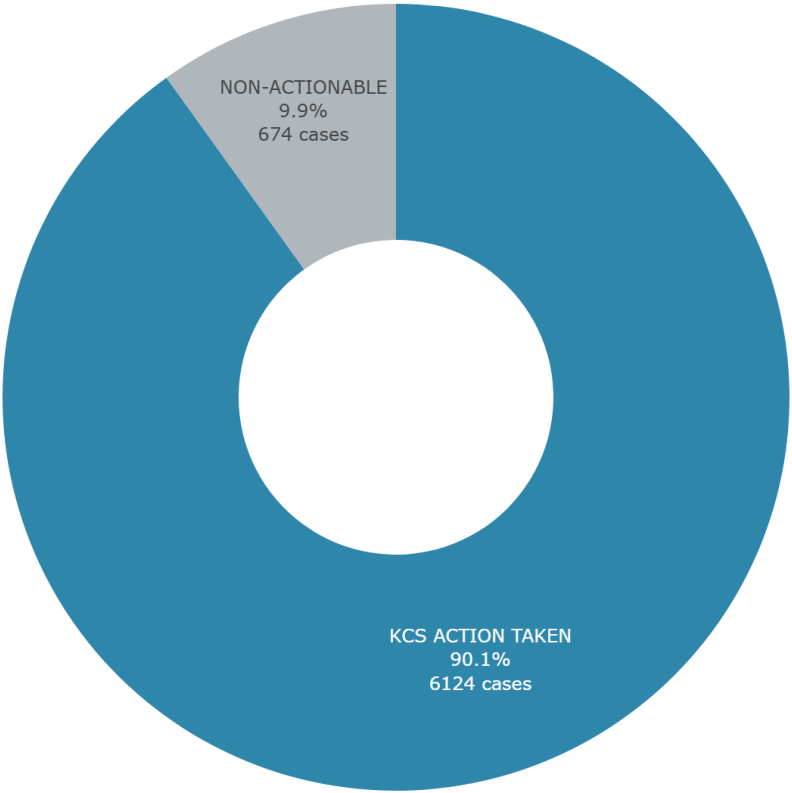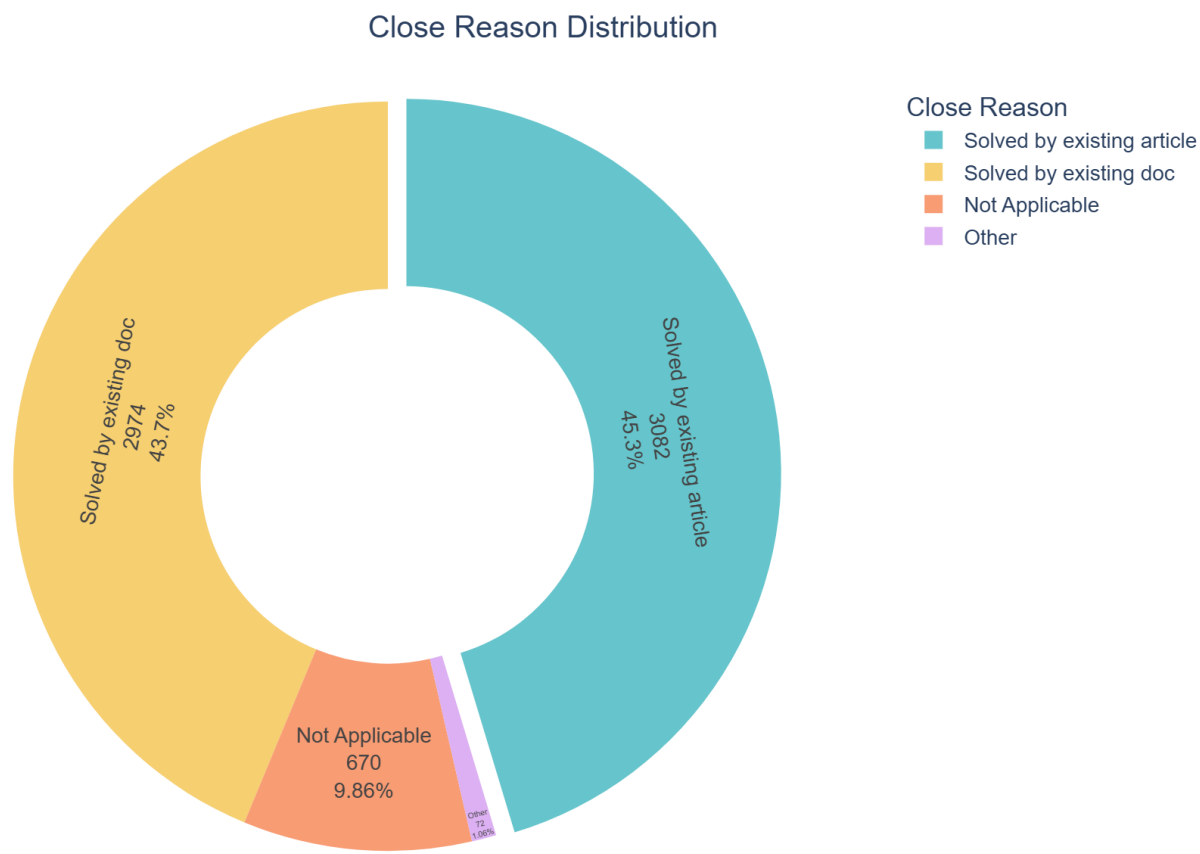# KCS Report

Close Reason Overall Pie

Overall Close-Reason Quality

Engineer KCS Engagement: % of closed cases involving any of the 4 Knowledge Actions (create, use, update, or provide feedback on Knowledge Articles / Docs).
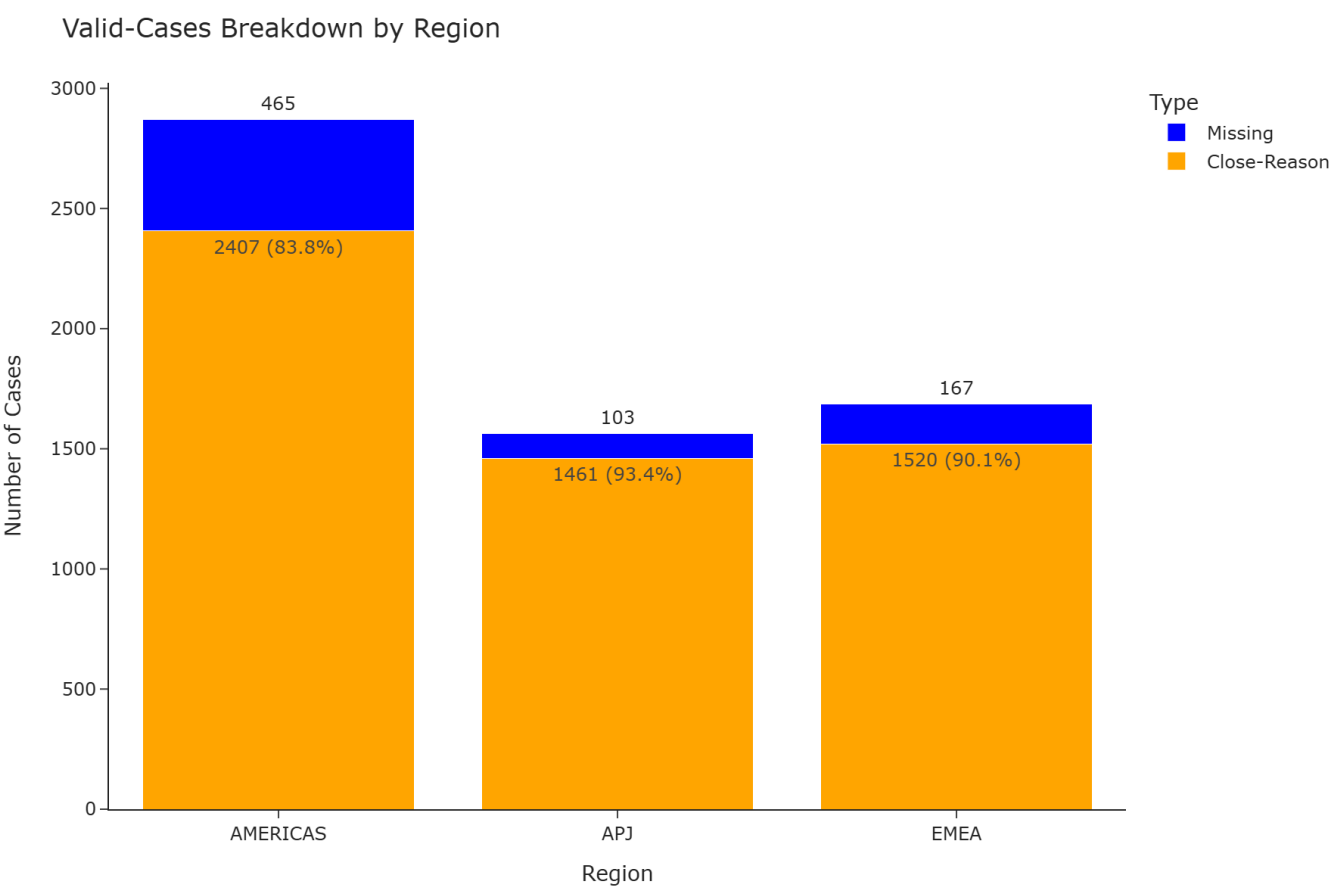
MoM: This month, we had reached to our KPI by 90.1%.

Close Reason Distribution

Close Reason
- Solved by existing article
- Solved by existing doc
- Not Applicable
- Other

Solved by existing doc
2974
43.7%

Solved by existing article
3082
45.3%

Not Applicable
670
9.86%

Other
72
1.06%

Knowledge Action: The breakdown of closed cases by the type of Knowledge Action taken

Valid Cases Ratio Stacked
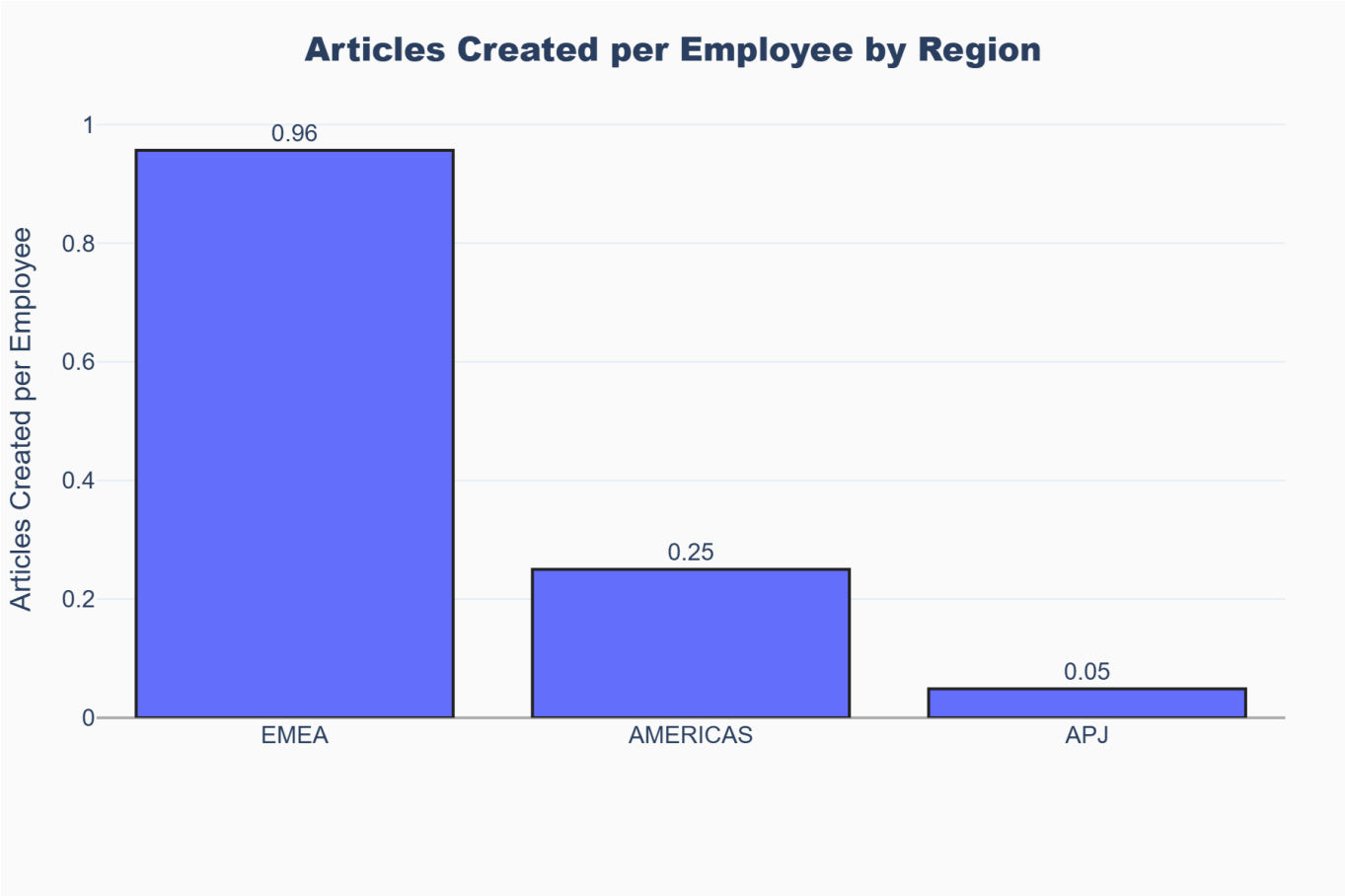
Valid-Cases Breakdown by Region

Top 3 Regions by Close Reason Ratio:

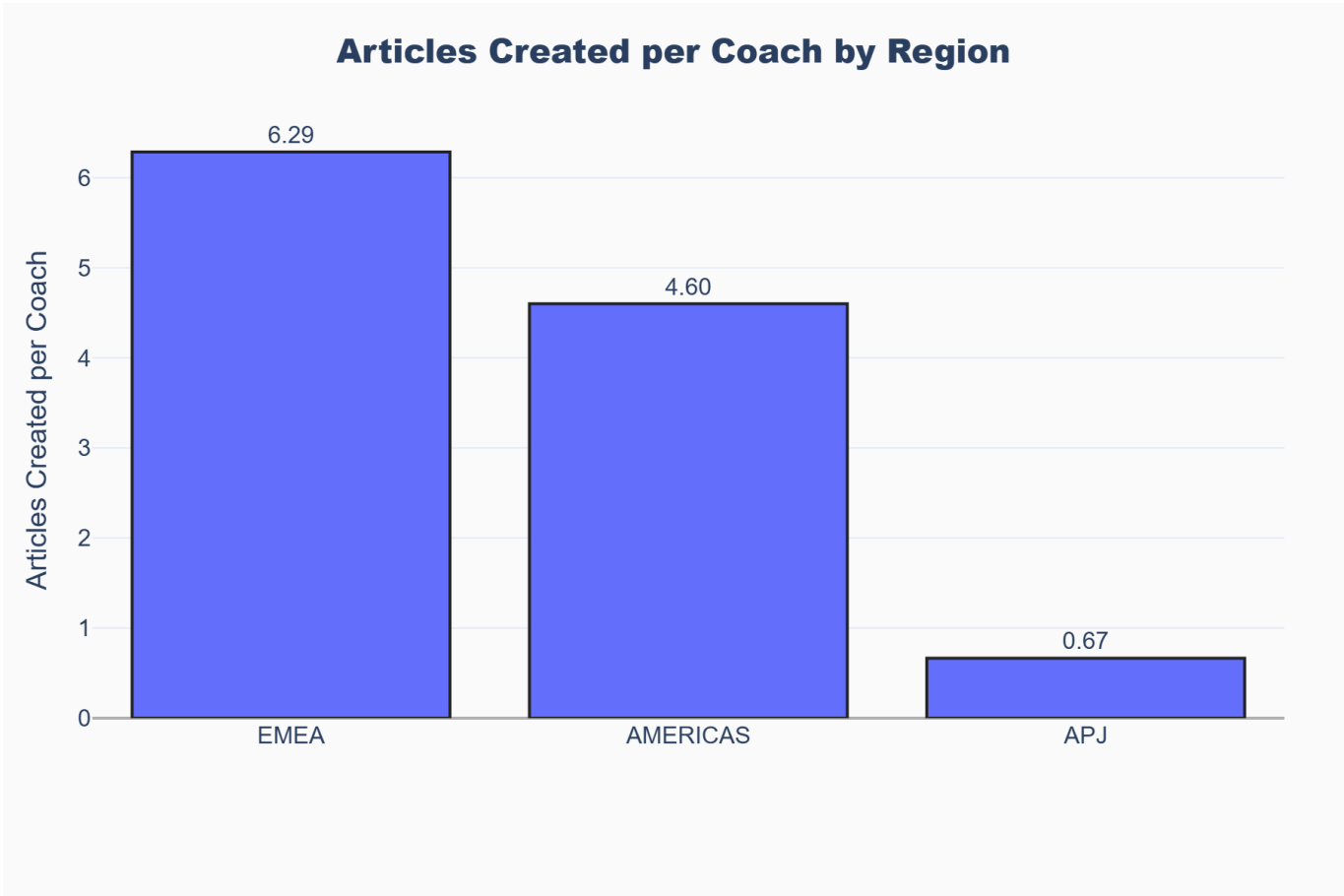1st place: APJ: 93.4%

2nd place: EMEA: 90.1%

3rd place: AMERICAS: 83.8%

Articles Created per Employee by Region

Unique created articles in last month: 70

Articles Created per Coach by Region

Unique published articles in last month: 78

Open Cases Week over Week by Region

Open Cases Week over Week by Region

Open Cases Week over Week by Region