

# Understanding data / Disclaimer



## Process Owner

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## General Description

Before you start using the SBS Support Dashboard, please ensure you have [read the disclaimer below](#).

- [disclaimer](#)
- [business hours](#)
- [active / inactive status](#)
- [KPIs definition](#)


If you want the full explanations on how each figure is calculated you can see the "data calculation & filters" table by following this link ([Google Spreadsheet](#)).

## Target Users

- IS
- CRM / BRM
- Processes 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](#)).



## Disclaimer

- Data come from Freshdesk. The historical data start :
  - in April 2016 for IS tickets
  - in October 2016 for Processes tickets

The data for all tickets opened in 2016 are only accurate on volume and Evolution (number of tickets opened, closed and ongoing) since we don't have the historical status for tickets before 2017.

Resolution time et SLA are correctly calculated from 01.2017

- Some tickets are excluded when they are simultaneously created with a status closed. We take them into account into the volume but not into the resolution time and SLA KPIs
- Salesforce / Fasconnect / Footprint Archives are available using the [web app](#) (submitted to an authorization access).

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## Business Hours

Business hours are based on the end-user timezone coming from the "requester" or "contact" profile in Freshdesk. Some contacts do not have a zone. In this case, the timezone is set to Paris / Brussels.

- Business hours are :
  - For Processes :
    - 8:00 - 18:00
    - during the closing period : 08:00 - 20:00
  - For IS
    - Priority taken into account is the latest in the ticket
    - P1/P2 : 00:00 - 23:59
    - P3/P4/P5 : 08:00 - 18:00
    - during the closing period : 08:00 - 22:00
- If a ticket is entirely resolved outside the User timezone business hours, the Business Hour Time is set to 0.
- All the week-ends, January 1<sup>st</sup> and December 25<sup>th</sup> are excluded.

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## Active and Inactive status

These status are key to calculate the KPIs Resolution time and SLA based on either Business hours or Total cycle time

Active Status :

- open,
- pending / in progress,
- transferred
- reopen

Inactive Status :

- Need for more information
- Waiting for your reply
- waiting on third party / in progress (third party),
- transferred to Corrective maintenance,
- change in progress,
- activities before closure

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### GBU, Country and Site

GBU, Country and site are coming from the ticket. If the ticket field is empty, we use the GBU, Country and site of the requester (Gudsis) or the Freshdesk contact (external to Solvay).

This rule explains the poor quality of these dimensions with multiples spellings.

Standard definition		Calculation
<a href="#">Ticket created</a>	Ticket "created" during the period	Count distinct of ID tickets
<a href="#">Ticket resolved</a>	Ticket "closed" or "resolved" during the period	Count distinct of ID tickets
<a href="#">On going ticket</a>	Ticket status different from "created" or "closed" or "resolved" at the current date	Count distinct of ID tickets
<a href="#">Average age</a>	Average age (in days) of "ongoing" tickets	Current date - creation date
<a href="#">Resolution time</a>	<p>Time spent between the creation date and the resolution date</p> <ul style="list-style-type: none"> <li>• business hours on active status : takes into account the Business hours, the week ends and the active status</li> <li>• total cycle time : total time from the creation to the resolution/closed date without considering the Business hours and ticket status. This is the time estimated by the requester.</li> </ul>	<p>Resolution date - creation date</p> <p>sum of hours =&gt; average</p>
<a href="#">Age bucket</a>	% of tickets resolved and closed with a Resolution time spread from 0 to 91+ business hours.	<p>Count distinct of ID tickets with a Resolution time (BH) spread from :</p> <p>0 to 10 ; 11 to 20 ; 21 to 30 ; 31 to 60 ; 61 to 90 ; 91 +</p> <p>vs</p> <p>Count distinct of ID tickets</p>