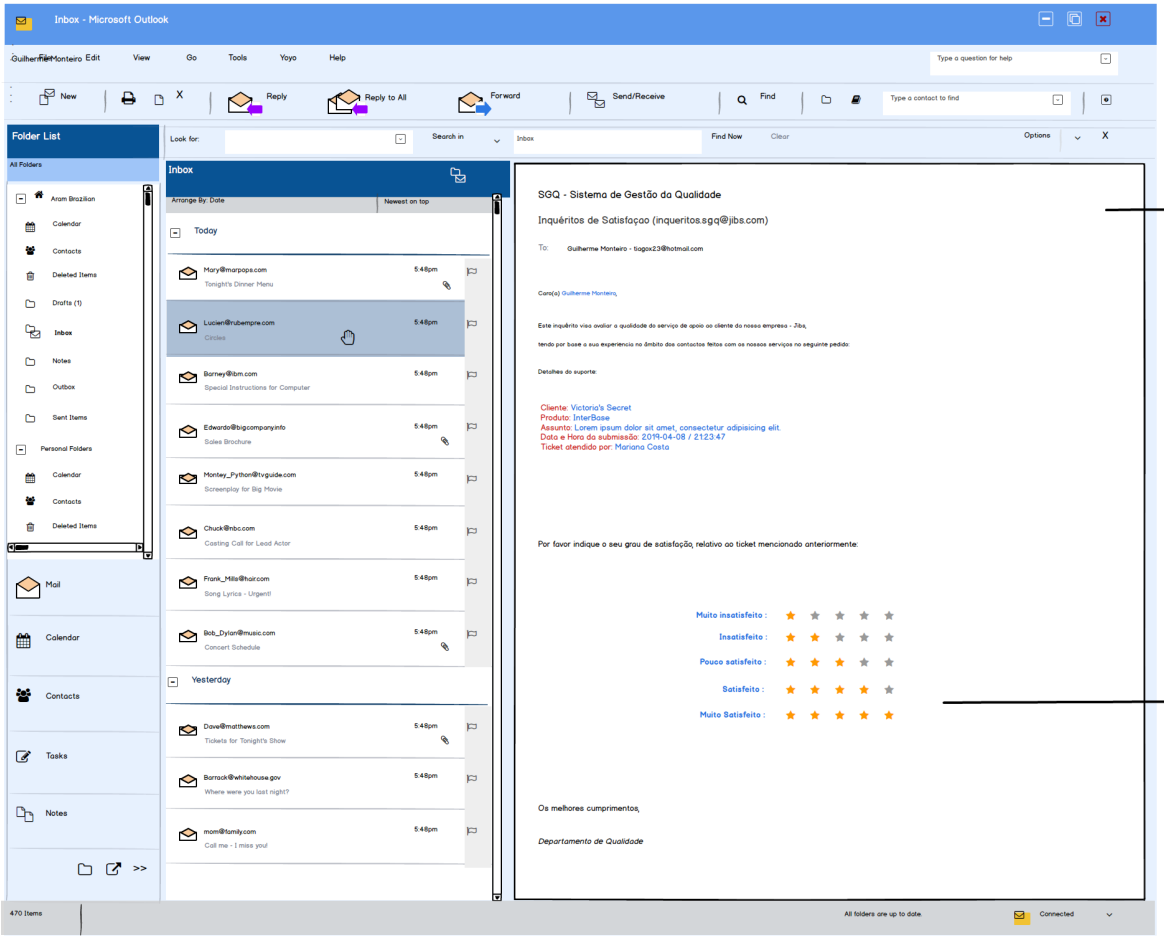
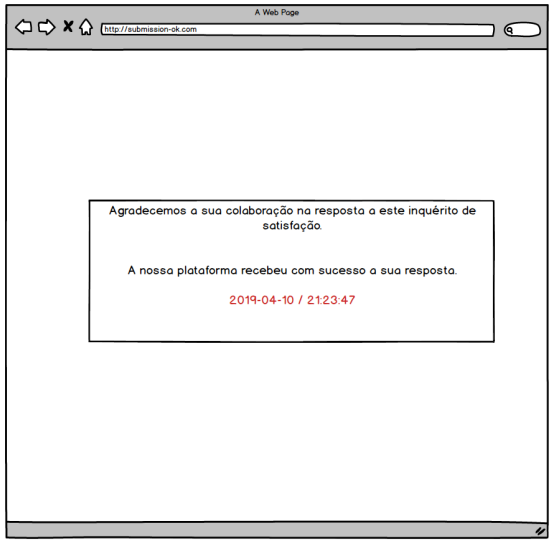
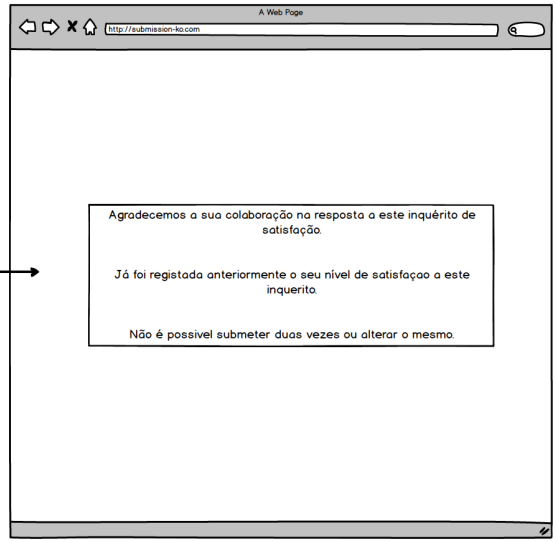


OK



KO

Ja tinha sido submetido anteriormente



A Web Page

http://dashboard.jibs.pt/gobalview

Global | Workers | Products | Time

JIBS HELPDESK REPORTING

Global benchmarks, for date interval:

Start date : / / End date : / / Submit

Number of tickets
1.254.837

Average survey quality
3.6 stars

Standard deviation
0.69

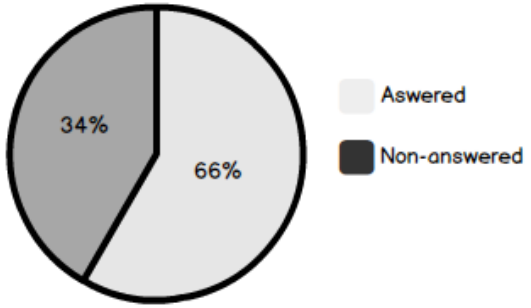
Top 5 - Fastest workers

1st - Maria Pinto
2nd - Margarida Rodrigues
3rd - Madalena Ferreira
4th - Miguel Freitas
5th - João Pires

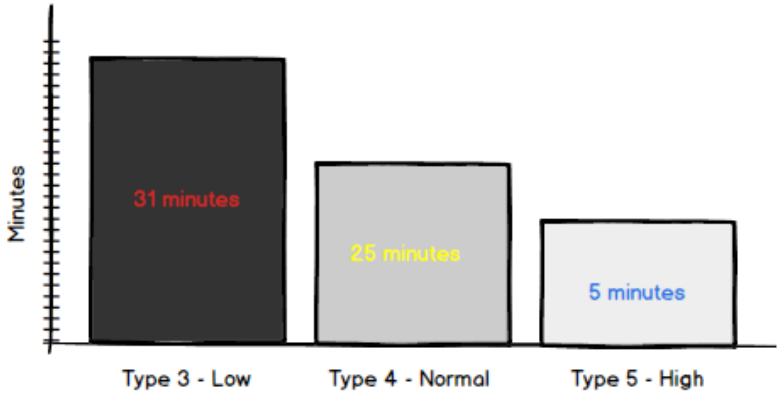
Top 5 - Quality workers

1st - João Pires
2nd - Maria Pinto
3rd - Madalena Ferreira
4th - Margarida Rodrigues
5th - Miguel Freitas

Percentage of survey responses



Average ticket response time, by priority



A Web Page

http://dashboard.jibs.pt/workerview

Global | Workers | Products | Time

JIBS HELPDESK REPORTING

Workers benchmarks, for date interval:

Start date : / / End date : / / Submit

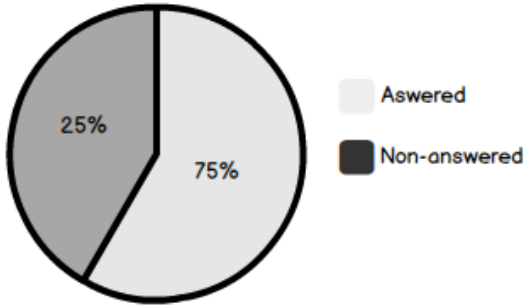
Worker: Maria Pinto
- José Manuel
- Tiago Pinto
- Andre Silva
- ...

Number of tickets answered: 154.214

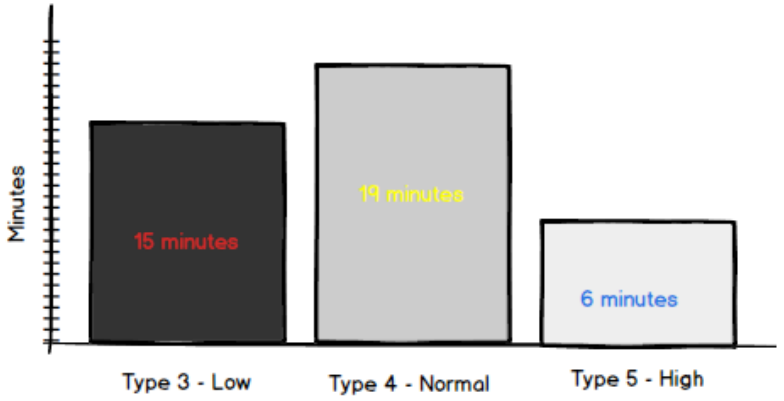
Average survey quality: 4.6 stars

Standard deviation: 0.42

Percentage of survey responses



Average ticket response time, by priority



A Web Page

http://dashboard.jibs.pt/projectview

Global | Workers | Products | Time

JIBS HELPDESK REPORTING

Products benchmarks, for date interval:

Start date : / / End date : / / Submit

Product: Vizio

- XPAC
- Wells Fargo
- XPLANE
- ...

Number of tickets: 154.21

Average survey quality: 4.6 stars

Standard deviation: 0.69

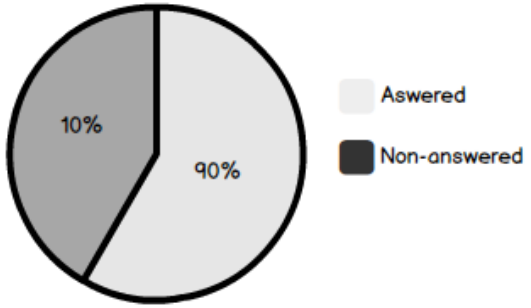
Top 5 - Product Fastest workers

1st - Maria Pinto
2nd - Margarida Rodrigues
3rd - Madalena Ferreira
4th - Miguel Freitas
5th - João Pires

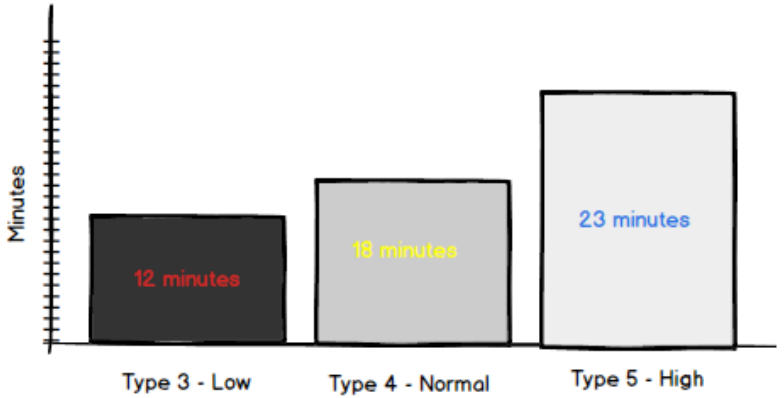
Top 5 - Product Quality workers

1st - João Pires
2nd - Maria Pinto
3rd - Madalena Ferreira
4th - Margarida Rodrigues
5th - Miguel Freitas

Percentage of survey responses



Average ticket response time, by priority



A Web Page

http://dashboard.jibs.pt/timeview

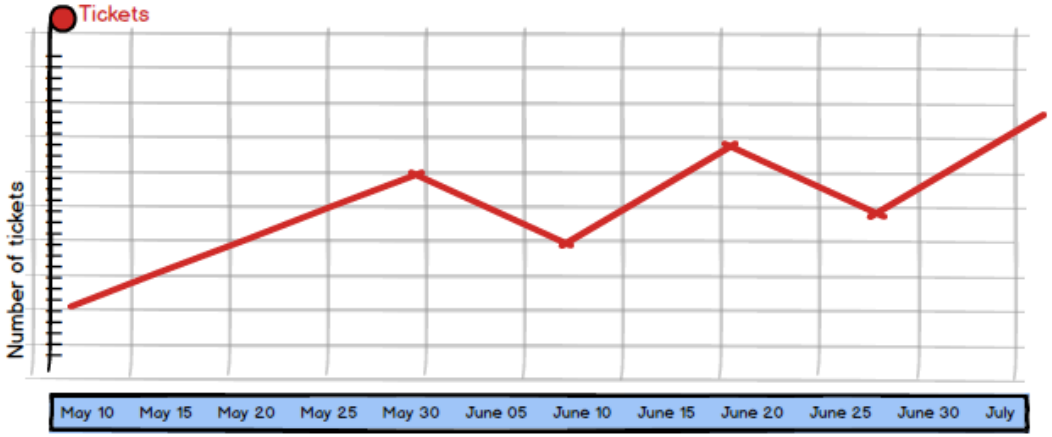
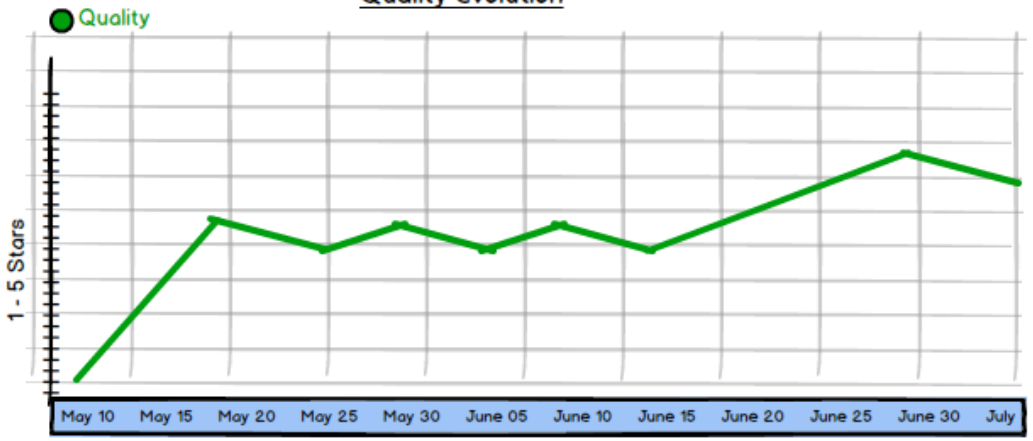
Global | Workers | Products | Time

JIBS HELPDESK REPORTING

Time benchmarks, for date interval:

Start date : 10/05/2019 End date : 01/07/2019 Submit

Ticket evolution



Quality evolution