

# IS view - Contact Center

## Warning

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



### Process Owner

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The KPIs of this page are based on all IS Ticket subtypes.

### Target Users

- IS
- CRM / BRM
- Process Managers

### SBS Support dashboard access

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

## General Description



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

### Volume & Evolution

- Trend of IS tickets on 12 rolling months received directly by the IS Applications Contact Center (L0) or assigned to a support group. Agents, google forms... are at the origin of tickets assigned to a support group
- **L0 Rate** : % of tickets going through L0.

### SLA (Service Level Agreement)

IS Applications Contact Center (L0) must categorize, prioritize and route the tickets to the correct group.

Time measured between the creation date and the date of transfer. It can cumulate multiple times if the ticket returns to the L0.

- **SLA Score for P1/P2** : % of tickets routed in less than 30 minutes. Target : 100%.
- **SLA Score for P3/P4/P5** : % of tickets routed in less than 2 hours. Target : 100% ; 80 % within the first hour.

Please note that tickets with a sub-type "Problem Management" are not considered in SLAs.

### Distribution of IS tickets by priority

- **Priority of outgoing tickets - SLA** for P1/P2 : assignment by the L0 and Agents must be limited to 5% (tolerance till 8%) . Above, the IS support application will not be able to answer within the SLA
- **Transferred incoming tickets** (P1 to P5) : this analysis intends to illustrate the correlation between priority selected by the ticket creator and the partner priority assigned by the IS Applications Contact Center (L0). Calculation is based on the creation date.

Please note that tickets with a sub-type "Problem Management" are not considered in SLAs.

### Average catch & dispatch time per priority level

Time in business hours between the creation and the date of transfer. It can cumulate multiple times if the ticket returns to the L0.

- The business time reflects the average time to catch and dispatch the ticket per priority
- The color coding reflects the SLA per priority

Please note that tickets with a sub-type "Problem Management" are not considered in SLAs.

### Languages

The indicator measures the number of tickets created directly in english. If they are in other languages, the L0 will need to translate before transferring, impacting the average "Catch & dispatch Time".

- part (%) of **tickets written in english**
- repartition of tickets per language

Sources	Freshdesk
Refresh frequency	Daily

Specific Dimensions
<ul style="list-style-type: none"> <li>• Priority (Low, Medium, High, Urgent)</li> <li>• Type</li> <li>• Process</li> <li>• Sub Process</li> <li>• Category</li> <li>• Team (mapping on Process groups) : last team assigned to the ticket</li> <li>• Level</li> <li>• Group</li> <li>• Source</li> <li>• Historical Team</li> <li>• Historical Level</li> <li>• Historical Group</li> </ul>

Scope
<ul style="list-style-type: none"> <li>• Current year</li> <li>• Y-1</li> </ul>