

Feedback



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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IS Expert | D&PS Support

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Target Users

- IS
- CRM / BRM
- Process 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).

Freshdesk feedback

Represents the repartition of all feedbacks collected either complaints, praises or suggestions. The team Customer Relations is in charge of the analysis and action plan follow up.

Complaint focus

Trend by month of complaints created, resolved and ongoing.

Number of ongoing Complaints by creation date.

The Resolution Time measures the time spent between the complaint creation date and closed date. This Resolution time is in "Total cycle time" which means that we don't exclude any weekend, any non-business hours, any status. In addition to that Total Cycle Time, as the target from quality teams is provided in days, we display this total cycle time in days also (result in hours divided by 24, then rounded to the nearest integer).

The Ongoing Age measures the total average time since the complaint have been created.

Sources	Freshdesk
Refresh frequency	Daily

Specific Dimensions

- Priority
- 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