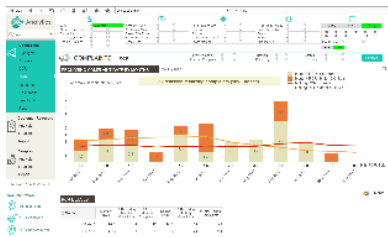


RCR (Recurring Complaint Rate)



Owner Complaints

CRM Team

D&PS Expert

EMEA: Stéphane Bourgeaud-lignot

NAM/LAM: Karina Tsuji

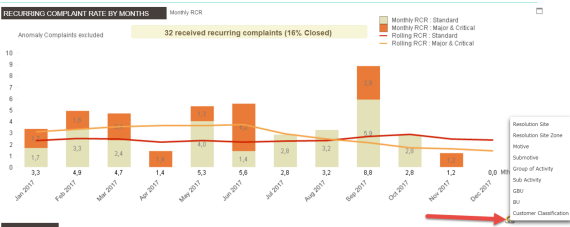
APAC: Lilian Cheong

General Description - RCR (Recurring Complaint Rate)

Recurring Complaint Rate, or RCR, is a calculation of how many complaints vs the total complaints are flagged in SFDC as "recurring". This is calculated by the following equation:

$$RCR = (\# \text{ of Recurring Complaints} / \# \text{ of Total Complaints}) \times 100$$

The Recurring Complaint Rate by Month graph allows you to view your RCR based on a number of views (indicated in picture below). Use the cyclical to toggle the views or right click on it to select a view from the drop down:



The RCR Details allow you to see details of the RCR indicator in table format. Use the cyclical to toggle the view of this table as well:

RCR DETAILS

	Monthly RCR	# Recurring Monthly Complaints	# Total Monthly Complaints	Rolling RCR	# Recurring Rolling Complaints	# Total Rolling Complaints
Resolution Site						
Resolution Site Zone	3.3%	2	60	5.4%	42	775
Motive	4.9%	3	61	5.8%	44	754
Submotive	4.7%	4	85	6.0%	46	762
Group of Activity	1.4%	1	72	5.9%	45	764
Sub Activity						
GBU	5.3%	4	75	6.0%	46	768
BU	5.6%	4	72	5.9%	46	774
Customer Classification	2.8%	2	71	5.2%	41	785
Aug 2017	3.2%	2	62	4.8%	37	772
Sep 2017	8.8%	6	68	4.9%	38	778
Oct 2017	2.8%	3	107	4.6%	38	827
Nov 2017	1.2%	1	81	4.1%	35	853
Dec 2017	0.0%	0	26	3.8%	32	840

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.

Sources

Complaint: CRM Salesforce, BW, BI4	Order Lines: WP1 data (BI4) = QV Complaint CRM by GBU CWWPPS 001 PF1 data (BW) = QVSD_BW_QRY_DBSDSO14_0001
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