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SERVICE DESK

This Tableau Accelerator allows you to:

- Assess & Improve the level of service of your Service Desk: overall and by agent group
- Focus your efforts on highest priority cases, or oldest cases
- Better serve users
- Adapt your resource allocation to peak periods
- Audit your ability to increase your level of service over time

Answer key business questions

- Which cases are currently open?
- How effective have we been in closing cases?
- What is the performance of our agent groups?
- What types of cases are created most often?
- Who handles the most cases?
- How long does it take to close cases?
- How many users are we servicing?

Monitor and improve KPIs

Cases

- **Created Cases:** Number of cases that were created over the period
- **Open Cases:** Number of cases which are currently open
- **Closed Cases:** Number of cases that were closed over the period

Users

- **Users:** Number of users who created at least one case
- **Created Cases per User:** Average number of cases created by user

Agents

- **Closed Cases per Agent:** Average number of cases closed per agent
- **Agents:** Number of agents who have been closing at least one case over the period

Time

- **Open Cases Duration Time:** Average time since cases are open (for currently open cases only)
- **Resolution Duration:** Average time it takes to close a case (expressed in min)

Required attributes

- **Case #** (*string*): Case Unique Identifier
- **Case Description** (*string*): Description of the Case
- **Open Date** (*datetime*): Case Open Date-Time
- **Close Date** (*datetime*): Case Close Date-Time
- **Case Category** (*string*): Case Category
- **Case Priority** (*string*): Case Priority ← expected values: 'High', 'Medium', 'Low'
- **User** (*string*): Who opened the case
- **Case Status** (*string*): Case Status ← expected values: 'Open', 'Closed'
- **Agent** (*string*): Agent Working on the case
- **Agent Group** (*string*): Group of the Agent