1. Purpose – The PeopleLink Metrics tab provides a snapshot of PeopleLink data over time based on the criteria selected. The purpose of this tab is to provide functional owners with an overview of how many incidents/requests have been opened, closed, what the symptoms were, and how the workload is distributed across their team. Data is available at various levels of aggregation down to the full task detail. Data is sourced from ServiceLink (built using the UDW+ ServiceLink subject area) and the PeopleLink satisfaction survey (embedded in ServiceLink) sent to all clients.

2. Fact Amounts –

3. Examples –

4. User Notes – Please note that by default, the dashboard will display metrics for productivity.

5. Additional Reports –