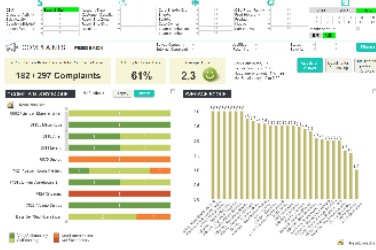


Feedback (Complaints)



Owner Complaints
CRM Team

IS Reporting Coordinator
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General Description - Complaints Feedback		Authorization & Rights
<p>The complaints feedback section of the Quality dashboard provides indicators on the feedback received after the feedback survey sent to customers after a complaint is resolved.</p> <p>The top indicators allow you to see the number and percentage of the complaints with feedback vs the total number, the average score with a legend indicator the score's meaning. You can display this based on one of 3 views: Quality of the Problem, Quality of the Problem Analysis, and Quality of the Problem Analysis.</p>		<p>Authorization & Rights All the accesses must be validated by:</p> <p>GBU CRM Champions</p> <p>or</p> <p>GBU Quality Manager</p>
<p># Complaints with Feedback vs Total Complaints Closed: 30 / 80 Complaints</p> <p>% Complaints Feedback: 38%</p> <p>Average Score: 2,5</p> <p>Very Satisfactory: 3 Satisfactory: 230 / 239 Need Improvement: 1 to 199 Not Satisfactory: 0 to 209</p>		<p>Click here for the Access form to get access to Analytics.</p> <p>Access Rights and Dashboard Entry Points - Click here for descriptions.</p>

Depending on the view selected, you will be able to see a graphs with relevant indicators.

The Number of Complaints by Score graph displays the complaints by their related score with several different dimensions: Customer Class, Group of Activity, BU, and Resolution site. These are selectable using the cyclical at the top of the graph. You can also select whether to hide complaints without feedback or not using the buttons on the top right.



The Average Score graph indicates the average score given by the dimensions selected. The dimensions are available by clicking the cyclical in the graph.

AVERAGE SCORE



Sources	
CRM Salesforce	CRM Salesforce
BW	BW_QRY_DBSDSO14_0001