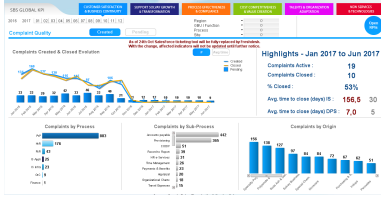


# Complaint Quality - sales forces



## Process Owner

**Dominique Clerbois**

Head of WW Customer Relations

## D&PS Expert

**Miriam Luttrin**

### General Description

Complaints and incidents received from GBUs & Functions on SBS quality of services rendered. The objective of these indicators is help SBS organisation to continue improving to provide better services to its stakeholders.

There are two sessions :

- Created :

Global trend of the creation and the closure of complaints by month. Pending complaints by month are also available

- Number of complaints received by each Process on the selected period
- Number of complaints received by each Sub Process on the selected period
- Number of complaints received from each GBU & Function on the selected period

Global trend by average time taken to closed the tickets by either SBS IS or SBS DPS

- Pending

Pending complaints and incidents that are still open or in progress for the selected period.

- Number of pending complaints on the selected period
- Number of pending complaints split by status on the selected period
- Number of pending complaints according to it's aged pending on the selected period
- Detail of pending complaints on the selected period : source, case number, aging, opening date....

**As for 24th Oct, Salesforce ticketing tool is fully replaced by Freshdesk.**

**With the change, affected indicators are not update anymore until further notice**

### Target Users

- SBS Management
- Comitee
- CRM / BRM
- GBUs Directors

### Authorization & Rights

All the accesses must be validated by the

[SBS General Manager](#)

[Access form](#)

Sources	Created Complaints	Pending Complaints
Core query		
QV query	Manual extractions from: <ul style="list-style-type: none"> <li>• Salesforce - Complaints entered for Service Centers and IS for 2015</li> <li>• e-Room - Historical figures IS complaints for Rhodia Legacy (2014)</li> <li>• VIP Complaints &amp; incidents follow-up file - Google file "SBS VIP Complaints" - Complaints received from GBUs, Functions and General Management</li> </ul>	Manual extractions from: <ul style="list-style-type: none"> <li>• Salesforce - Complaints entered for Service Centers and IS for 2015</li> <li>• e-Room - Historical figures IS complaints for Rhodia Legacy (2014)</li> <li>• VIP Complaints &amp; incidents follow-up file - Google file "SBS VIP Complaints" - Complaints received from GBUs, Functions and General Management</li> </ul>
Refresh frequency	Monthly (1rst day for M-1 data)	Monthly (1rst day for M-1 data)

### Specific Dimensions

- Region
- GBU & Function
- Process
- Site

**Scope**

- Current year
- Y-1