

Process view - Tickets satisfaction



Warning

[Please read our disclaimer](#)



Process Owner

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Based on Process request tickets (HtR, PtP, OTC, RtR requests). The user satisfaction is based upon the "hot survey" answers available when tickets are resolved.

Target Users

- IS
- CRM / BRM
- Processes Managers

SBS Support dashboard access

Please fill-in [the access form](#).

Indicators



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

Tickets Satisfaction

- Number of SBS tickets
 - Number of resolved tickets vs the number of tickets with hot survey feedback
- Satisfaction score
 - Average score from 1 to 5. The target is \geq to 4
 - % of tickets per satisfaction score

Sources

Freshdesk

Refresh frequency

Daily

Specific Dimensions

- Priority (Low, Medium, High, Urgent)
- Type
- 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