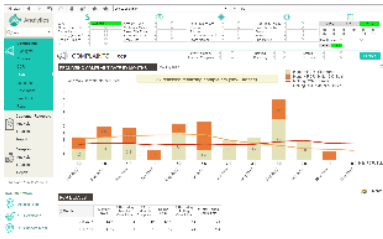


RCR (Recurring Complaint Rate)



Owner Complaints
CRM Team

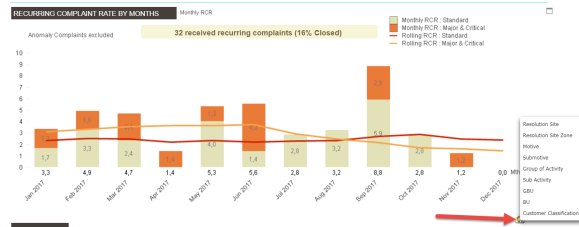
D&PS Expert
EMEA: Stéphane Bourgeaud-lignot
NAM/LAM: Karina Tsuji
APAC: Lilian Cheong

General Description - RCR (Recurring Complaint Rate)

Recurring Complaint Rate, or RCR, is a calculation of how many complaints vs the total complaints are flagged in SFDC as "recurring". This is calculated by the following equation:

$$RCR = (\# \text{ of Recurring Complaints} / \# \text{ of Total Complaints}) \times 100$$

The Recurring Complaint Rate by Month graph allows you to view your RCR based on a number of views (indicated in picture below). Use the cyclical to toggle the views or right click on it to select a view from the drop down:



The RCR Details allow you to see details of the RCR indicator in table format. Use the cyclical to toggle the view of this table as well:

RCR DETAILS

	Monthly RCR	# Recurring Monthly Complaints	# Total Monthly Complaints	Rolling RCR	# Recurring Rolling Complaints	# Total Rolling Complaints
Resolution Site						
Resolution Site Zone	3,3%	2	60	5,4%	42	775
Motive	4,9%	3	61	5,8%	44	754
Submotive	4,7%	4	85	6,0%	46	762
Group of Activity	1,4%	1	72	5,9%	45	764
Sub Activity	5,3%	4	75	6,0%	46	768
GBU	5,6%	4	72	5,9%	46	774
BU	2,8%	2	71	5,2%	41	785
Customer Classification						
Aug 2017	3,2%	2	62	4,8%	37	772
Sep 2017	8,8%	6	68	4,9%	38	778
Oct 2017	2,8%	3	107	4,6%	38	827
Nov 2017	1,2%	1	81	4,1%	35	853
Dec 2017	0,0%	0	26	3,8%	32	840

Authorization & Rights

Authorization & Rights
All the accesses must be validated by:

GBU CRM Champions

or

GBU Quality Manager

Click here for the [Access form](#) to get access to Analytics.

Access Rights and Dashboard Entry Points - Click [here](#) for descriptions.

Sources

Complaint: CRM Salesforce, BW, BI4

Order Lines:

WP1 data (BI4) = QV Complaint CRM by GBU CWWPPS 001

PF1 data (BW) = QVSD_BW_QRY_DBSDSO14_0001