PeopleLink Metrics

General Information

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 are available at various levels of aggregation, down to the full task detail.

The dashboard organizes PeopleLink metrics in three categories:

**Productivity:** Designed to provide an overview of cases opened and resolved, common sub-symptoms for opened and resolved cases, individuals “assigned to” and “responsible for resolving” cases.

**Timeliness:** Designed to provide insight into the time to answer, service-level agreement and end-to-end resolution time for requests/incidents.

**Quality:** Designed to provide insight into the client experience and pulled from PeopleLink Satisfaction Survey data.

**Aging:** Designed to provide a summary of how long active cases have been in the backlog, the leading sub-symptoms, and a summary of the individuals assigned to backlog items according to specific aging buckets.

By default, the Dashboard will display metrics for Productivity.

Data Sources

Data are sourced from ServiceLink (built using the UDW+ ServiceLink subject area) and the PeopleLink Satisfaction survey (embedded in ServiceLink) sent to all clients.