

Process view - Process Support



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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All the KPIs of this page are based on Process request tickets (HtR, PtP, OtC, RtR requests).

If you're wondering about [business hours](#) or [active status](#) , you can follow the links.

Target Users

- IS
- CRM / BRM
- Processes 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).

Volume & Evolution

- Trends of **created, resolved and ongoing tickets**, by month, calendar year, or GBU (on 12 rolling months).
- **Ongoing age** (in days) for open tickets at current date
- The number of **Ongoing tickets at the current** date by month or year of creation.

Time in group



Only available when a team is selected

For each process, it measures the average cumulated time spent in **Business Hours** in all **active status** in its own process freshdesk group

example for HtR CC Lisbon :

- all tickets type "HtR request" closed/resolved by HtR CC Lisbon
- => sum of BH hours on active status linked to Historical group "HtR CC Lisbon"

- Evolution in hours : Time spend in each group (catch of the changing group date within the Activities table). Time per ticket => average
- Details table :
 - time in group ranking
 - time in group in **business hours on active status**
 - the SLA limit
 - the % of tickets for which the SLA is achieved

Resolution

- **Resolution time**
- **Age bucket**
- **First Response Time**
 - **total cycle time between the creation date and the first response provided to the requester .**
- **First contact resolution in business hours on active status**
 - **refers to the** tickets that are only assigned to one group and the % vs the total of tickets
- **Contact Center Transfer time in business hours on active status**
 - refers to the tickets initially created into a SPOC Group (PTP HD APAC; PTP HD EMEA; PTP HD LAM/NAM; PTP HD RIGA; HtR - CC Bangkok; HtR - CC Lisbon) and transferred to a non-SPOC group.

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