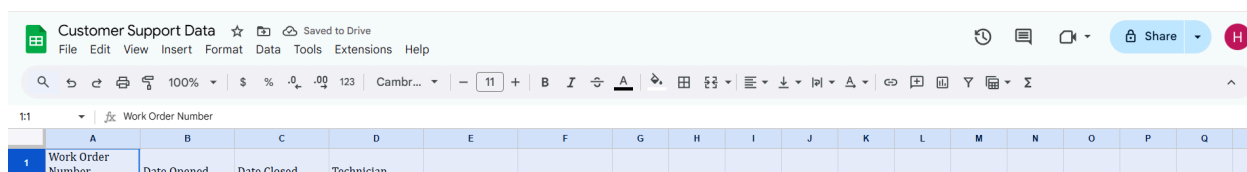# Instructions for Create [Customer Support Data](#) with Google Sheets

1. Preparation

- Log in with your personal Google account.

- Create a **new Google Sheet**.

- Add four sheets and name them appropriately: **Desktop**, **Web**, **Network**, **Telecommunications**.

2. Import Raw Data

- In each sheet, name the first-row columns as follows:

    - **A1**: Work Order Number

    - **B1**: Date Opened

    - **C1**: Date Closed

    - **D1**: Technician

Figure 1: Initial setup

- Format the first row:

- Select the entire first row.

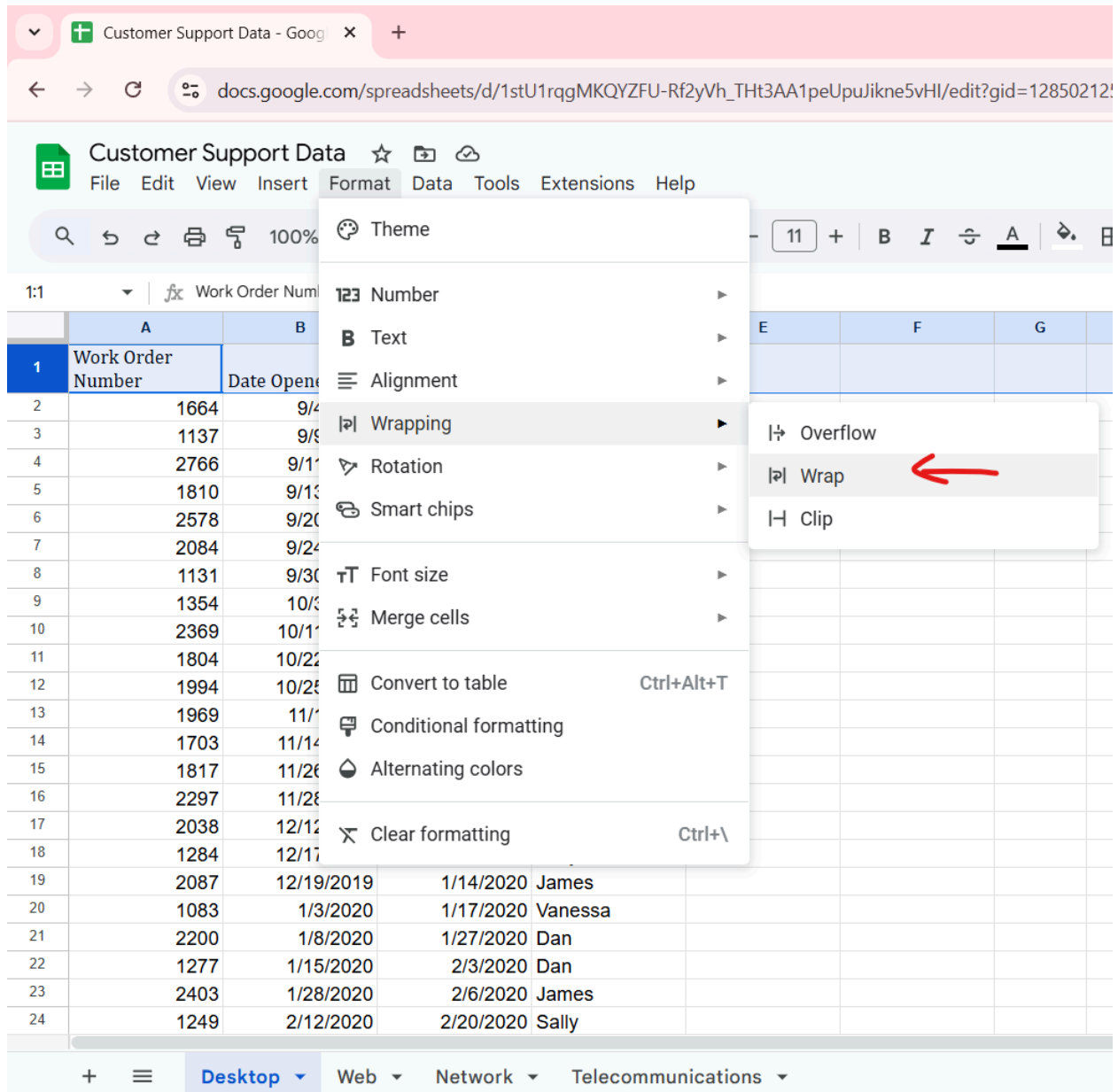- Enable **Text Wrapping** (Format > Wrapping > Wrap).

Figure 2: Text wrapping

- Select the entire sheet:

    - Click the blank box between the "A" column and "1" row (above row numbers).

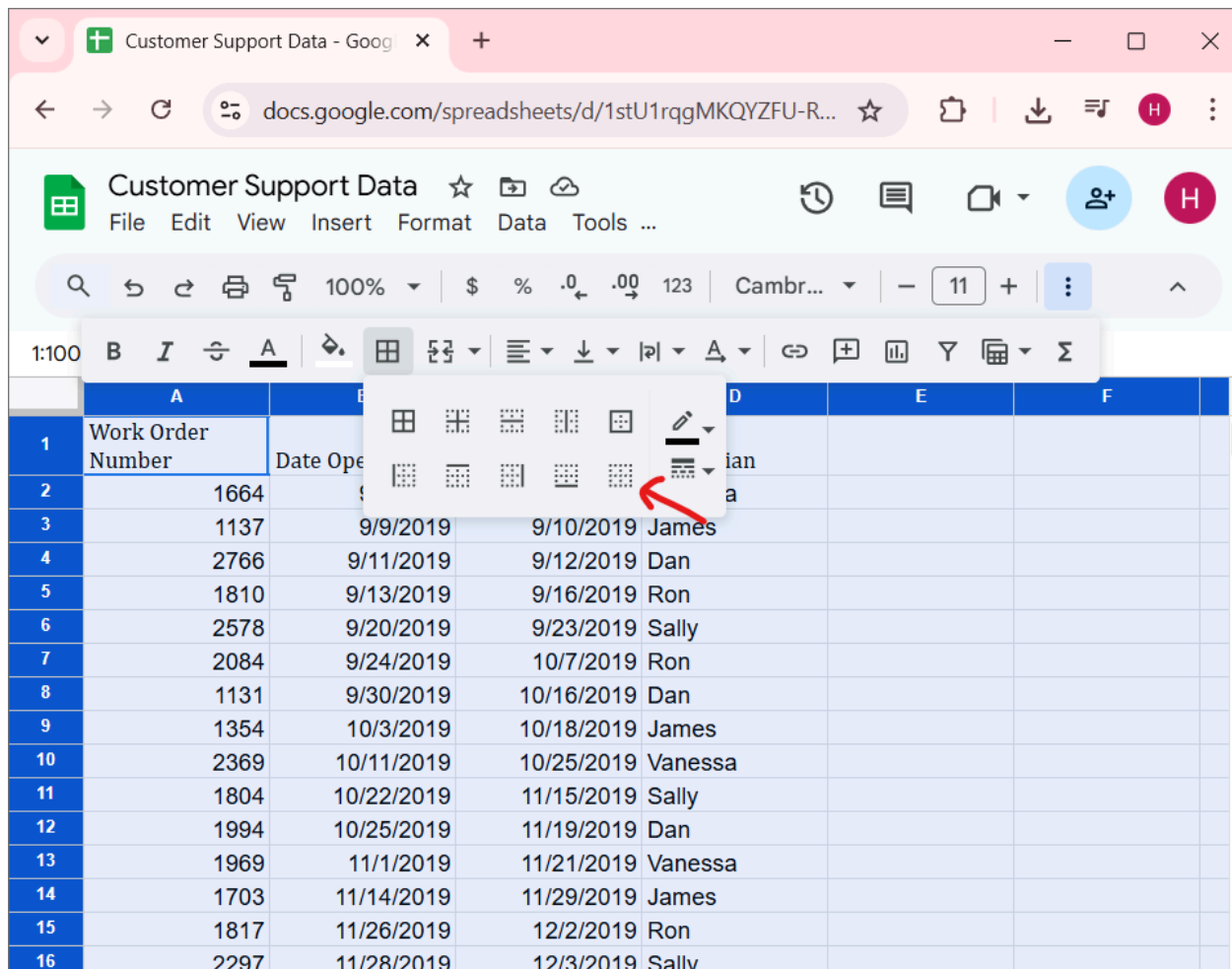   - Remove all borders (Format > Borders > Clear Borders).

Figure 3: Remove all borders

3. Add Formulas

To calculate the number of days each work order was open:

- In all sheets (**Desktop**, **Web**, **Network**, **Telecommunications**):

  - Label **E1** as **Days Open**.

  - In **E2**, enter the formula:
    ```
    =C2-B2
    ```

  - Drag the formula down to fill the rest of the column.

4. Set Up Data Validation

In all sheets (**Desktop**, **Web**, **Network**, **Telecommunications**):
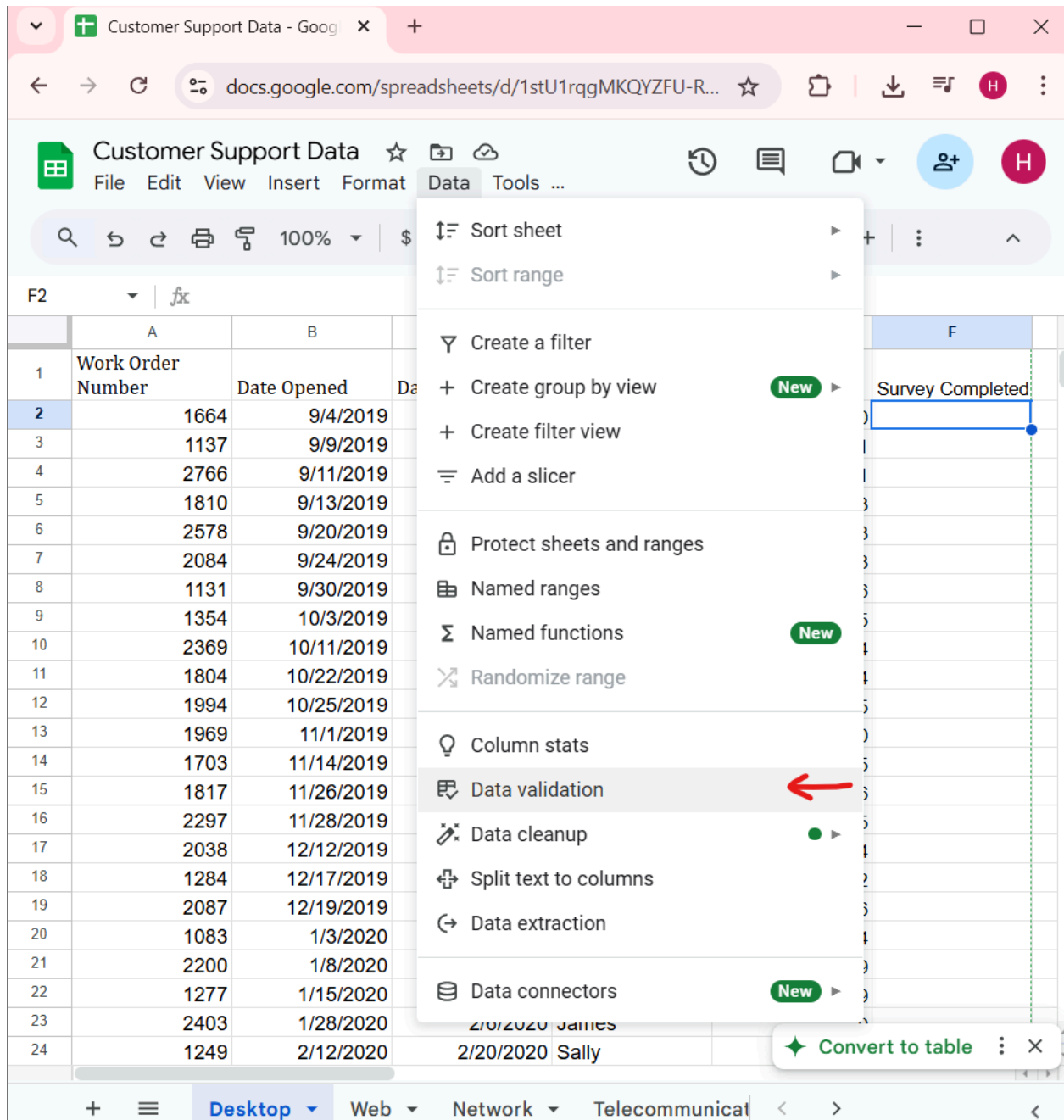

Figure 4: Data Validation

- **Survey Completed (Checkbox):**

  - Label **F1** as **Survey Completed**.

  - Go to **Data > Data Validation**.
  - Add a rule:

    - **Apply to range**: e.g., `Desktop!F2:F26`

    - **Criteria**: Checkbox
  - Do the same for Web, Network, and Telecommunications.

Figure 5: Checkbox creation

- **Survey Result (Dropdown):**

    - Label **G1** as **Survey Result**.

    - Go to **Data > Data Validation**.

    - Add a rule:

        - **Apply to range**: e.g., `Desktop!G2:G26`

        - **Criteria**: Dropdown

        - Options: 5, 4, 3, 2, 1

○ Do the same for Web, Network, and Telecommunications.

Figure 6: Dropdown creation

5. Dashboard Design

Create a dashboard to summarize company performance:

- Add a **new sheet**, name it **Dashboard**.

- Decide which information to display.

  - In this case: **How well each department meets the work order performance standards**.

- The company uses three performance levels:

  - **Exceed**: Less than 3 days open

  - **Meets**: Exactly 3 days open

  - **Does not Meet**: More than 3 days open

- In the Dashboard sheet:

  - From **B4 to B7**, list the departments:

    - Desktop

    - Web

    - Network

    - Telecommunications

- Use the formula to calculate counts based on performance levels:

  - Formula:
    `=COUNTIF(range, criterion)`

  - Ranges:

    - `Desktop!$E$2:$E`

    - `Web!$E$2:$E`

    - `Network!$E$2:$E`

    - `Telecommunications!$E$2:$E`

- ○ Criteria:

    - ■ <3 for Exceed

    - ■ =3 for Meets

    - ■ >3 for Does not Meet

- Calculate the Total:

    - ○ Label **F3** as **Total**.

    - ○ In **F4**, enter:
      `=SUM(C4:E4)`

    - ○ Drag down to fill for other departments.

- Calculate the Average Survey Result:

    - ○ In **G4**, enter:
      `=AVERAGE(Desktop!$G$2:$G)`

    - ○ In **G5**, **G6**, and **G7**, adjust the range for Web, Network, and Telecommunications respectively.

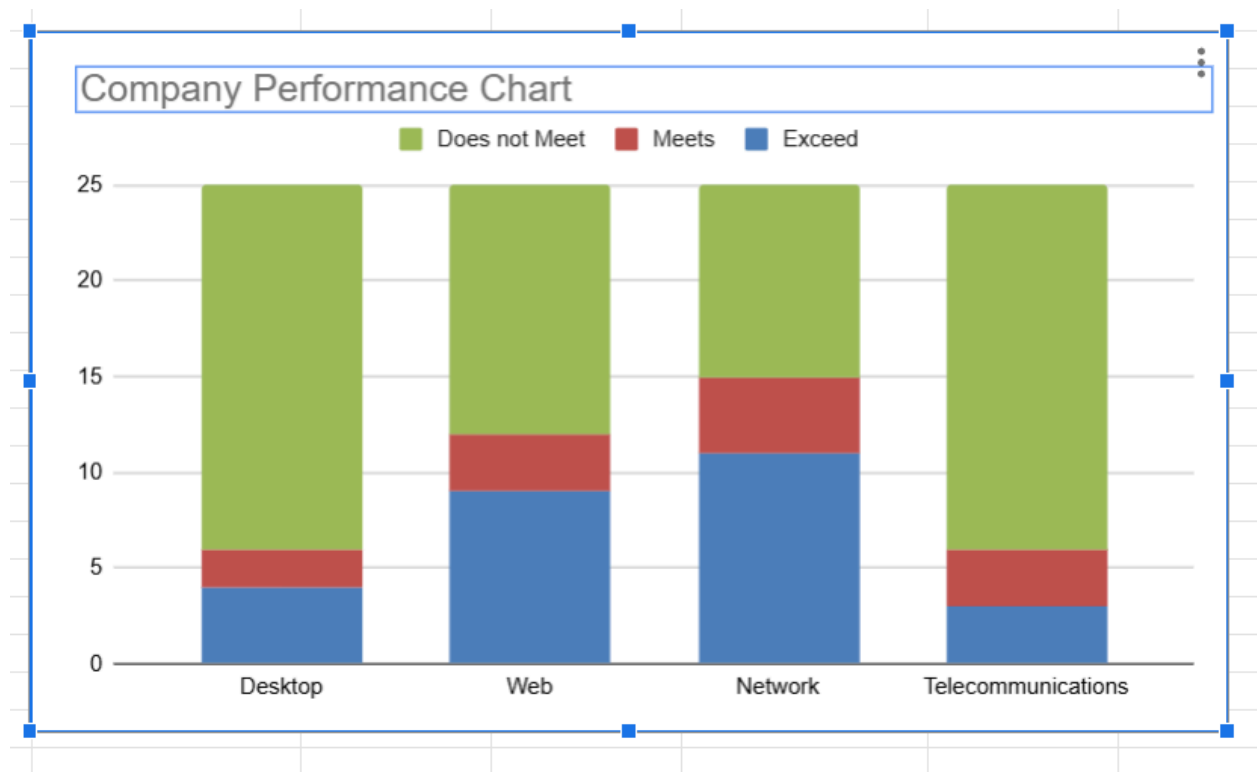|	Exceed	Meets	Does not Meet	Total	Survey Result
Desktop	4	2	19	25	3.36
Web	9	3	13	25	3.92
Network	11	4	10	25	4.04
Telecommunications	3	3	19	25	3.16

Figure 7: Final dashboard

Figure 8 (optional): Company Performance Chart