Deskpro

Reports to track ticket deflection Collecting Feedback

- Irene Tortorella
- **Forum name:** #Feature Request

In order to leverage the value of self-service information finding in the Knowledgebase, it would be helpful to track ticket deflection and be able to create reports based on this.

Comments (2)

John Issa

9 years ago

I'm always trying to figure out how I can get a bird eye view of all the users hitting our KB. What would be really cool would be to have a report capability that can show me historic article consumption by person/IP... for all our KB artilces How I use this data: helps me to understand if my staff are taking initiative and doing some self-learning. Also helps me to understand if staff are referencing content when solving customer issues. This could be a HUGE part of how I evaluate CSR's because it's a large indicator of interest, engagement, initiative and customer centric attitudes.. It's also a mechanism for me to relate which of my staff use content relative to how helpful (or not) they find articles and what they do about it...do they tell us so we can improve articles etc... So essentially all this leads to improving internal awareness, learning, capabilities and ultimately higher quality customer service.. From another perspective...If there are large companies that are using our KB to self-diagnose and resolve it's user base related issues (we have an account like that that has their own operations help desk)then we could have better insight into how that account/IP/company name etc... is consuming content, which could influence what we further publish etc... I would love to see this capability at some point and the system already collects the data...

Koen Glotzbach

2 months ago

Not sure how John Issa's comment is related to the original request to track the number of ticket deflections. But I support the original request.