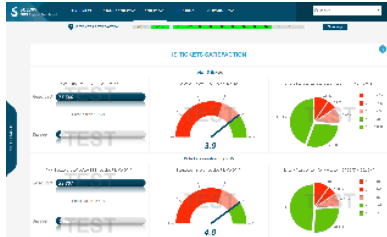


IS view - Tickets satisfaction

Warning

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



Process Owner

Christophe Pariset - IS Applications Support

Jordi Pujol - Processes Support

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General Description

All the KPIs of this page are based on all IS tickets. The user satisfaction is based upon the "hot survey" answers sent to user when tickets are resolved. [More information about user satisfaction.](#)

Total IS Tickets Satisfaction

All IS Tickets

- Volume : **Number of resolved tickets, number of answers** to the survey, and **participation rate**.
- Satisfaction score** : Average satisfaction score given by the user for the resolution of his ticket.
- Repartition of tickets** per satisfaction score.

SBS-resolved IS Tickets Satisfaction

Only Tickets resolved by SBS

- Volume : **Number of resolved tickets, number of answers** to the survey, and **participation rate**.
- Satisfaction score** : Average satisfaction score given by the user for the resolution of his ticket.
- Repartition of tickets** per satisfaction score.

Partner-resolved IS Tickets Satisfaction

Only tickets resolved by partners

- Volume : **Number of resolved tickets, number of answers** to the survey, and **participation rate**.
- Satisfaction score** : Average satisfaction score given by the user for the resolution of his ticket.
- Repartition of tickets** per satisfaction score.

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](#).

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

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