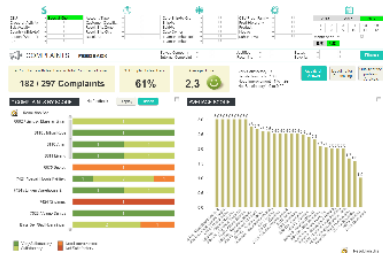


Feedback (Complaints)



Owner Complaints

CRM Team

IS Reporting Coordinator

Diogo Paive & Laurence De-Zeeuw

D&PS Expert

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General Description - Complaints Feedback

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.

The top indicators allow you to see the number and percentage of the complaints with feedback vs the total number of complaints, 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 Resolution.

Complaints with Feedback vs Total Complaints Closed

30 / 80 Complaints

% Complaints Feedback

38%

Average Score

2,5

Quality of the Problem

Quality of the Problem Analysis

Quality of the Problem Resolution

Authorization & Rights

Authorization & Rights

All the accesses must be validated by:

GBU CRM Champions

or

GBU Quality Manager

Click here for the [Access form](#) to get access to Analytics.

Access Rights and Dashboard Entry Points - Click [here](#) for descriptions.

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