|  |  |
| --- | --- |
| Process Mining Lab |  |

Process Mining Lab requests your help. Please complete the following survey based on your valuable experience.

When resolving an issue…

**THIS SURVEY IS ABOUT YOUR EXPERIENCE WITH CCD IN LAST 6 MONTHS.**

## For how many years have you been working as part of CCD team?

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | Less than 1 year |  | Up to 3 years |  | Up to 5 years |  | More than 5 years |

## Please mention the domain for which you handle tickets: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

## Approximate number of tickets assigned to you every month: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

## For what percentage of all the CCD tickets, do you need to ask for user inputs **at least once (once or more than once)**?

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | 0-20% |  | 21-40% |  | 41-60% |  | 61-80% |  | 81-100% |

## For what percentage of all the CCD tickets, do you need to ask for user inputs **more than once**?

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | 0-20% |  | 21-40% |  | 41-60% |  | 61-80% |  | 81-100% |

## Below is the list of reasons to ask for user inputs. **Please RANK** **given reasons in order of frequency** from 1 to 5 where **1** - **most frequent reason** and **5** - **least frequent reason**.

|  |  |  |  |
| --- | --- | --- | --- |
|  | Incomplete information provided in the initial report | #...... |  |
|  | Complex issue that required specific information | #...... |  |
|  | Dependency between user inputs thus, need to ask for inputs sequentially based on previous answer | #...... |  |
|  | User provided wrong or unclear information | #...... |  |
|  | Other:……………………………………………………………………………………………… | #......  **PTO** |  |

## Following are the ways to proceed when user input is required to resolve any ticket. **Please RANK** **given scenarios in order of frequency** from 1 to 5 where **1** - **most frequent scenario** and **5** - **least frequent scenario**.

|  |  |  |
| --- | --- | --- |
|  | Mark it as Awaiting User Input and wait for user to provide inputs | #...... |
|  | Prefer to call or ping user to get the required inputs in first go itself | #...... |
|  | Prefer to call or ping user to get inputs only if I have already asked for inputs multiple times | #...... |
|  | Email reporter if he/she is onsite or if user doesn’t provide inputs on time | #...... |
|  | Other: ……………………………………………………………………………………… | #...... |