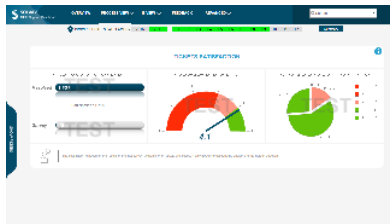


Process view - Tickets satisfaction



Warning

[Please read our disclaimer](#)



Process Owner

Jordi Pujol - Processes Support

IS Expert | D&PS Support

David Tonda - IS

Stéphane Bourgeaud-Lignot - D&PS



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 ≥ 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