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CSR - CITIZEN SERVICE REQUESTS

This Tableau Accelerator allows you to:

- **Assess & Improve our ability to handle Citizen Service Requests**
- Focus our efforts on highest priority CSRs or oldest ones
- Adapt our resource allocation to peak periods or most demanding neighborhoods
- **Better serve neighborhoods**

Answer key business questions

- What CSRs are we managing?
- What type of CSRs are most commonly submitted?
- Which CSRs should we focus on first?
- How many CSRs are opened each hour on average?
- What is the capacity of our departments to answer citizen requests?
- In which neighborhoods should we prioritize efforts?

Monitor and improve KPIs

Citizen Service Requests

- **Nb Created CSRs**: Number of CSRs that were created over the period
- **Nb Open CSRs**: Number of CSRs that are currently open
- **Nb Closed CSRs**: Number of CSRs that were closed over the period

Time

- **CSR Open Time**: Average time CSRs are open (only for currently open CSRs)
- **Time to Close CSR**: Average time it takes to close a CSR (expressed in day)

Overdue CSRs

- **Nb Overdue CSRs**: Number of open CSRs that are already overdue
- **Overdue CSRs %**: Share of open CSRs that are already overdue (expressed in %)
- **Nb CSRs Closed Overdue**: Number of closed CSRs that were overdue
- **CSRs Closed Overdue %**: Share of closed CSRs that were overdue (expressed in %)

Required attributes

- **CSR Creation Date** (*date*): CSR Open Date-Time
- **CSR Closed Date** (*date*): CSR Close Date-Time (is null if the CSR is not closed)
- **CSR Number** (*string*): CSR Unique Identifier
- **CSR Type** (*string*): Type of the CSR
- **CSR Priority** (*string*) ← expected values: "Hazardous", "Emergency", "Standard"
- **Is Overdue Flag** (*string*) ← Contains "Y" if the CSR is overdue, "N" else
- **CSR Status** (*string*) ← expected values: "Open", "Closed"
- **Department** (*string*): Department handling the CSR
- **Sub-Department** (*string*): Sub-Department handling the CSR
- **Country** (*string; role: country*): Country where the CSR has been requested
- **City** (*string; role: city*): City where the CSR has been requested
- **ZipCode** (*string; role: zipcode*): ZipCode where the CSR has been requested
- **Neighborhood** (*string*): Neighborhood where the CSR has been requested