

Metrics Dashboard

Click to ask the data a question.

Filter SLA's Visual by Date.

Clicking here will bring in the WFM visuals.

Open WFM

Date Slicer

5/1/2014

7/1/2022

67

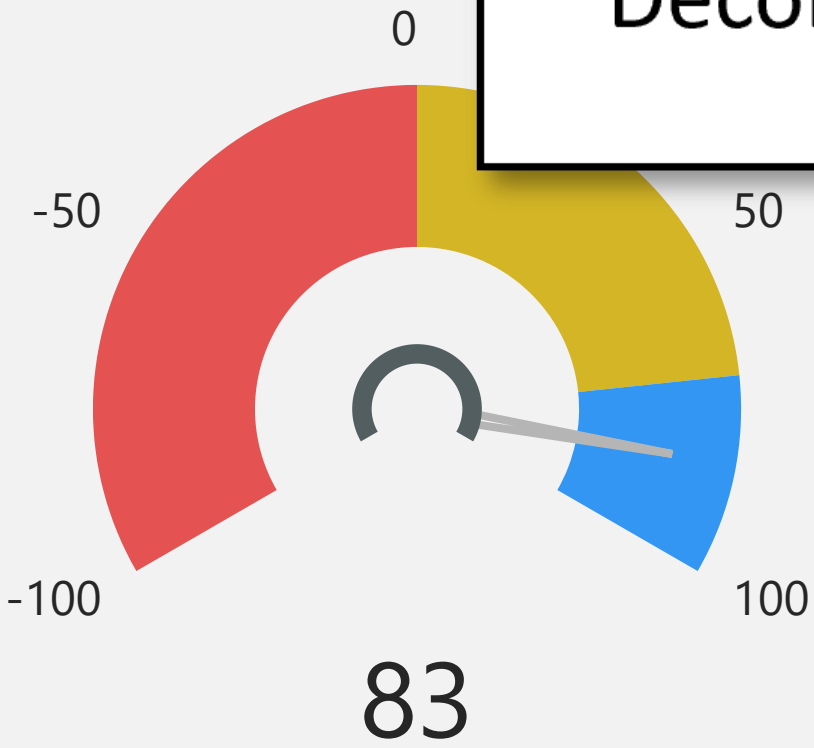
Total SLA

SLA Quality

Clicking here will bring in the SLA Quality table.

Power/Practice Area			
			Service Desk
			Service Desk
			Servers
AdventureWorks	95.00%	91.00%	Servers
Cyberdyne Systems	80.00%	80.00%	Servers
Cyberdyne Systems	90.00%	90.00%	Servers
Cyberdyne Systems	95.00%	95.00%	Servers
Good Burger	87.50%	87.50%	Servers
Good Burger	95.00%	95.00%	Servers
Good Burger	99.50%	99.50%	Servers
Wayne Enterprises	99.92%	99.92%	Servers
Wayne Enterprises	99.98%	99.98%	Servers
XYZ	95.00%	95.00%	Servers
XYZ	99.50%	99.50%	Servers
XYZ	99.75%	99.75%	Servers
XYZ	99.90%	99.90%	Servers
Wayne Enterprises	95.00%	95.00%	Security
Wayne Enterprises	99.50%	99.50%	Security
Wayne Enterprises	99.75%	99.75%	Security
XYZ	95.00%	95.00%	Security
Genco Pura Company	95.00%	95.00%	Reporting

Clicking here will bring in the AI driven Decomposition Tree visual.



Decomposition

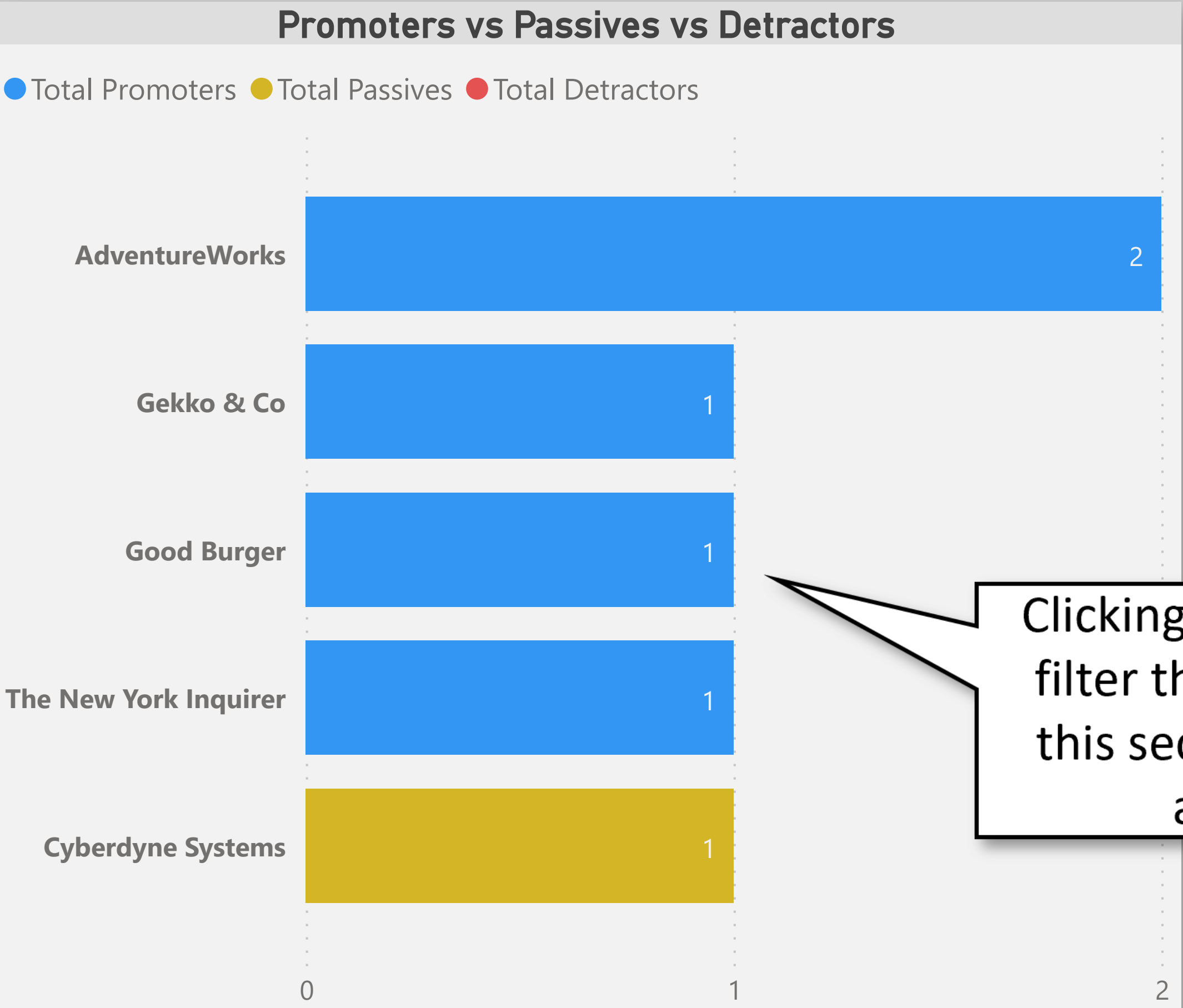
Clicking here will bring in the AI driven Decomposition Tree visual.

Decomposition

Clicking a value here will filter the numbers on this section based on account.

Account	Total Certificates	Headcount
XYZ	4	18
WONKA INDUSTRIES		81
WAYNE ENTERPRISES		24
STARK INDUSTRIES		18
GOOD BURGER		70
GEKKO & CO		21
CYBERDYNE SYSTEMS	15	23
CONTOSO	10	26
BUBBA GUMP	5	6
ADVENTUREWORKS	15	34
ACME CORP.	5	27
ABC INC.	52	161
Total	171	509

Clicking a Bar here will filter the numbers on this section based on account.



Metrics Dashboard

Open WFM

SLA

Net Promoter Score

Certifications

Date Slicer

5/1/2014 7/1/2022

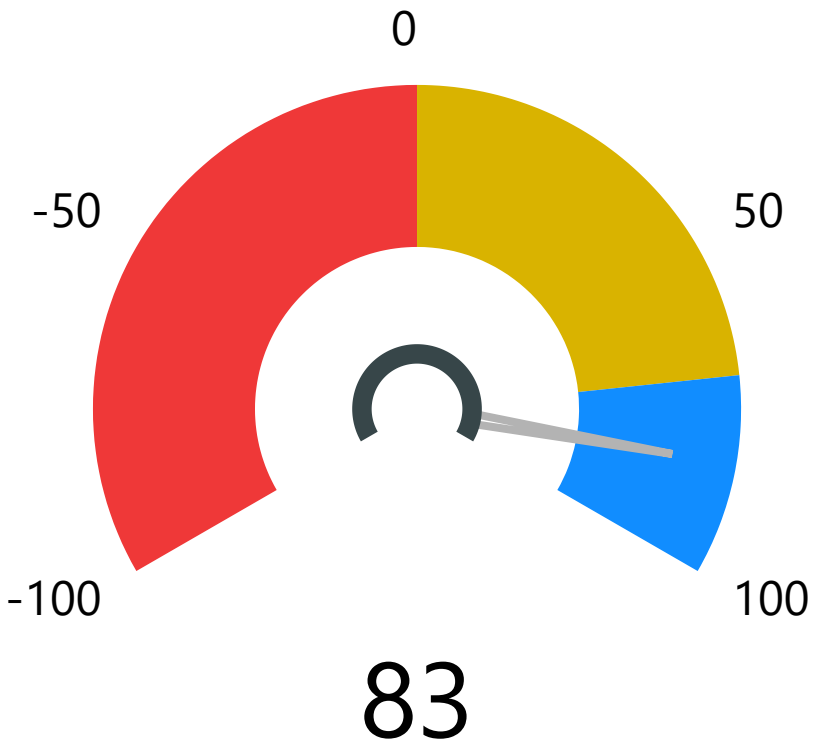


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Total SLA

SLA Quality

Account	Target	Actual	Tower/Practice Ar
Genco Pura Company	95.00%	95.00%	Service Desk
XYZ	87.50%	87.50%	Service Desk
AdventureWorks	95.00%	90.00%	Servers
AdventureWorks	95.00%	91.00%	Servers
Cyberdyne Systems	80.00%	80.00%	Servers
Cyberdyne Systems	90.00%	90.00%	Servers
Cyberdyne Systems	95.00%	95.00%	Servers
Good Burger	87.50%	87.50%	Servers
Good Burger	95.00%	95.00%	Servers
Good Burger	99.50%	99.50%	Servers
Wayne Enterprises	99.92%	99.92%	Servers
Wayne Enterprises	99.98%	99.98%	Servers
XYZ	95.00%	95.00%	Servers
XYZ	99.50%	99.50%	Servers
XYZ	99.75%	99.75%	Servers
XYZ	99.90%	99.90%	Servers
Wayne Enterprises	95.00%	95.00%	Security
Wayne Enterprises	99.50%	99.50%	Security
Wayne Enterprises	99.75%	99.75%	Security
XYZ	95.00%	95.00%	Security
Genco Pura Company	95.00%	95.00%	Reporting



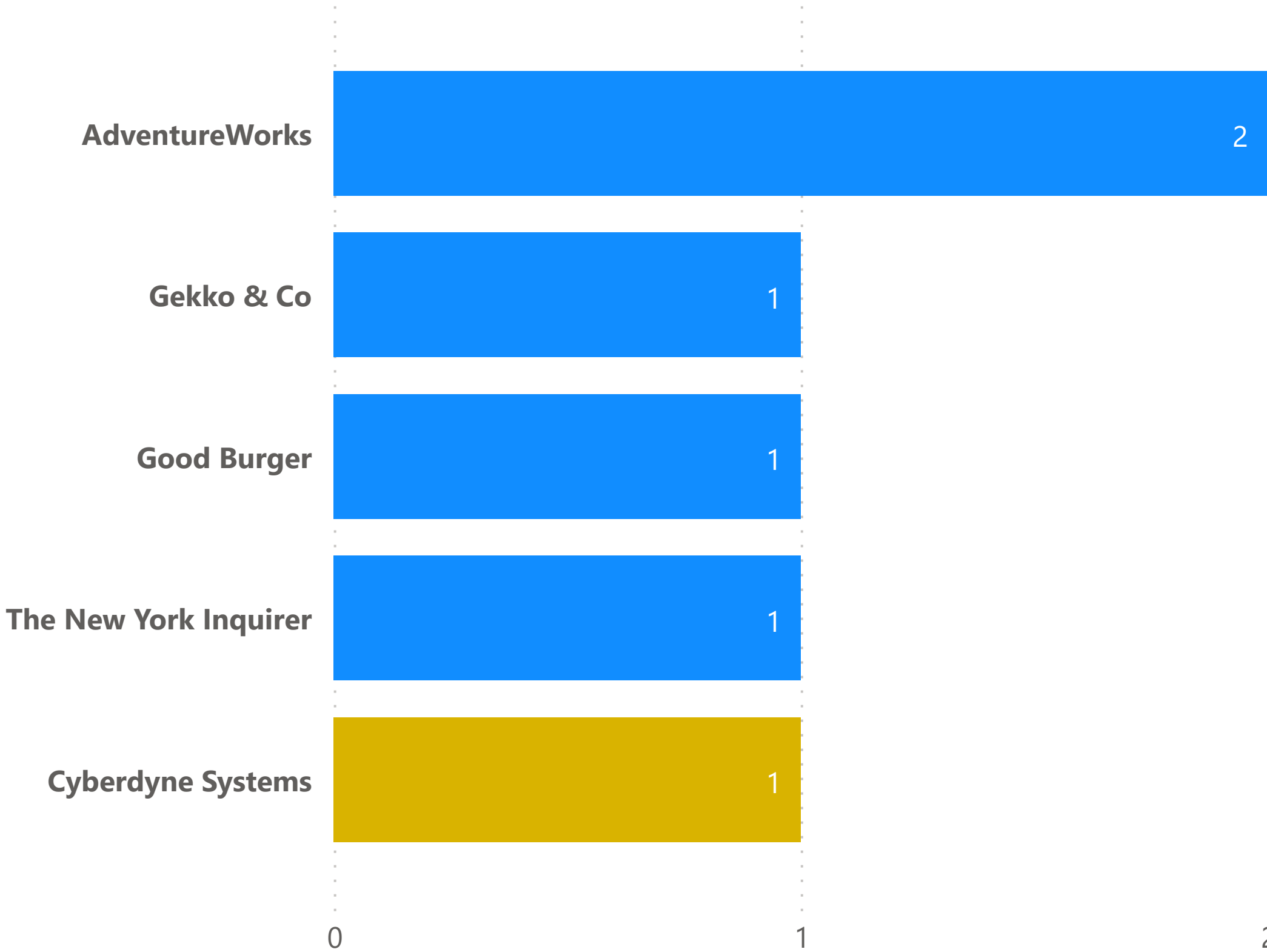
6

Total Survey

Decomposition

Promoters vs Passives vs Detractors

Total Promoters Total Passives Total Detractors



171

Total Certifications

Decomposition

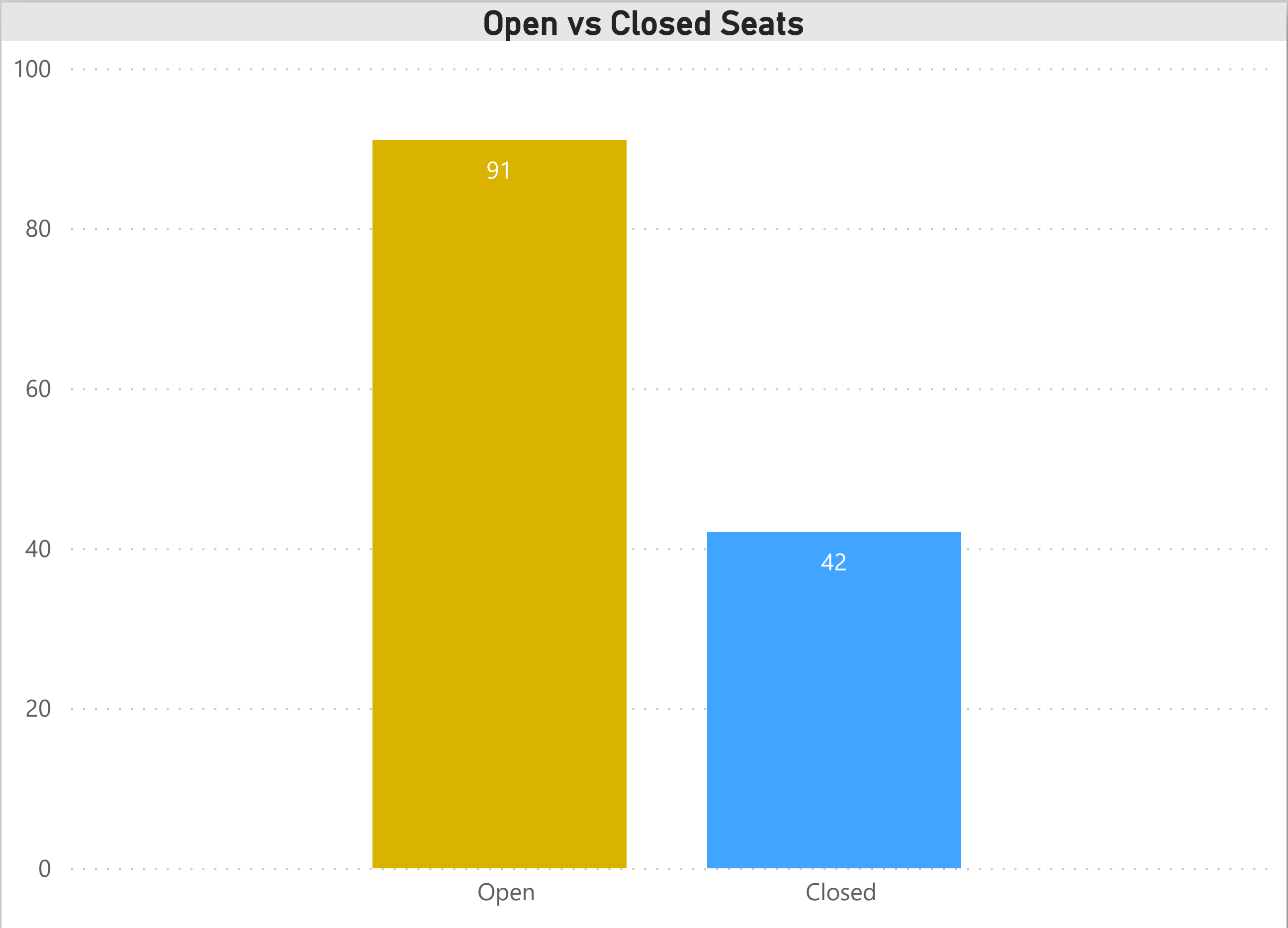
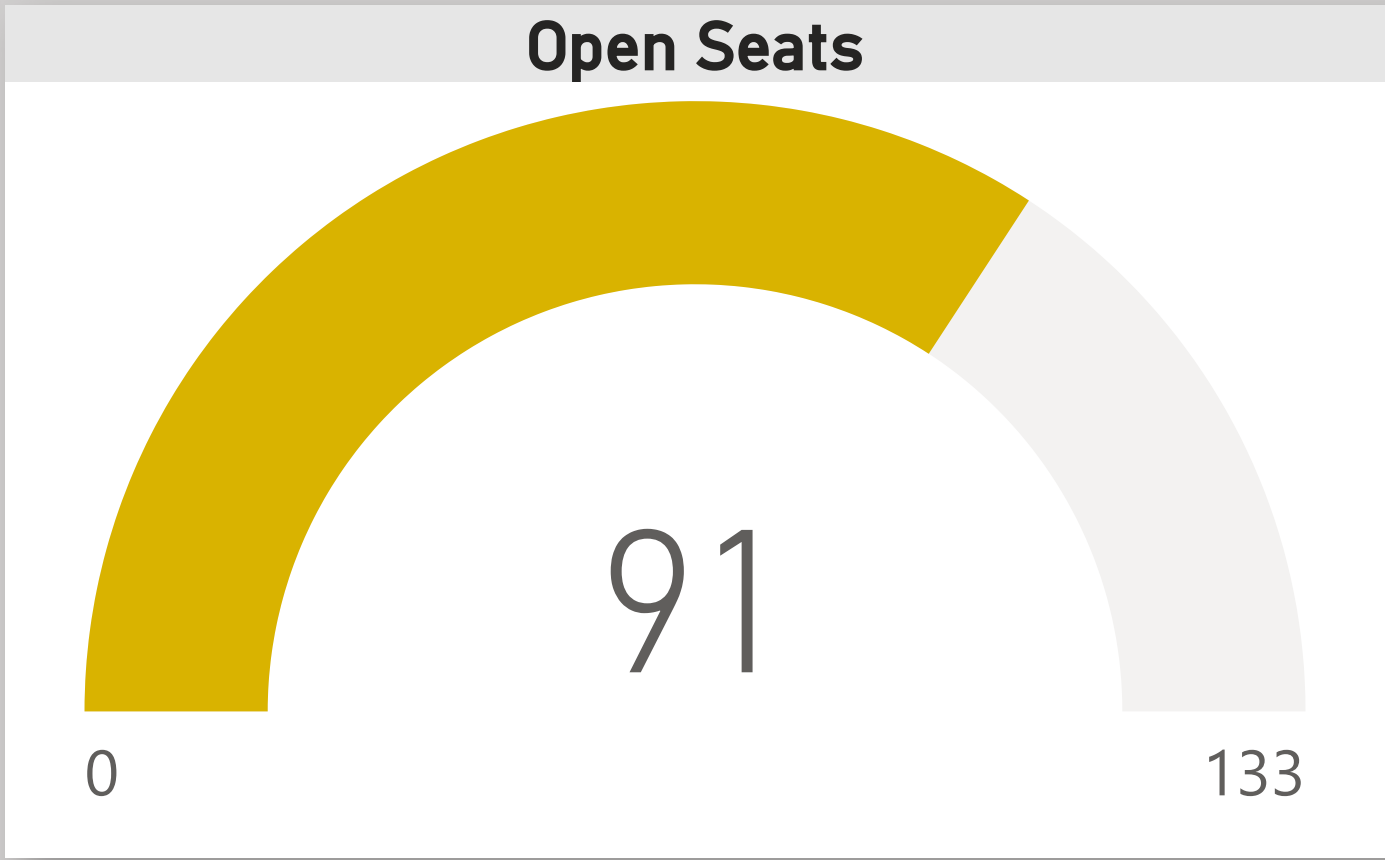
Account	Total Certificates	Headcount
XYZ	4	18
WONKA INDUSTRIES	19	81
WAYNE ENTERPRISES	4	24
STARK INDUSTRIES	5	18
GOOD BURGER	36	70
GEKKO & CO	1	21
CYBERDYNE SYSTEMS	15	23
CONTOSO	10	26
BUBBA GUMP	5	6
ADVENTUREWORKS	15	34
ACME CORP.	5	27
ABC INC.	52	161
Total	171	509



Return

CIC-Philippines Metrics Dashboard

WFM - Open Seats





Metrics Dashboard

Open WFM➔

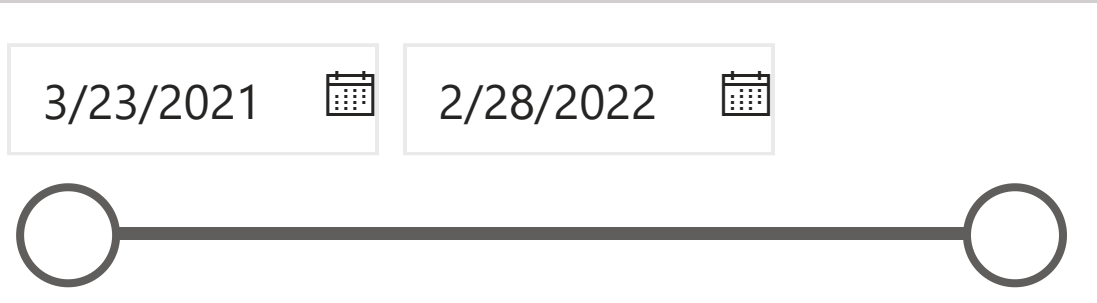


Return

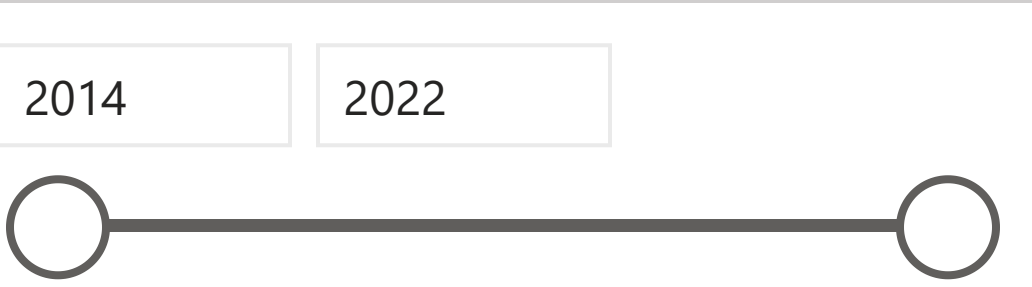
Month	Account	No. of Major Incident	SuccessfulChange
July 2022	Bubba Gump	1	1
July 2022	Good Burger	1	1
July 2022	The New York Inquirer	1	1
July 2022	XYZ	2	2



Return

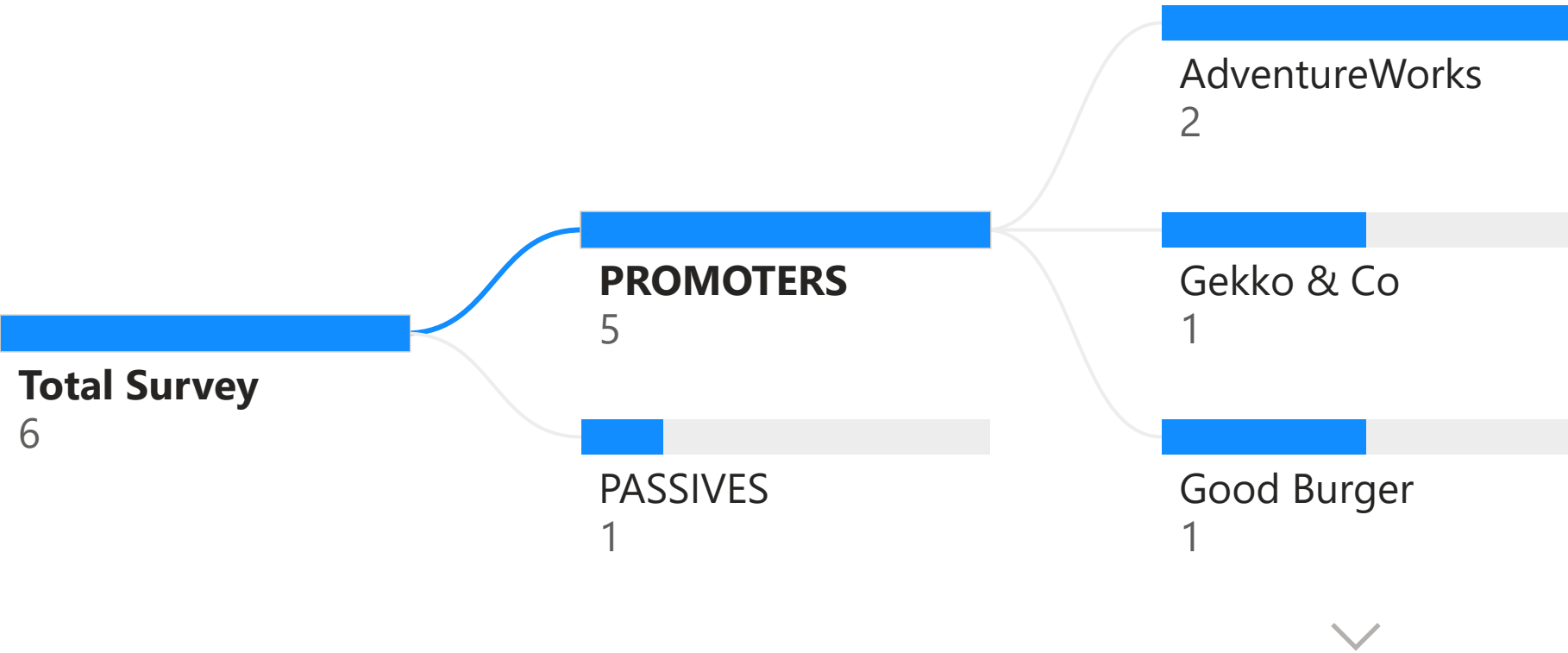


Return



Rating ×
PROMOTERS

Account ×



Account ×
ABC INC.

SERVICE AREA ×
Distributed - Wintel

Total Certifications
171