



ARMOUR DESK 2.0 - SURVEY REPORT

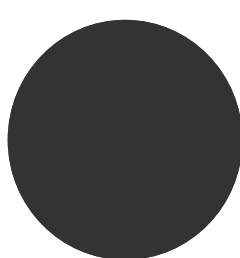
OVERVIEW

ANALYTICS

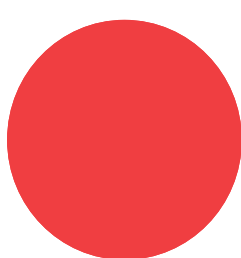
Total Respondents

▲ 43 Participants

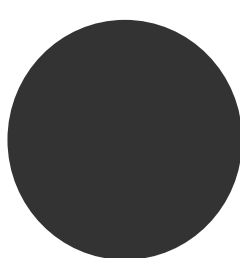
TEAMS



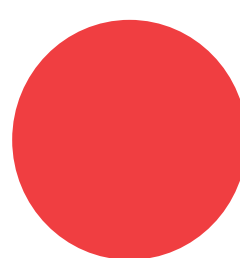
Retail
Operations



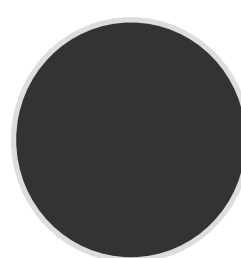
Graphic
Design



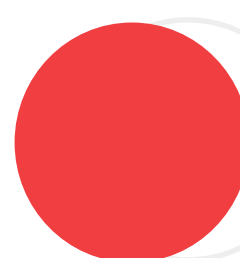
Talent
Development



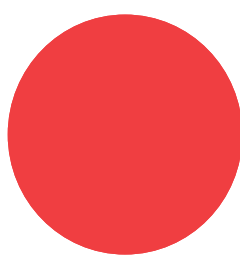
Human
Resources



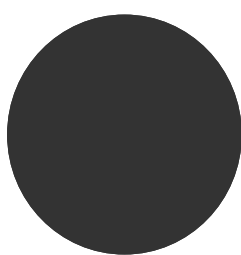
Accounting



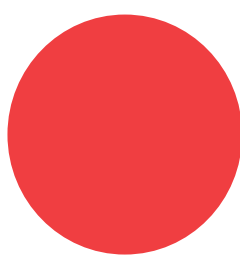
Finance



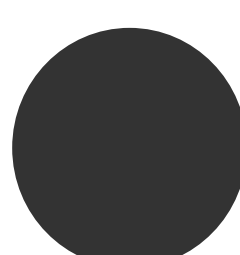
Strategy



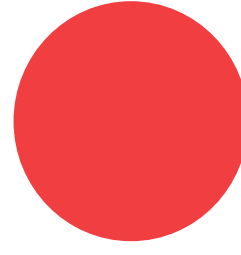
Supply
Chain



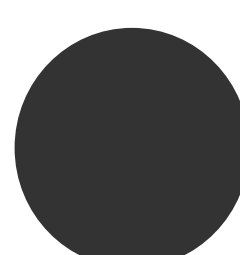
Corporate
FP&A



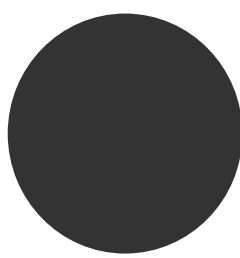
Corporate
Strategy



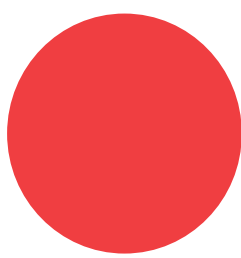
Brand House



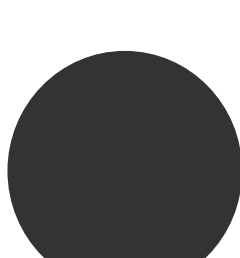
Global
Operations



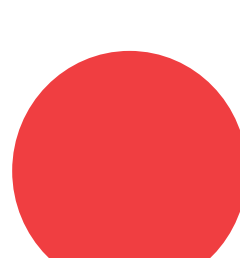
IT



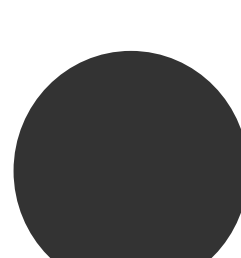
Connected
Fitness



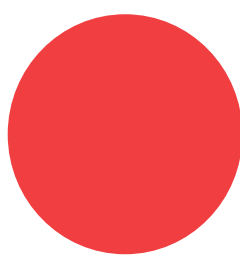
Sustainability



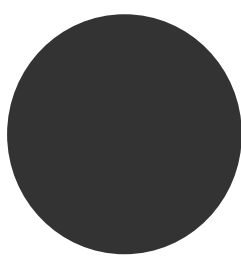
Packaging
Design



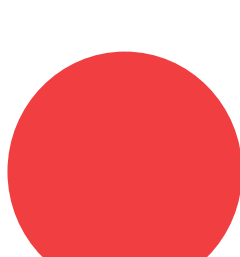
NA Logistics



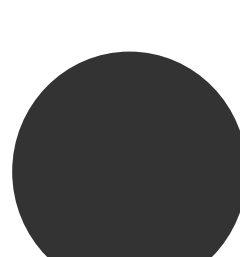
SAP



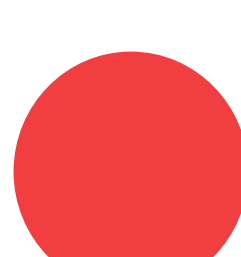
Apparel
Development



Retails
Communications



NA Wholesale



Global
Merchandising



ARMOUR DESK 2.0 - SURVEY REPORT

OVERVIEW

ANALYTICS

HOW OFTEN DO YOU USE
ARMOUR DESK?



DAILY



32.6%

WEEKLY



27.9%

MONTHLY



18.6%

FIRST VISIT



11.6%

ONCE EVERY FEW
MONTHS



7%

OTHER



2.3%

WHAT MIGHT IMPROVE
YOUR EXPERIENCE?



” More Clear Navigation.

” Not receiving so many emails once a ticket is submitted and only getting a response when the item is completed. When you do get an email that the item is completed, it would be nice to have the original note in the email so we know what was completed. Sometimes it only says "Request is completed" and when you're submitting them often, it's difficult to keep track.

” Faster Response times and email notificatons regarding status change for all request.

” Have more KB's to provide users with proper knowledge.

” A better selection of services, a more intuitive interface, a service catalog that fully describes the services offered, an entirely new on-boarding form and experience for hiring managers.



ARMOUR DESK 2.0 - SURVEY REPORT

OVERVIEW

ANALYTICS

HOW INTUTIVE & HELPFUL IS
THE NAVIGATION SYSTEM?



”

Knowledge base just blends in; I think we need lead teammates to use it in an more direct way. Also the Status page could be more helpful, especially for the approvals section. We should add a description field. Chat is buried behind the UA Logo at the top on a Mac. And the bottom of the screen is cut off as well so you can't see the words Service Request, Log and Incident, etc. without scrolling.

”

Pretty Intuitive.

”

it's pretty good! i'm generally happy with the experience.

”

It's doing an okay job...again, I don't know if when I visit the site if I should log an incident or request service...they seem kind of similar, and I may not know which one is most appropriate for my situation.

”

what's the difference between service request and log an incident? isn't everything an incident that eventually needs service?

PLEASE GRADE ARMOUR
DESK ON OVERALL LOOK?



GOOD



55.8%

AVERAGE



27.9%

EXCELLENT



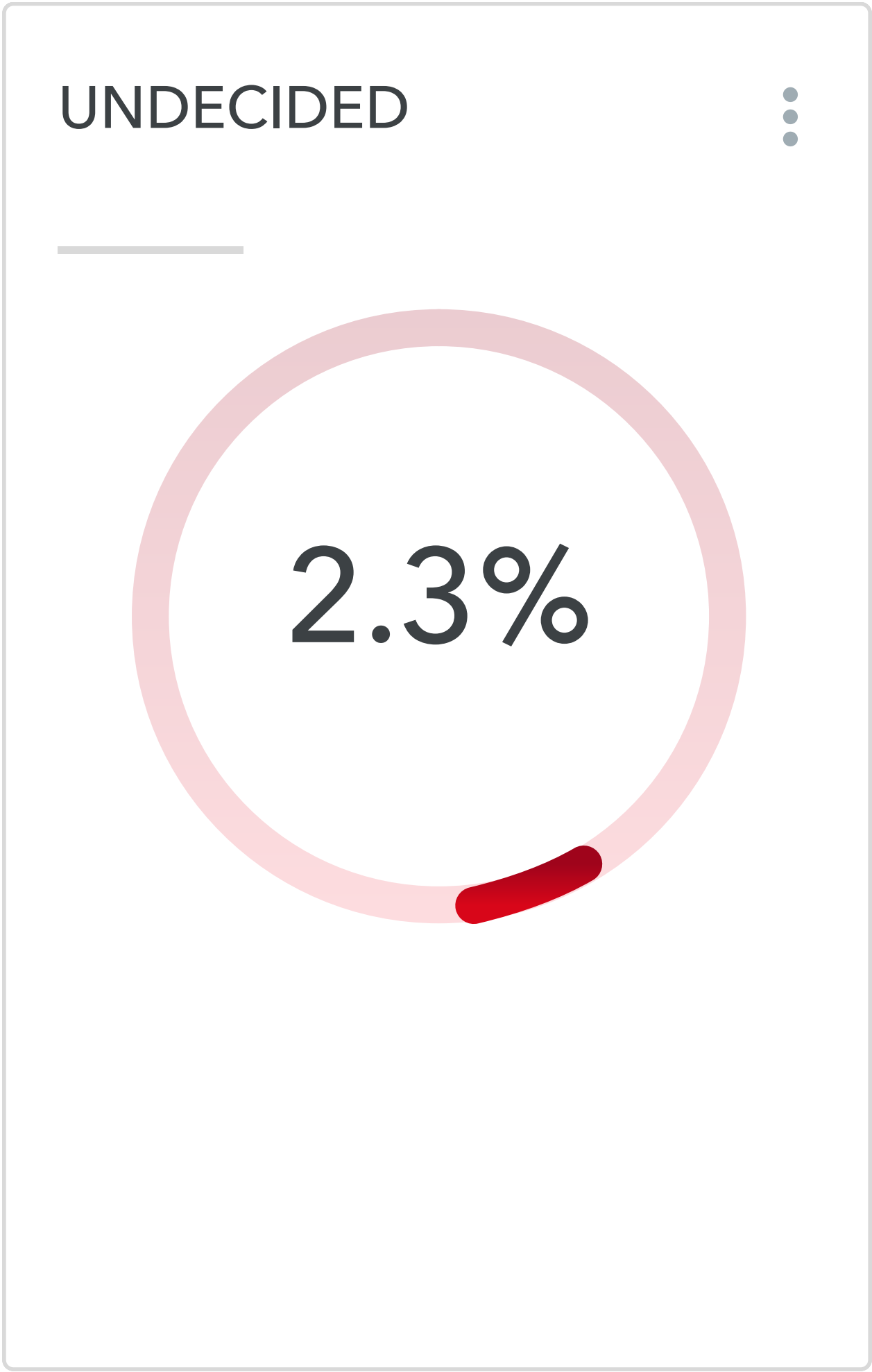
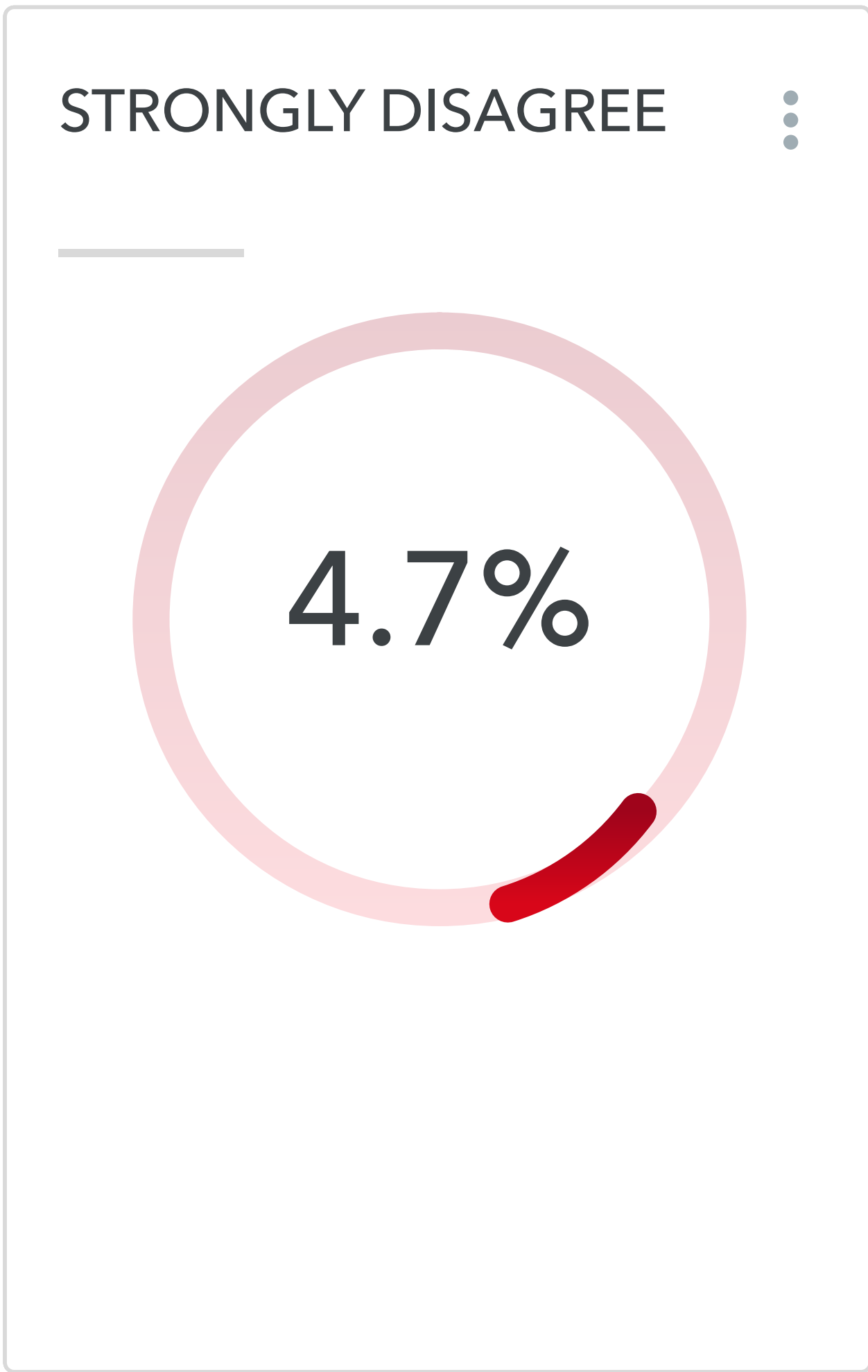
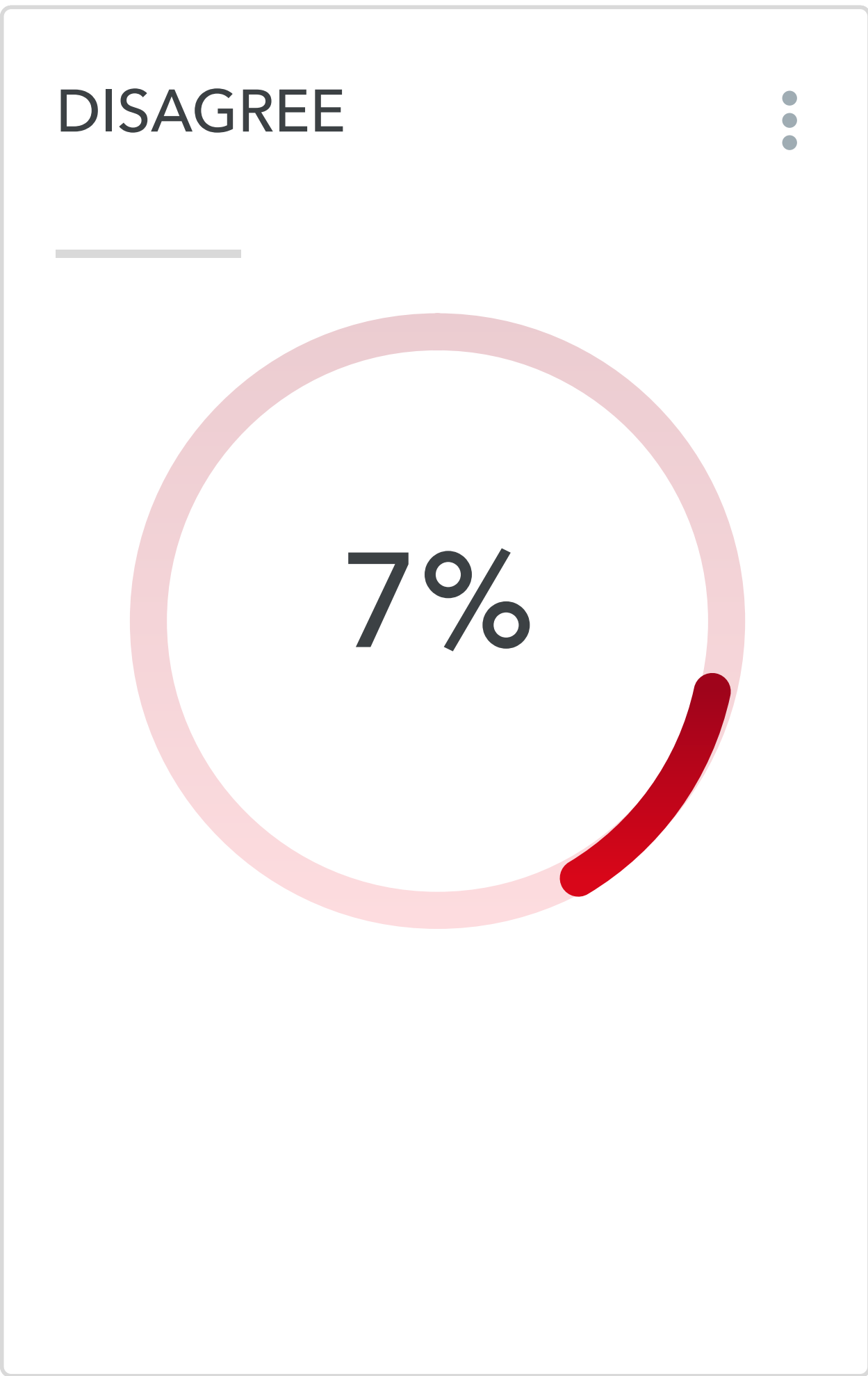
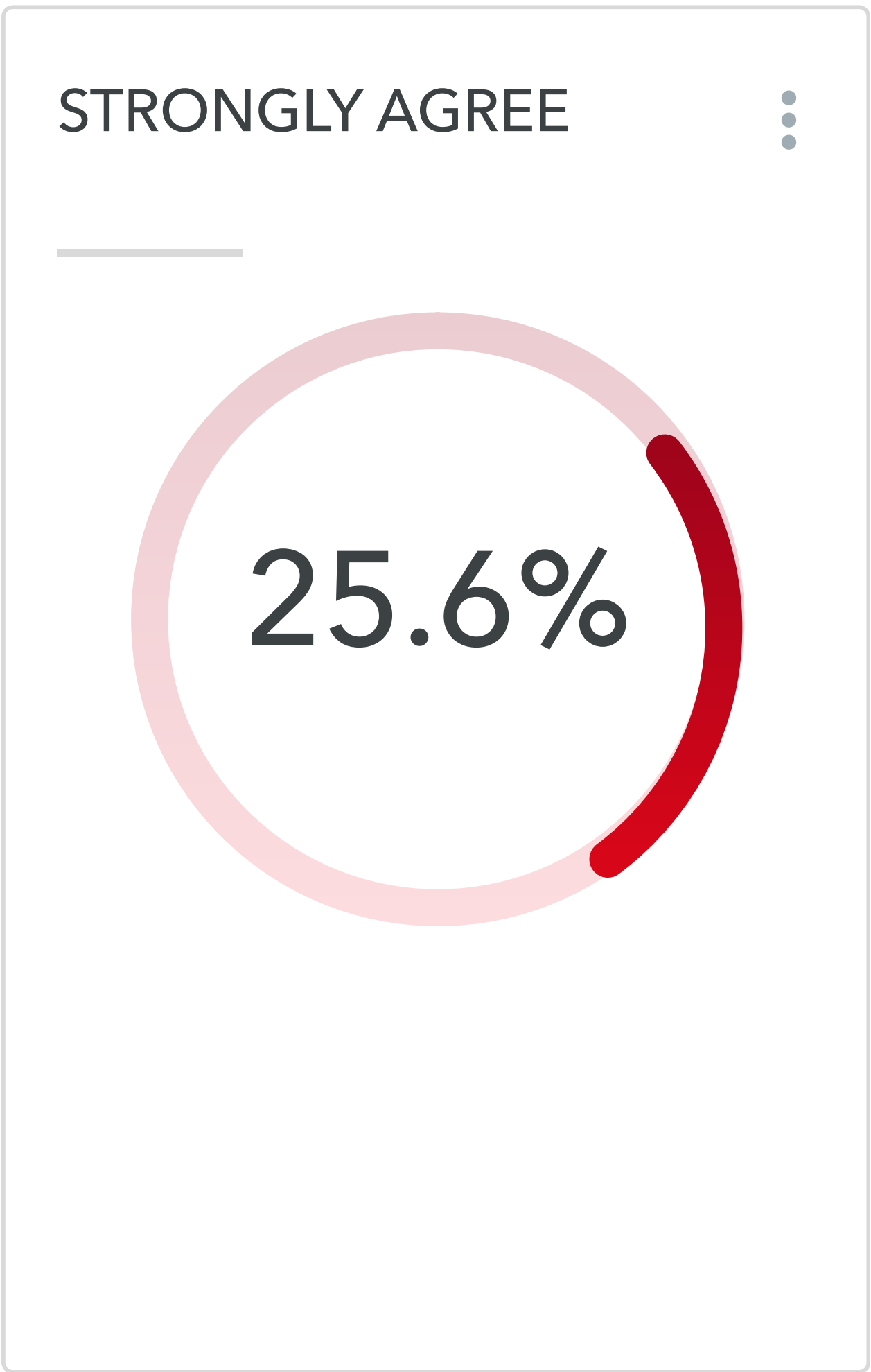
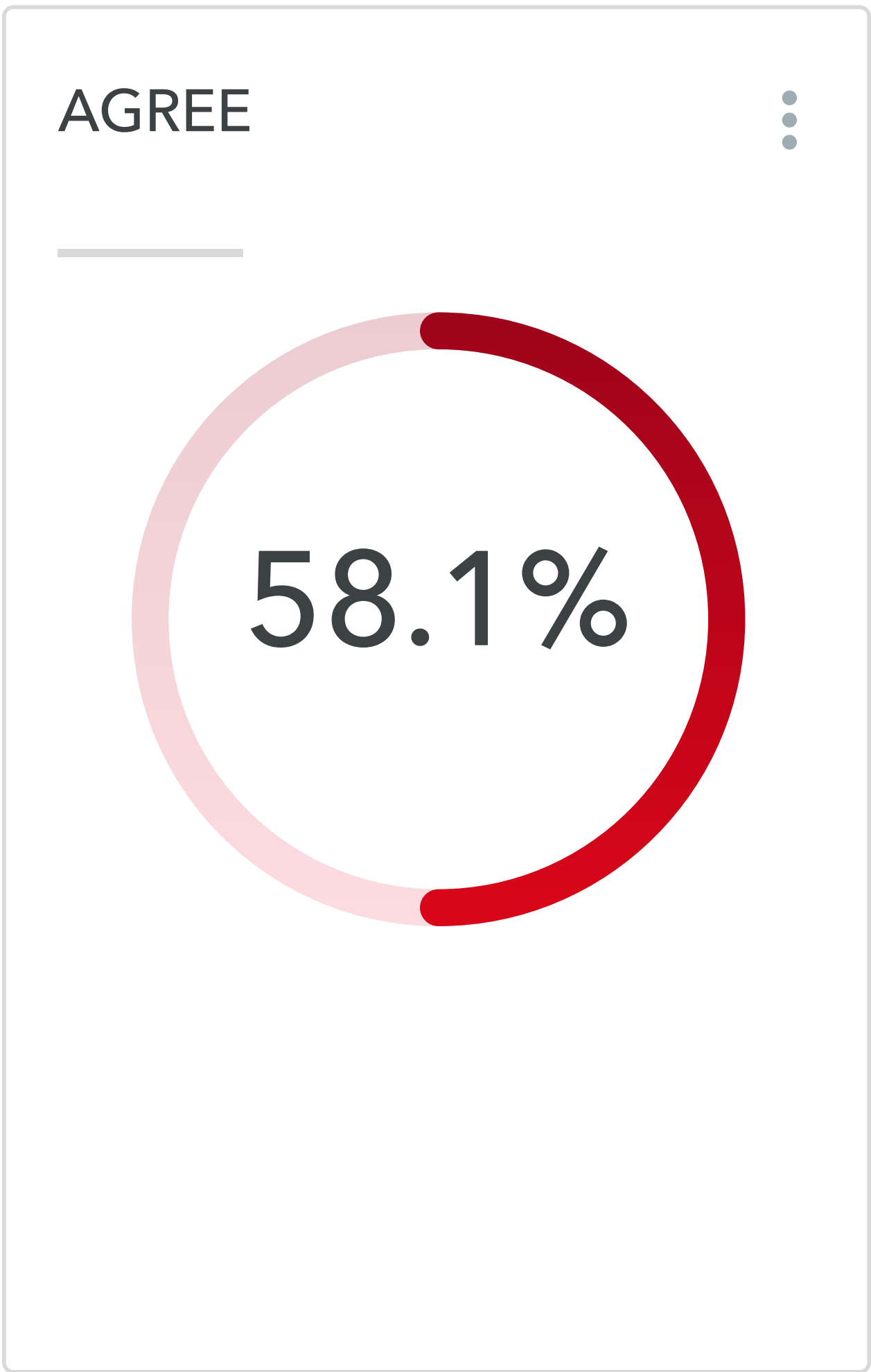
9.3%

VERY POOR



4.7%

EASY TO READ(BOTH FONT STYLE AND SIZE)?





ARMOUR DESK 2.0 - SURVEY REPORT

OVERVIEW

ANALYTICS

WHAT COULD BE DONE TO IMPROVE ARMOUR DESK?



Some of the options are unclear, also it would be nice to distinguish what should be noted as a request or incident.

How To's on creating Incidents.

A clearer understanding of who to route request to.

The large images at the top half of the screen seem unnecessary. They don't correspond to what the content is really, and it ends up feeling less like an IT help site and more like the UA website. I think something like a step-by-step click through would be helpful, like when you arrive at the site, it prompts you by asking questions such as "What brings you here today?" and then more options pop up ("Which program do you need access to?" etc.).

The system should be more user friendly. The graphics are stretched in the photos which gives it an ugly look. Overall this system needs a facelift and a more intuitive design.

Resize the screen and possibly rotate meaningful tools on the main real estate of the page. Right now the graphics look nice, but don't communicate anything to help the teammate. Maybe provide important upcoming updates like upgrades to come, down time, known issues, etc.

Create clearer Categories.

Better Chat.

Review the process ot make a service request.

Adding FAQ page.

ARMOUR DESK MEET YOUR NEEDS?



FAIRLY WELL



47.6%

VERY WELL



26.2%

SOMEWHAT WELL



14.3%

EXTREMELY WELL



7.1%

NOT ALL



4.8%



ARMOUR DESK 2.0 - SURVEY REPORT

OVERVIEW

ANALYTICS

HOW'S THE LAYOUT OF THE SITE? (WAS EVERYTHING ORGANIZED WELL AND SET OUT AS EXPECTED?)



- It was very organized.
- For the most part, yes.
- No, I am not always sure where to go for items.
- The layout is antiquated because it requires drill down and wizard. Organization within category is OK, but there are omissions and lack of detailed description.
- Layout is good.

ANYTHING ELSE YOU WANT TO SHARE?



- We really need to improve the messaging back and forth to the teammate via the system emails. Make it more clear of what the issue is that is being worked, who is working on it, status, etc. Maybe put the short description in the subject of the email.
- Thanks for doing this Greg!

Great survey!

- It is organized pretty well, once you open up the tabs into your requests and status it can get confusing.
- The layout looks great! I can easily find what I need. The 4 panels on the bottom draw the user to that area and distracts them from the tool bar up top. The knowledge tab is the tab I've used the most and I think should stand out a little more.
- I would prefer a better use of the real estate of the page. Don't make it overly busy, but we have a lot of wasted on screen space.
- Unintuitive. I'm partially in the IT org, and I can't figure out what the different request types mean - and know lots of others in IT that are the same. I can't imagine how terrible this is for someone outside of IT.