

SBS Support Dashboard (Freshdesk)



IS Expert | D&PS Support

David Tonda - IS Applications

Stéphane Bourgeaud-Lignot - D&PS

General Description

The SBS Support Dashboard contains key indicators to measure the performance and the quality of support given to users of ticketing tools by the Processes and IS teams. It gives a consistent view of the tickets volumetry and of the efficiency of the solutions provided.

Freshdesk is also the main source for Solvay Feedback regarding SBS (complaints, praises and suggestions)

Target Users

- IS
- CRM / BRM
- Process Managers



Disclaimer

Please read our disclaimer about data accuracy (for 2016 data or time-related KPIs), by following this link.

SBS Support dashboard access

To get an access to the SBS Support dashboard, please fill-in the access form.

Tabs	-- KPIs
Overview	<ul style="list-style-type: none"> • Overview
Process View	<ul style="list-style-type: none"> • Process Support • Ticket Satisfaction
IS View	<ul style="list-style-type: none"> • Contact Center • Support • Change Management • CGI • CAP Gemini • Ticket Satisfaction
Feedback	<ul style="list-style-type: none"> • Freshdesk Feedback • Complaints Focus
Advanced	<ul style="list-style-type: none"> • My Report • Archive Ticket Search

General Dimensions

- GBU
- Zone (from the ticket - mapping based on the country)
- Country (from the ticket)
- Site (from the ticket)
- Type (ticket type request)

Period of Analysis

- Current year
- Y-1