**PREMIER DASHBOARD**

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**ASSUMPTIONS:**

* Data received from Zendesk is valid.
* Good network connection.
* Valid connection is established with database residing on server.

**INTRODUCTION:**

Premier Dashboard is a desktop web app that provides users data related to premier tickets in a single dashboard.

**Who can use this tool?**

All CSE, Product and Cloud teams.

**FEATURES:**

Dashboard shows four sections with multiple tabs and also two beautiful visualizations of data.

1.Ticket Status

2.Lead Indicators

3.Lag Indicators

4.Quality Indicators

A click on a tab expands to show a list with mostly 3 items (CSE, Product and Cloud).

A click on one of the items shows a popup containing fields related to ticket -TicketId, Severity, Customer Name, Age and PSAssignee.

**Ticket Status:**

Ticket status section displays tabs- Open, Pending, Solved tickets( in 24 hours ) and MTTR (Open and Pending) for CSE , Product and Cloud.

**Lead Indicators:**

Lead Indicators section displays the tabs-

* No First Response : Premier tickets with no first response for CSE and Cloud
* Resolution About to Breach: Premier tickets about to breach resolution for CSE,Product and Cloud
* Auto Solved : Premier tickets about to be auto solved in next 24 hours for CSE and Cloud
* Interactions : Premier tickets with interactions >15 both agent and customer for CSE, Product and Cloud
* CallBackSLA (> 20 hours) : Premier tickets with CallBackSLA > 20 hours for CSE,Product and Cloud.

**Lag Indicators:**

Lag Indicators section displays the tabs-

* First Response Breached : Premier tickets that have breached first response for CSE and Cloud
* Resolution Breached : Premier tickets that have breached the resolution for CSE, Product and Cloud.
* Negative Feedback : Premier tickets with negative feedback for CSE, Product and Cloud.
* MTTR (> 8 days) : Premier tickets with MTTR greater than 8 days for CSE, Product and Cloud.
* Escalations : Premier tickets that are escalated for CSE, Product and Cloud.

**QUALITY INDICATORS:**

Quality Indicator’s tabs shows count of tickets with missing #Problem Statement#, #Severity Justification#, #Customer Discussion, #Solution# and #Root Cause# for CSE ,Product and Cloud.

**ENHANCEMENTS:**

* Dashboard for Operations team.
* Dashboard for sub departments within CSE
* Dashboard that shows data for a selected organization or client.

**CHALLENGES:**

The challenges faced during the development of Premier Dashboard are:

* Integration of third party charts into kony app
* Handling asynchronous code behavior of JavaScript while making MF integration calls

**KNOWN ISSUES:**

This version of app considers first 100 comments for a ticket while checking for the presence of Quality indicator’s tags.

**DEPENDENCIES:**

* Requires Google Chart and ChartJS libraries.
* Requires Zendesk to obtain data.
* MySQL database.

**SUPPORTED BROWSERS:**

|  |  |  |
| --- | --- | --- |
| **Sl.No.** | **Platform / Environment** | **Yes/No** |
| 1 | Chrome | Yes |
| 2 | Firefox | Yes |
| 3 | Android | No |
| 4 | IOS | No |
| 5 | Safari | Yes |
| 6 | IE | Yes |
|  |  |  |

**STATUS OF TICKETS CONSIDERED AND VIEWS USED:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **TAB** | **ITEM** | **STATUS** | **ZENDESK VIEWID** | **DESCRIPTION** |
| Ticket Status | Open | Open | CSE - 114115504214 |  |
| Product- 114115352713 |
| Cloud - 114115351973 |
|  | Pending | Pending | CSE -114115351093 |  |
| Product -114115352733 |
| Cloud -114115 351993 |
|  | Solved | Closed | CSE -114115351953 |  |
| Product -114115506394 |
| Cloud -114115352013 |
|  | MTTR | Open + Pending |  |  |
| Lead Indicators | No First Response | Open | CSE -114115506434 |  |
| Cloud -114115352813 |
|  | Resolution To Breach | Open + Pending | CSE -114115512134 | critical-21 hrs  high-6 days  medium-18 days  low-18 days |
| Product - 114115514894 |
| Cloud -114115514994 |
|  | To Be AutoSolved |  | 114116933313 | One view for all |
|  | Interactions | Open+Pending | - | >15  Using Open+pending tickets.  Get comments count using  Comment\_Count Field in a  ticket |
|  | CallBackSLA | Open | - | >20 hours |
| Lag Indicators | First Response Breached | Open | - | Same views as used for  No First Response tab,  Considerations:  critical-30 min  high -4 hrs  medium&low-24 hrs |
|  | Resolution Breached | Open+Pending | - | Same views as used for  Resolution to be breached  Tab,  Considerations:  critical-24 hrs  high-7 days  medium-21 days  low-21 days |
|  | Negative Feedback | Solved | CSE -114117060174 |  |
| Cloud -114116936113 |
|  | MTTR | Open+Pending | No View | >8 days |
|  | Escalations |  | CSE -114128747673 |  |
| Product -114129276453 |
| Cloud -114129277213 |
| Quality Indicators | No #Problem Statement# | Open | - | Hitting commets api for every  Ticket and traversing through  Comments for tag. |
|  | No #Severity Justification | Open | - | Hitting commets api for every  Ticket and traversing through  Comments for tag. |
|  | No #Customer Discussion# | Open with critical  severity | - | Hitting commets api for every  Ticket and traversing through  Comments for tag. |
|  | No #Root Cause# | Solved | 114133917254 | Getting tickets for last 31 days\  And applying filter to get  Current month tickets.  Hitting commets api for every  Ticket and traversing through  Comments for tag. |
|  | No #Solution# | Solved | 114133917254 | Getting tickets for last 31 days\  And applying filter to get  Current month tickets.  Hitting commets api for every  Ticket and traversing through  Comments for tag. |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Speedometer | Overall, Cse,Product  Cloud | Solved Status | 114133587374 | Tickets in solved status currently and filtering to get current month tickets to calculate MTTR | |
| Graph | Created, Solved | Open+Pending, Solved | - | Filter current day created and solved tickets from Open+pending ,solved . |

**Database Operations(Graph):**

Database is used for populating graph with values. Using MySQL as database to write and read created, solved tickets for a day.

* Filtering current day created tickets from Open+Pending tickets and pushing the count to database using MF database integration operation graphinputs\_update.
* Reading values stored in database using graphinputs\_read operation.

**DESKTOP APP LINK:**

Desktop Web App is available at <http://productsupport.konylabs.net/DashboardPremier/>

**Zendesk API Used:**

Ticket Info: https://konysolutions.zendesk.com/api/v2/views/$viewId/tickets.json?include=comment\_count

Comments: https://konysolutions.zendesk.com/api/v2/tickets/$ticketId/comments.json

To include Solved date: https://konysolutions.zendesk.com /api/v2/views/$viewId/tickets.json?include=metric\_sets