

HappySignals Analytics User Guide



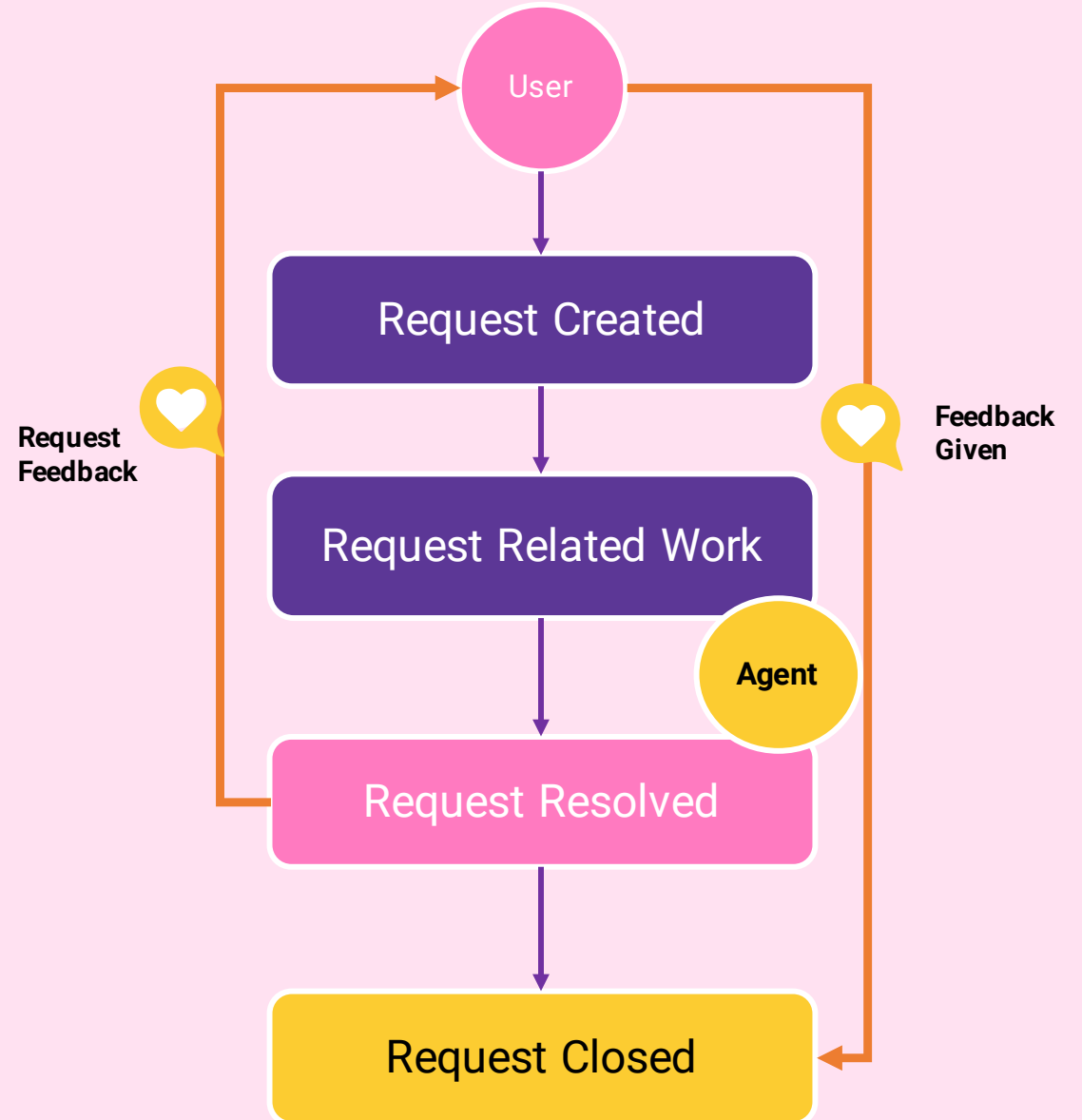
What is HappySignals Analytics?

HappySignals Analytics is our cloud based employee experience management system.

HappySignals measures end-user experience of internal services employees use at their work.

Measurement targets the end-to-end experience – from the creation of a service request to the point the user's request has been solved.

HappySignals Analytics provides insights to the data received in the course of measurement.



What do we measure?

We gauge service experience from user happiness and productivity perspectives.

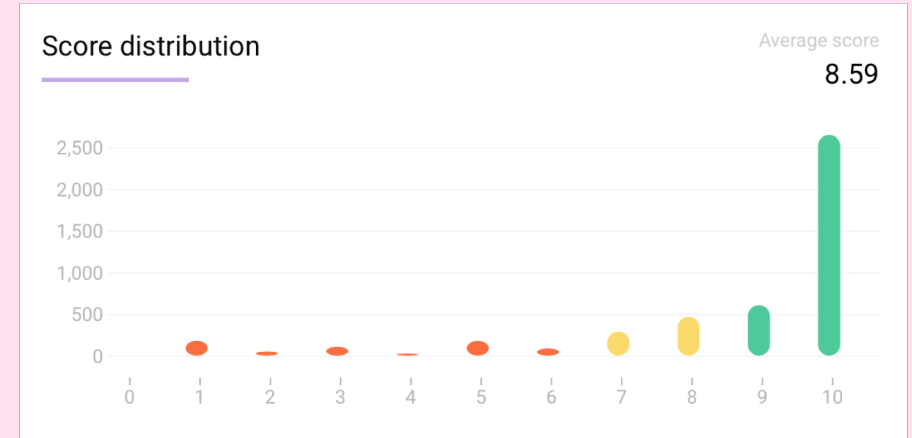
Similarly to the NPS® customer loyalty scoring system, **Happiness** score compares positive and negative feedback against the total volume of feedbacks.

Employees are asked to rate each resolved ticket service experience from 0 to 10. The overall service Happiness is calculated as:

$$\% \text{ positive} - \% \text{ negative} = \text{Happiness}$$

Happiness score ranges from -100 to +100, a plus value means you get more positive than negative scores.

Lost time is asked each time from employees, and is a soft value of how they felt service experience affected their work. We show average of all feedbacks with this value given.



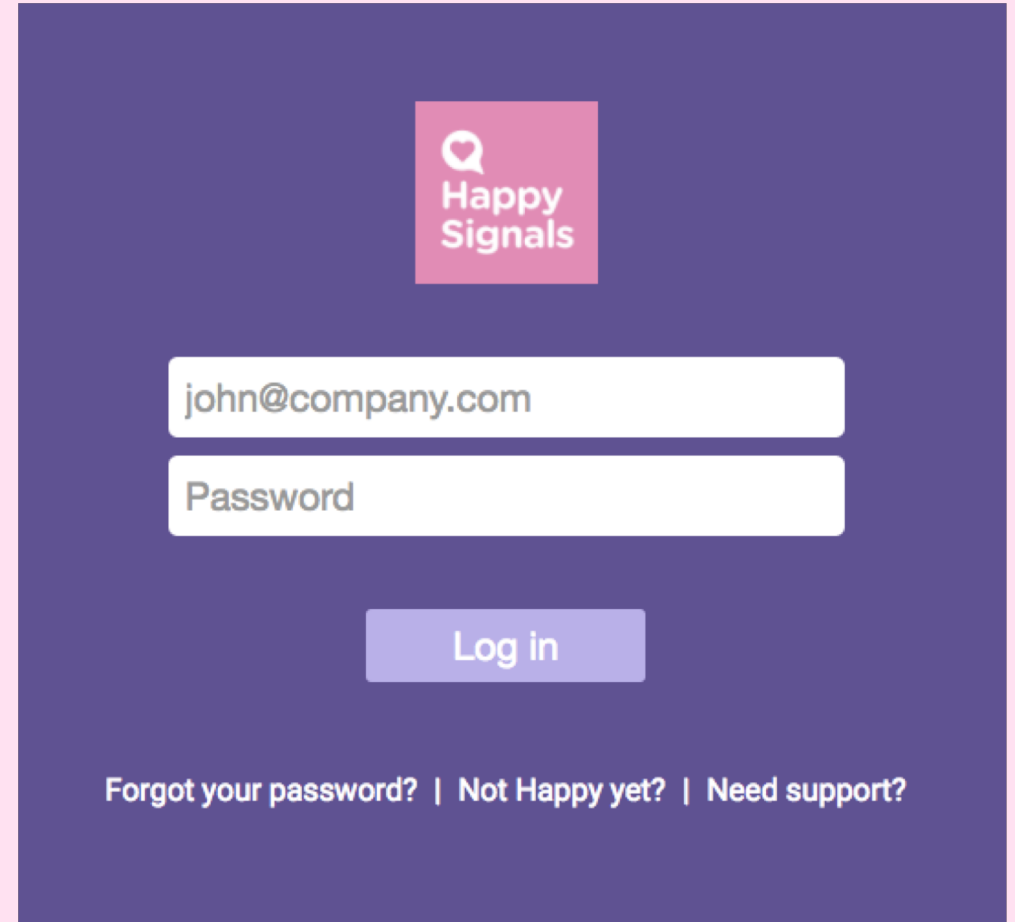
Happiness for 2 months is +57 based on 4636 feedback.



Lost time for 2 months is 2h 51m based on 4633 feedback.

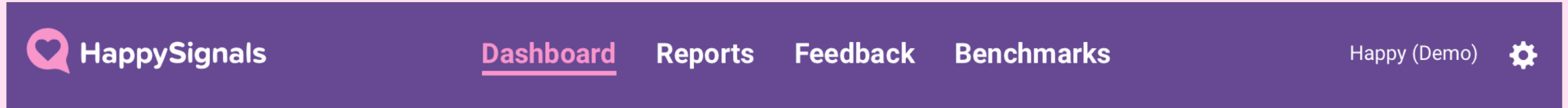
Login

- Go to https://<happy_address> to login.
- Fill in your email address and password, and click “Log in” button.
- If somebody misplaced your password, you can get a new one by clicking “Forgot your password?”



The image shows a login form for HappySignals. At the top right is the HappySignals logo, which consists of a pink speech bubble icon with a heart inside, followed by the text "Happy Signals". Below the logo are two white input fields. The first field contains the email address "john@company.com". The second field is labeled "Password". Below these fields is a purple button with the text "Log in". At the bottom of the form, there is a link that says "Forgot your password? | Not Happy yet? | Need support?"

Navigation



When you login, you will land on Dashboard page.

Use top menu to navigate from page to page.

Your current page is always highlighted in pink.

Settings



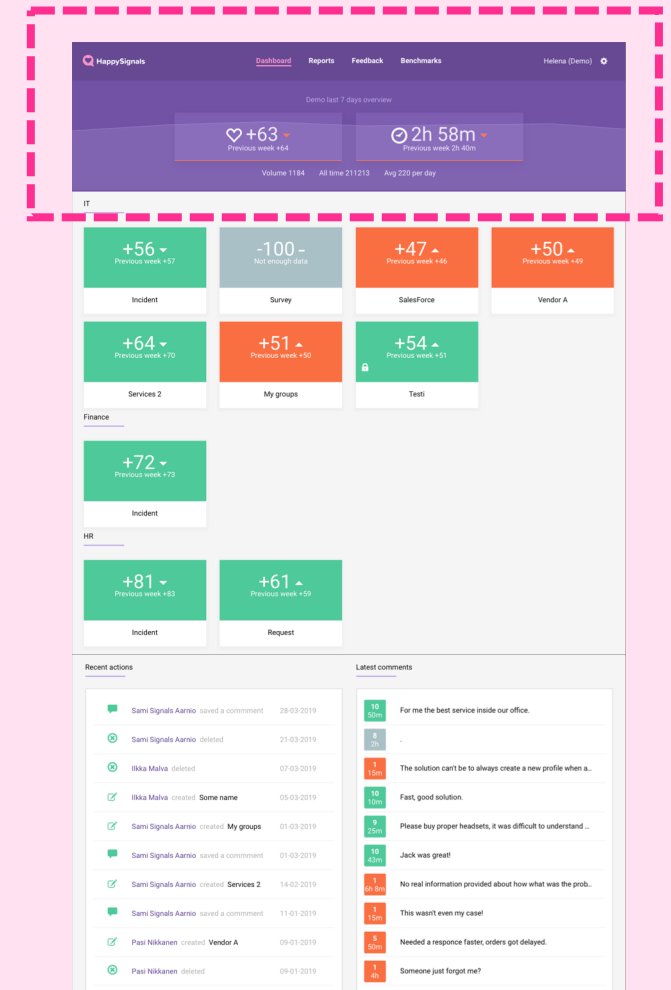
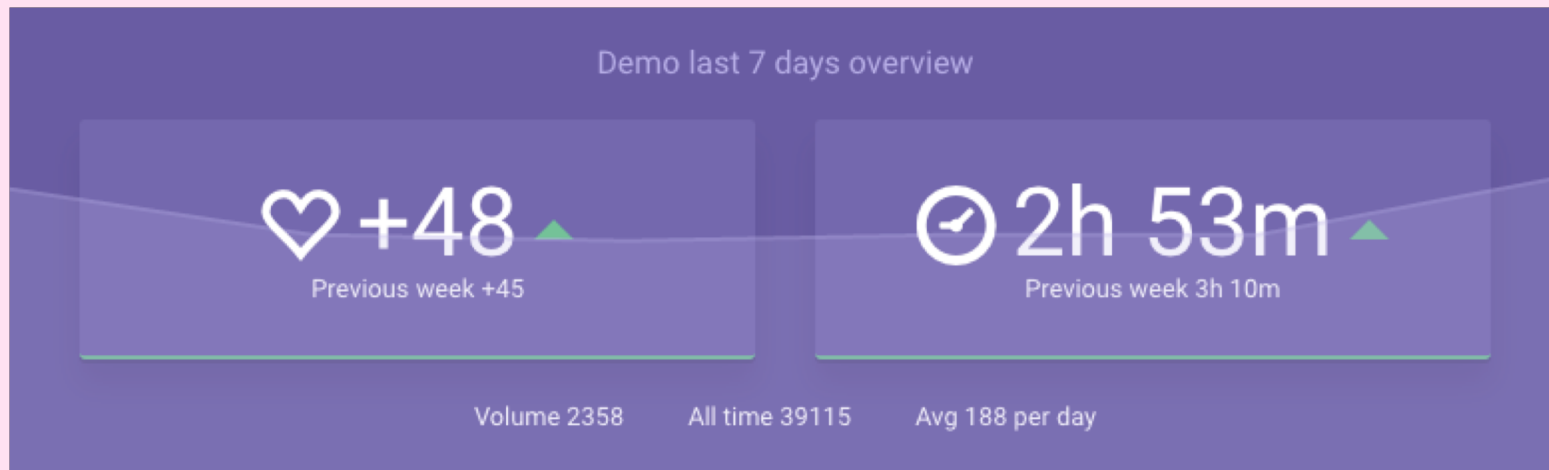
Use the settings menu to:

- Turn on Projector mode to highlight trend chart data e.g. when presenting via data projector
- Visit our Support portal at support.happysignals.com to see FAQ, release notes, etc.
- Logout to end your Analytics session

Dashboard view 1/3

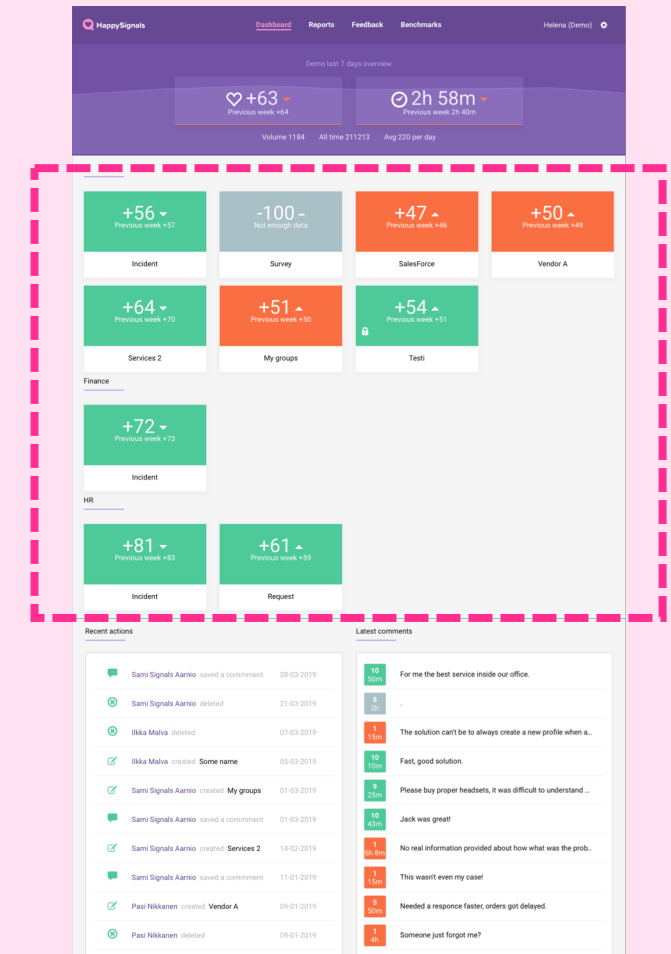
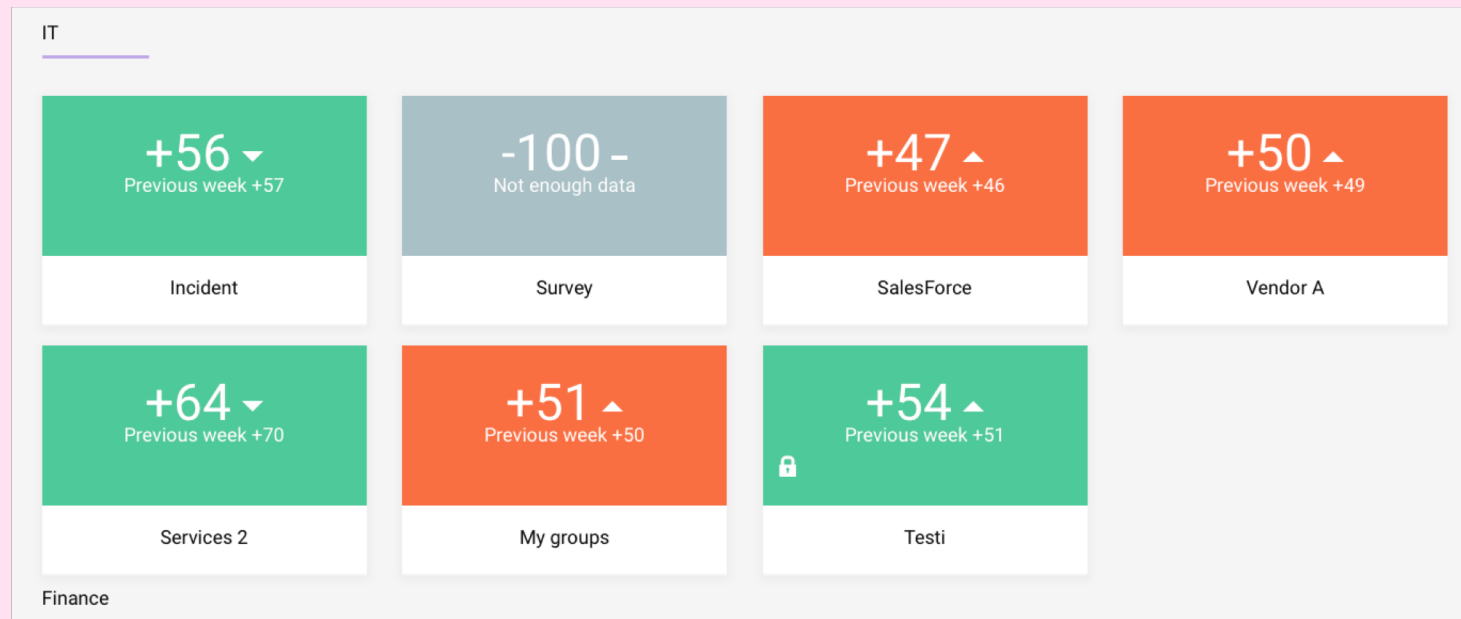
Top of page you can find your overall Happiness score and Lost Time average from the last 7 days.

You can also check out your feedback volume, all time volume and daily average.



Dashboard view 2/3

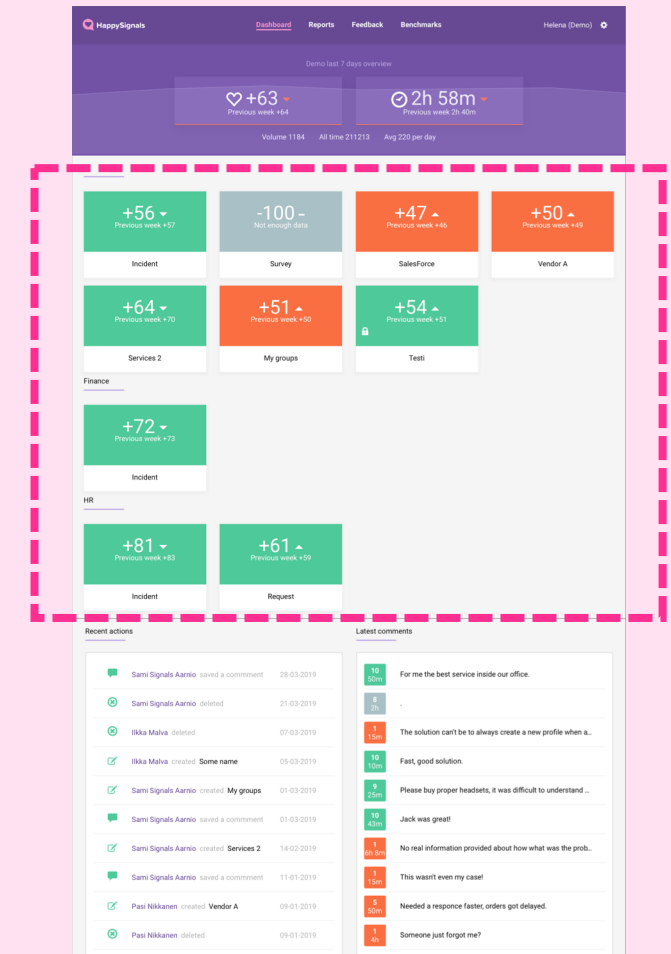
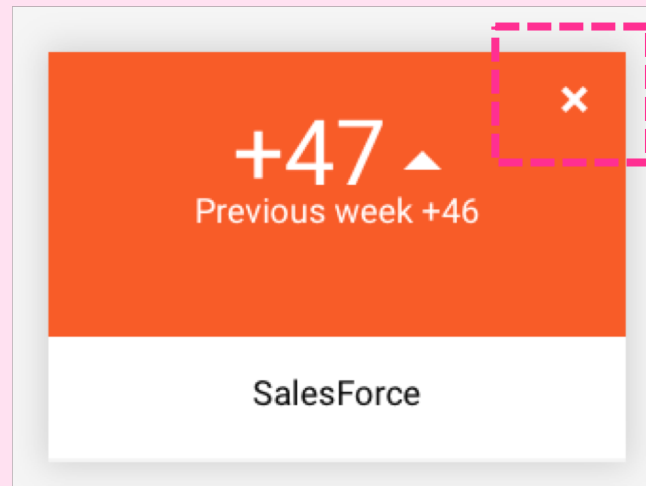
Next section shows the Happiness scores for various QuickSignal elements. A QuickSignal element is a selected set of filters for your data. Cleverly these elements also function as shortcuts to Reports page to see more detailed data.



Dashboard view 2/3

















Some of the QuickSignal elements are there by default and cannot be removed. These QuickSignals are based on your ticketing system structure.

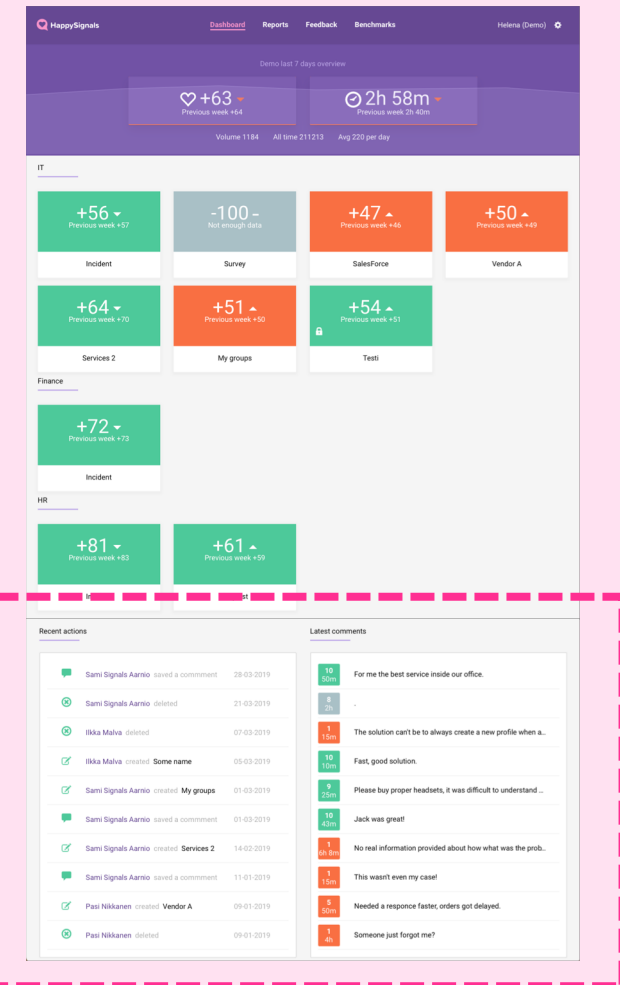
Rest of the elements in this view are optional. You can find the deletion function by hovering on top of the element. Adding a new QuickSignal is done in the Reports section.



Dashboard view 3/3

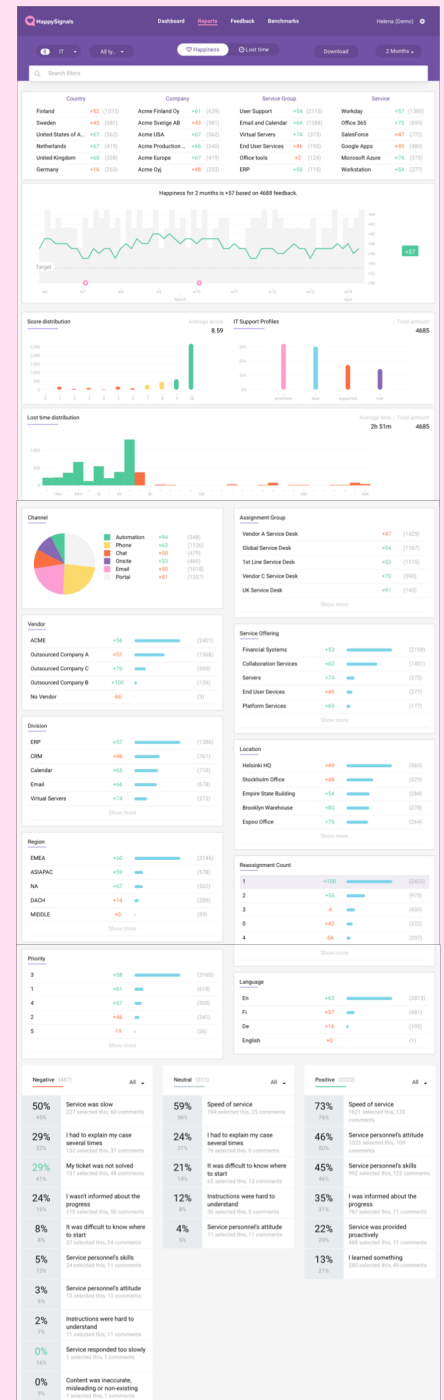
The last section of the Dashboard page lists latest actions from Analytics tool users and the latest comments from survey answers.

Recent actions			Latest comments		
	Sami Signals Aarnio saved a comment	28-03-2019		For me the best service inside our office.	
	Sami Signals Aarnio deleted	21-03-2019		.	
	Ilkka Malva deleted	07-03-2019		The solution can't be to always create a new profile when a...	
	Ilkka Malva created Some name	05-03-2019		Fast, good solution.	
	Sami Signals Aarnio created My groups	01-03-2019		Please buy proper headsets, it was difficult to understand ...	
	Sami Signals Aarnio saved a comment	01-03-2019		Jack was great!	
	Sami Signals Aarnio created Services 2	14-02-2019		No real information provided about how what was the prob...	
	Sami Signals Aarnio saved a comment	11-01-2019		This wasn't even my case!	



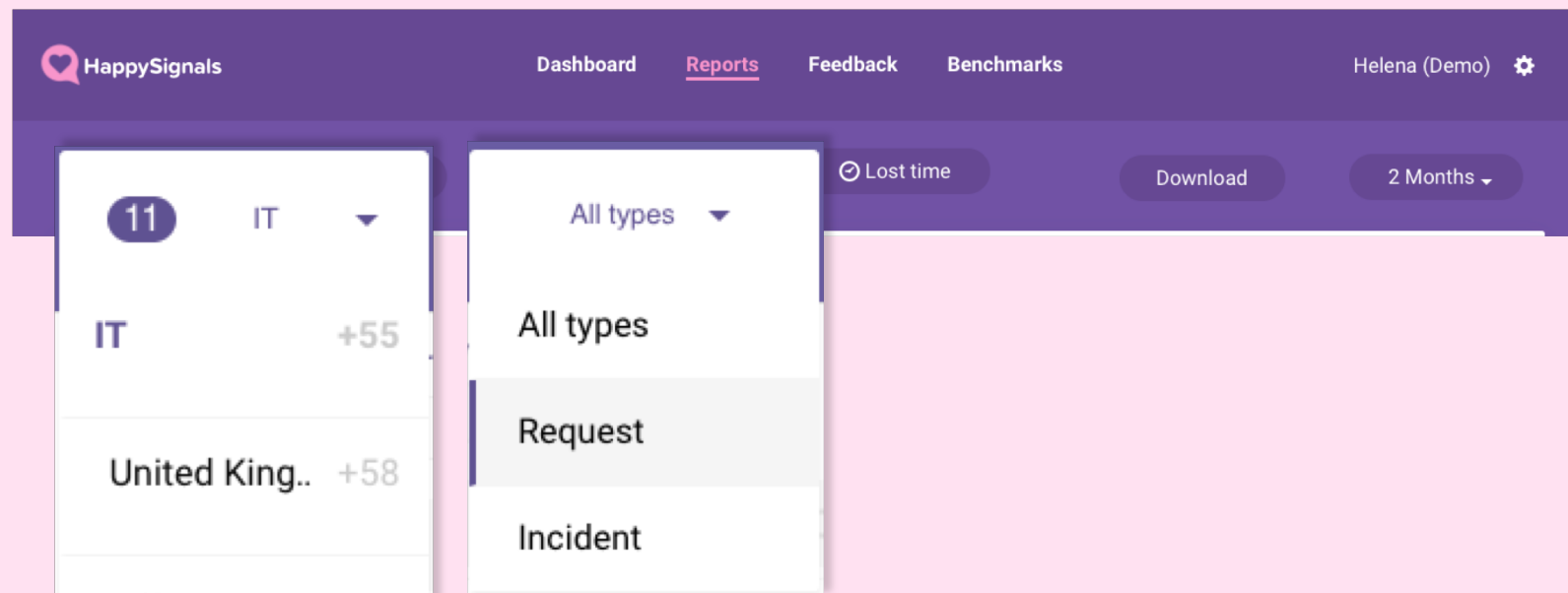
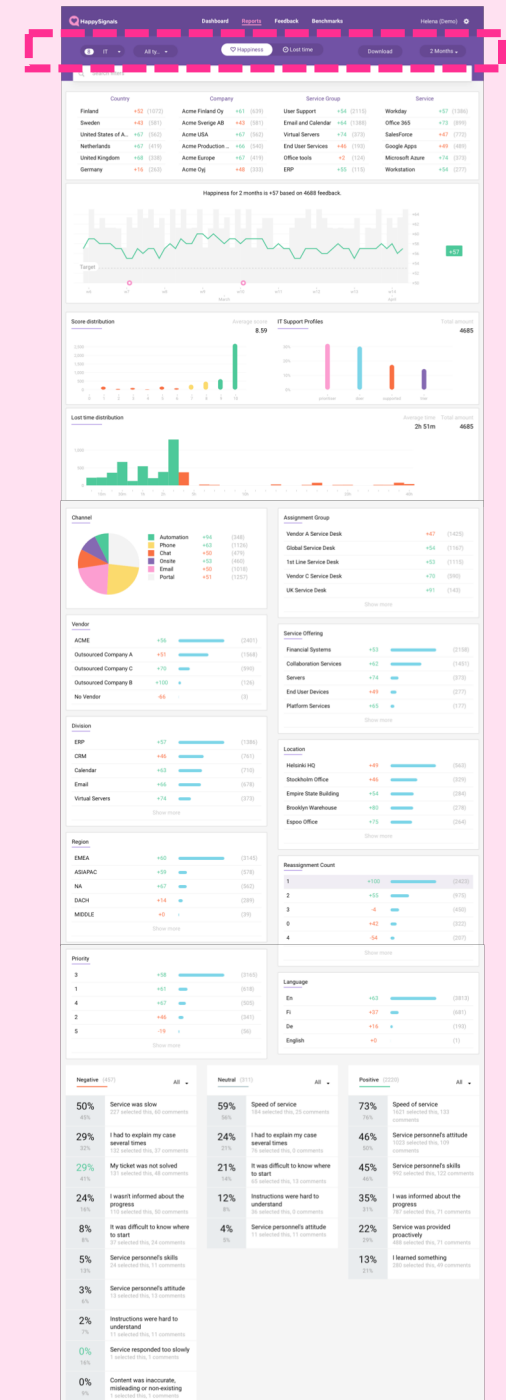
Reports view

- This is what you came to see!
- If you clicked on a specific QuickSignal element on Dashboard, that's what you see here preselected.
- If you clicked Reports link on top of the page, you will see results from the first ESM category (selected in the top left QuickSignal dropdown menu).
- Most of the data elements on this page function as a filter.



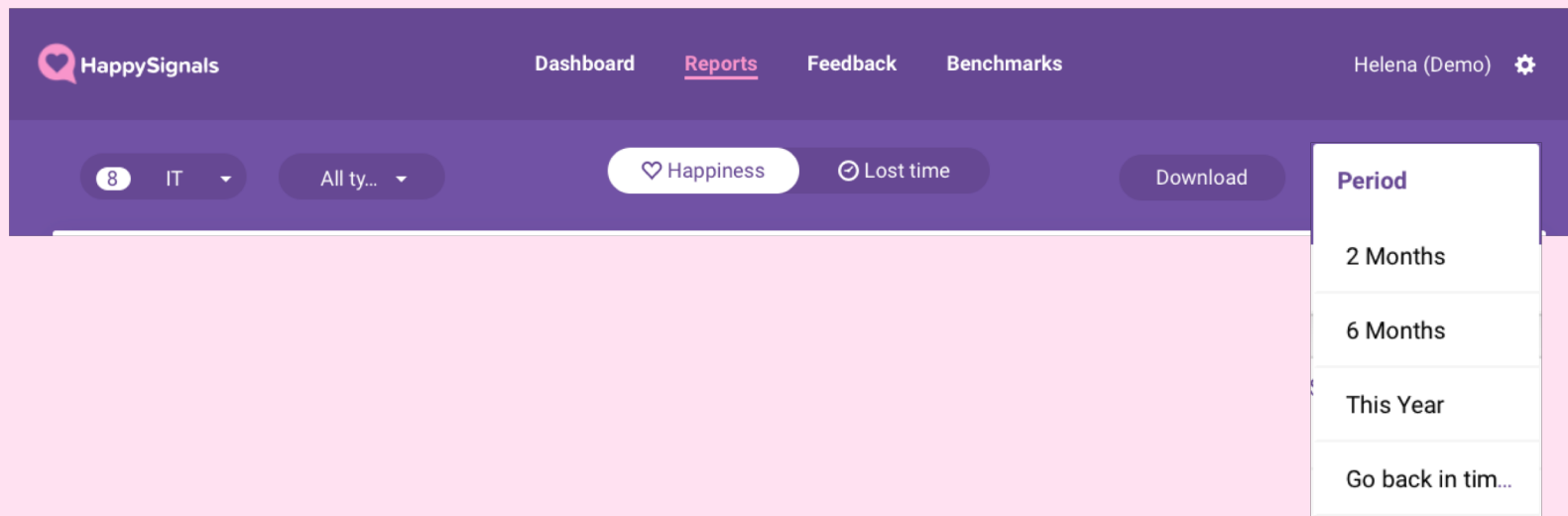
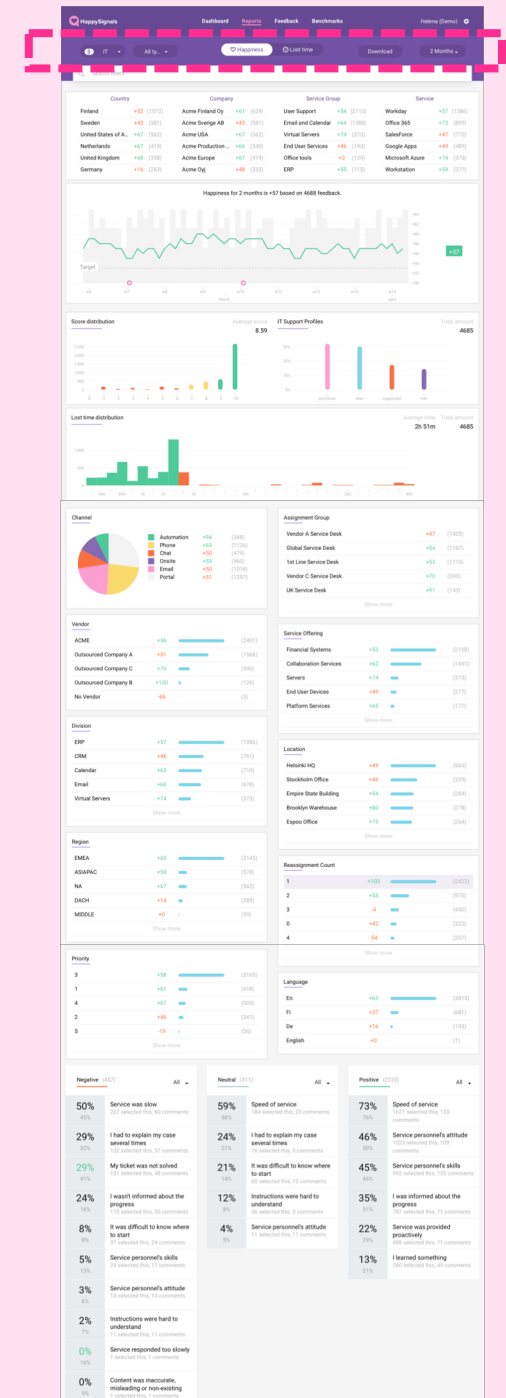
Reports view 1/9

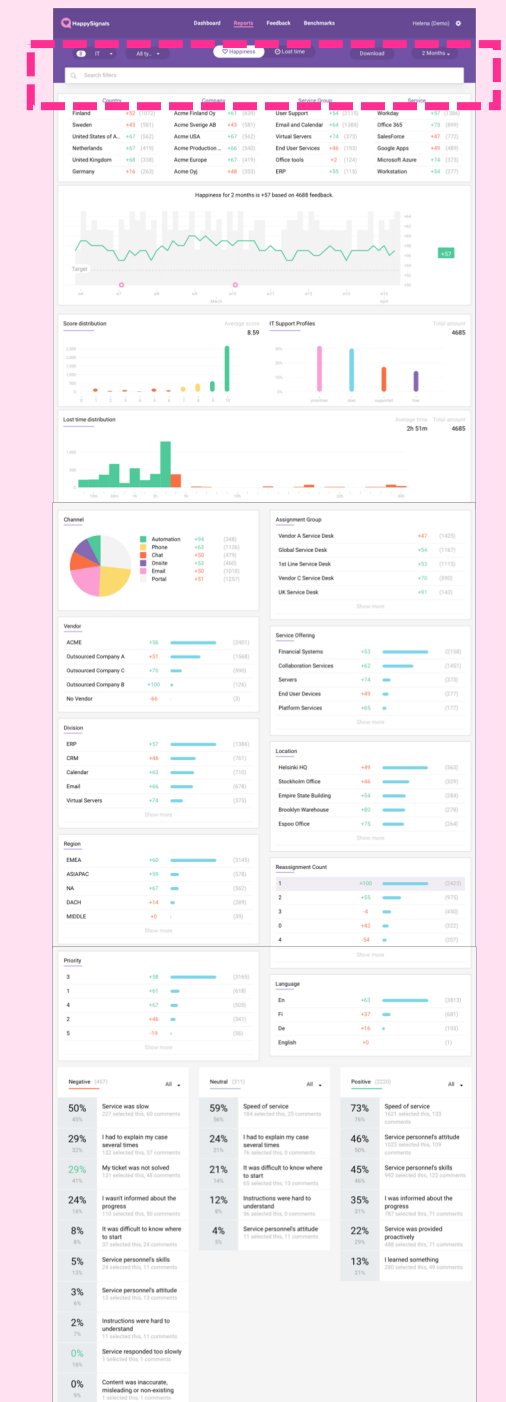
- Choose a QuickSignals report you want to view from the dropdown menu. QuickSignals are listed under respective main ESM categories. By default, the first ESM category is selected.
- Select Ticket type to limit results. By default all types of tickets are selected.

Reports view 1/9

- Switch between Happiness or Lost time to see values and graphs for each.
- Select Download if you need to get a local CSV copy of selected data
- Choose suitable time period by selecting between preset options or manually select a timeframe

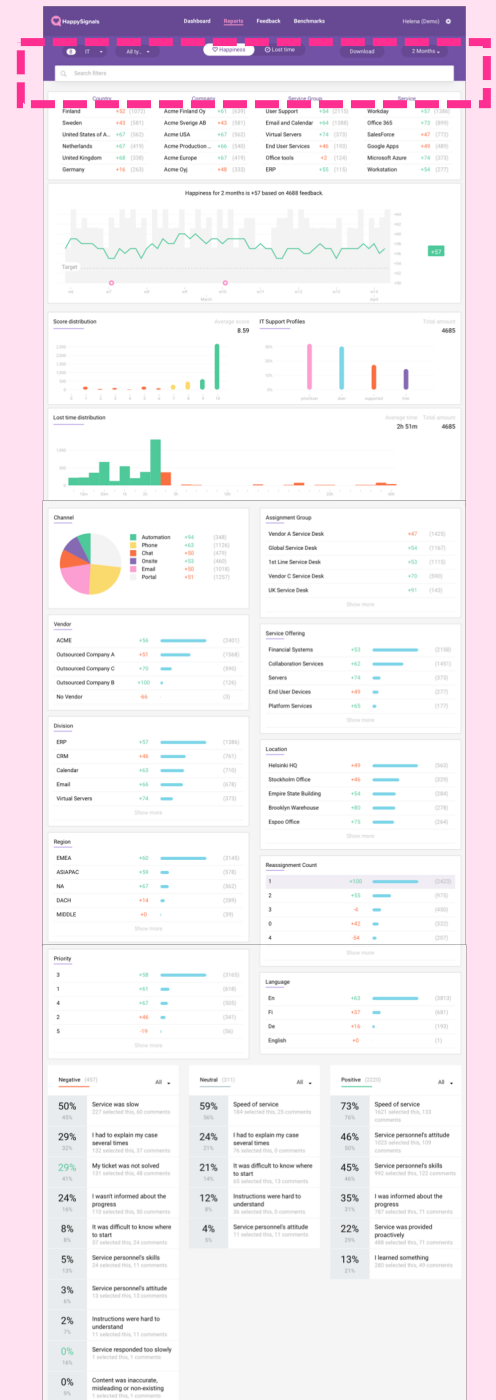





Reports view 2/9

- You can also create new QuickSignals elements by selecting “Save” after you’ve made your filtering selections.
- QuickSignals element will be added to both Dashboard view and Reports view dropdown menu. You can make your QuickSignals private or public.

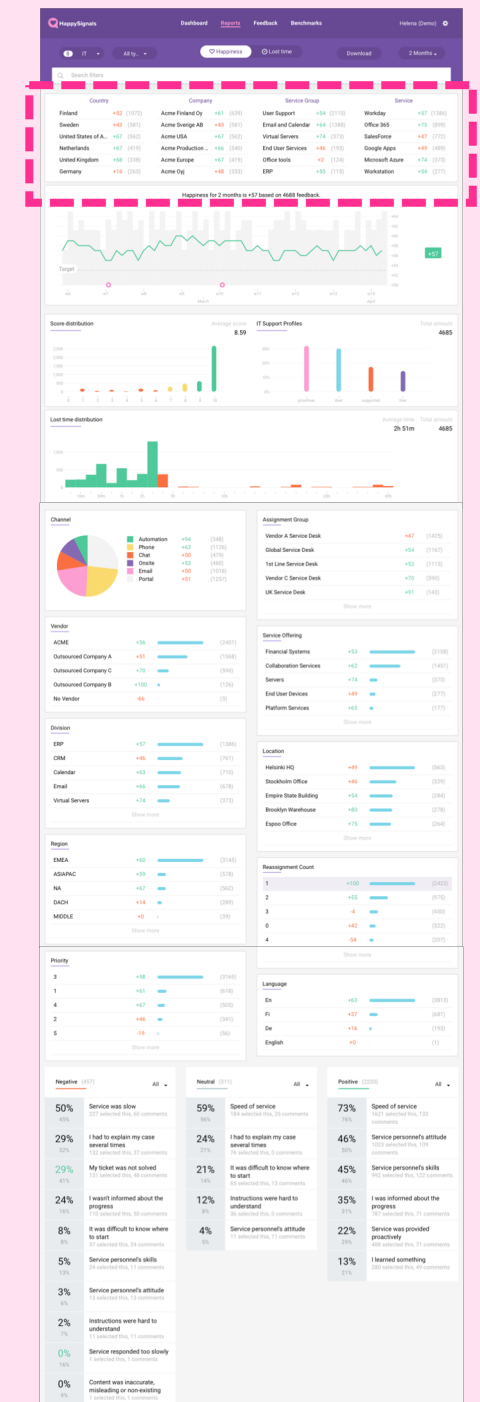
A screenshot of a web application interface. In the background, there is a search bar with a magnifying glass icon, two filter buttons labeled 'Finland' and 'Office tools', and a 'Search' button. Below the search bar is a table with a header row containing 'Country' and 'Service'. In the foreground, a modal dialog box titled 'Save a QuickSignal' is open. The dialog has a close button (X) in the top right corner. Inside the dialog, there is a text input field labeled 'Name (max 25 chars)' and a purple 'Save' button. Below the input field is a checkbox labeled 'Make it private'. At the bottom of the dialog, there is a grey box containing the text: 'To create a QuickSignal with selected filters to Dashboard and QuickSignals menu. Choose Private, if you do not wish to share this QuickSignal with other users.' To the right of the dialog, a red dashed rectangle highlights a 'Save' button with a download icon and a 'Clear' button with an 'X' icon.



Reports view 3/9

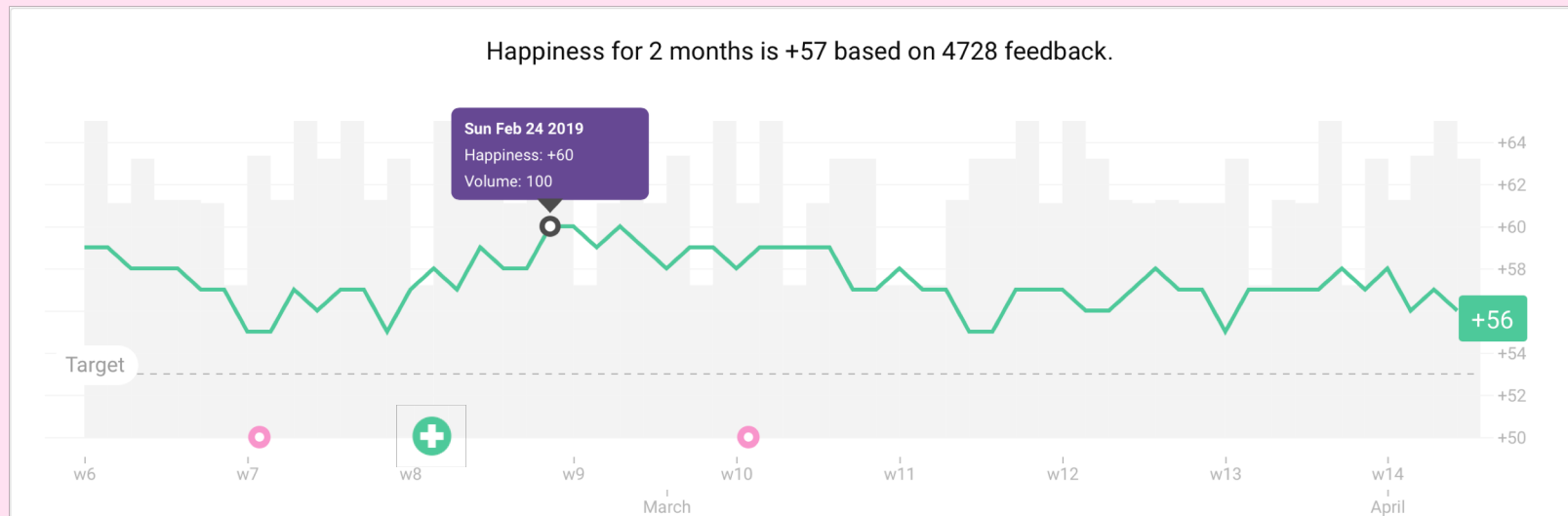
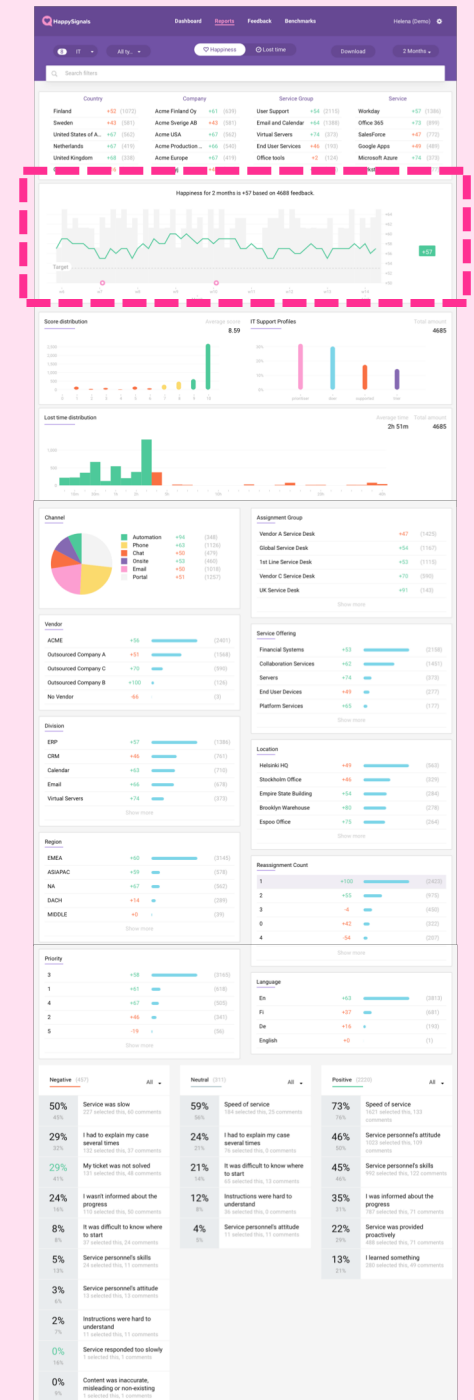
- Here you see the results under one selected ESM category divided into selected data categorization. This categorization has been defined by your organization during rollout process.
- You can use these filters to narrow down the results visible on Reports page. Choose as many filters as you need.

Country		Company		Service Group		Service	
Finland	+52 (1070)	Acme Finland Oy	+61 (639)	User Support	+54 (2115)	Workday	+57 (1386)
Sweden	+43 (581)	Acme Sverige AB	+43 (581)	Email and Calendar	+64 (1388)	Office 365	+73 (899)
United States of A...	+67 (562)	Acme USA	+67 (562)	Virtual Servers	+74 (373)	SalesForce	+47 (772)
Netherlands	+67 (419)	Acme Production ...	+66 (540)	End User Services	+46 (193)	Google Apps	+49 (489)
United Kingdom	+68 (338)	Acme Europe	+67 (419)	Office tools	+2 (124)	Microsoft Azure	+74 (373)
Germany	+16 (263)	Acme Oyj	+48 (333)	ERP	+55 (115)	Workstation	+54 (277)



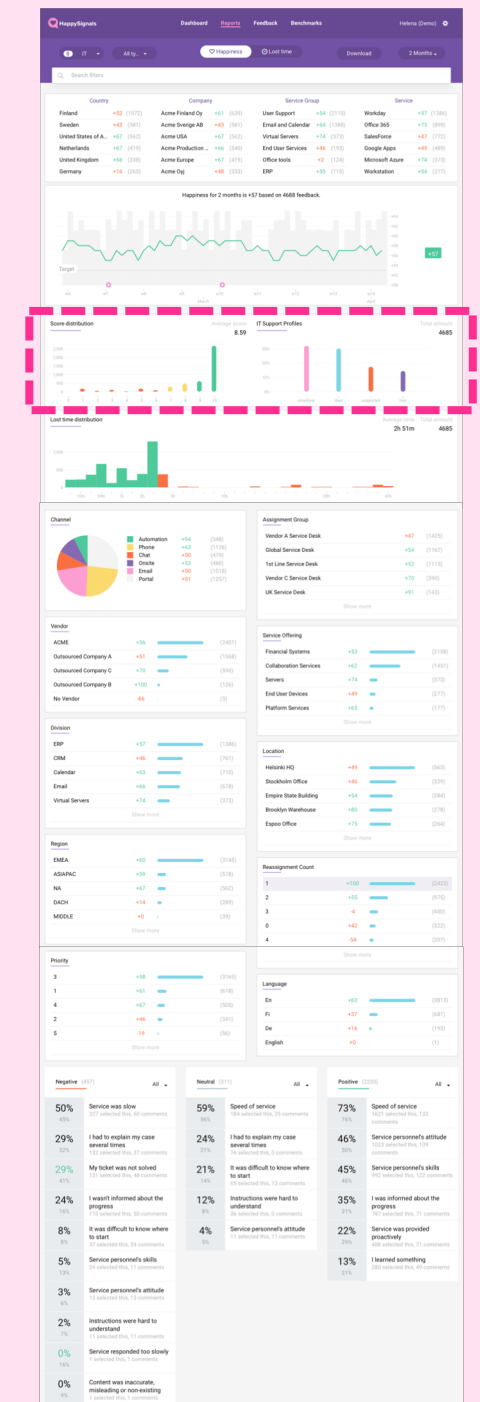
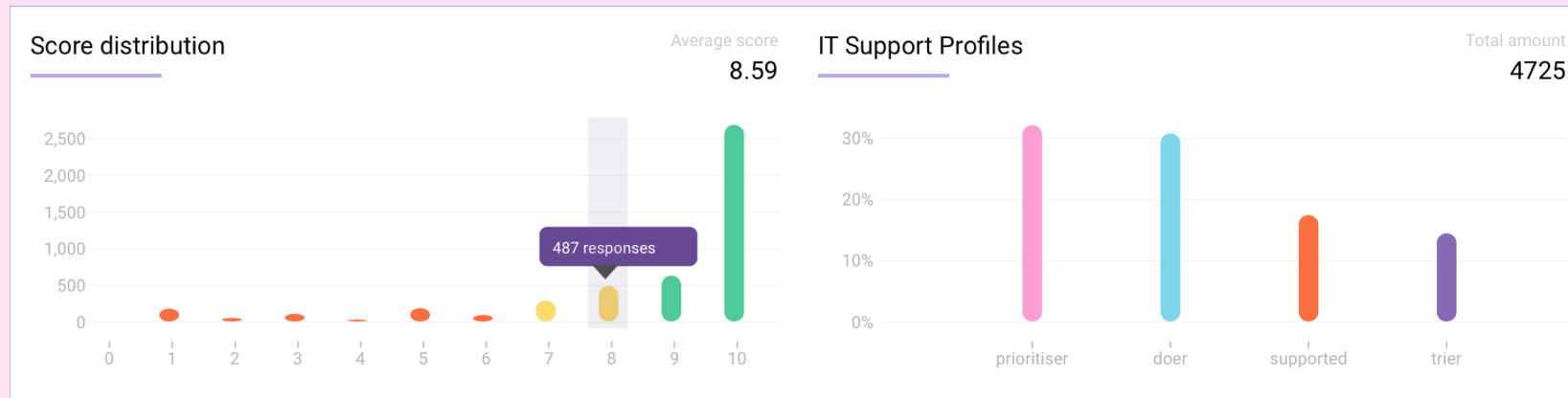
Reports view 4/9

- Each daily Happiness value is calculated from previous 7 days, Lost worktime value is average for the day. View the daily Happiness Value by hovering on top of the graph line.
- You can add comments to annotate the timeline e.g. for major events (see pink icons below). Do this by hovering on the bottom line of the graph (see green icon below). These comments are visible for all.



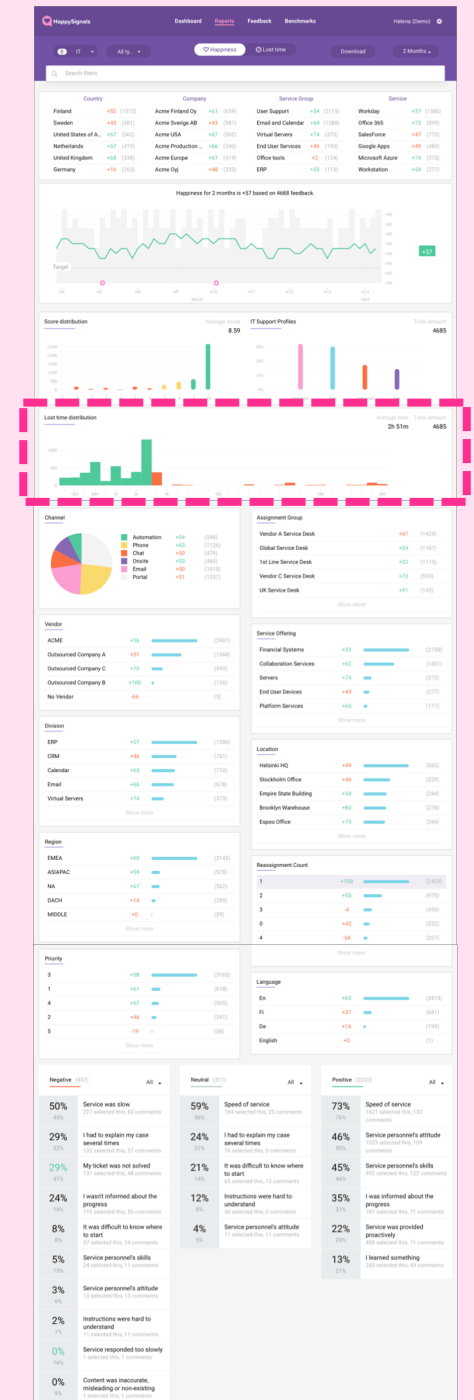
Reports view 5/9

- Here you can find the distribution of Happiness scores and division between different IT support profiles.
- You can see more detailed data by hovering on top of the graph
- Each graph element also functions as a filter when selected.



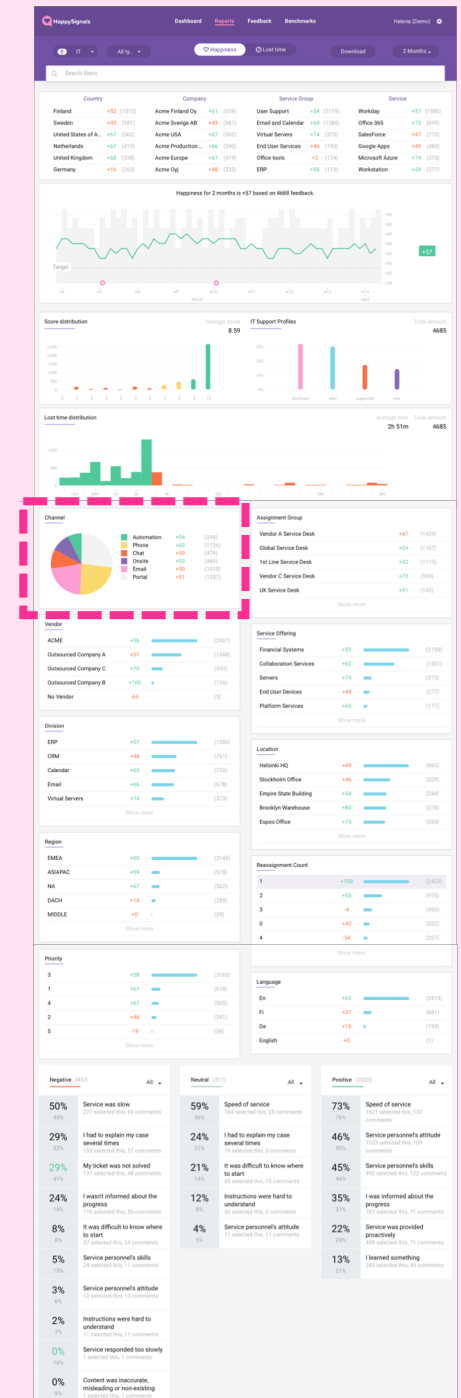
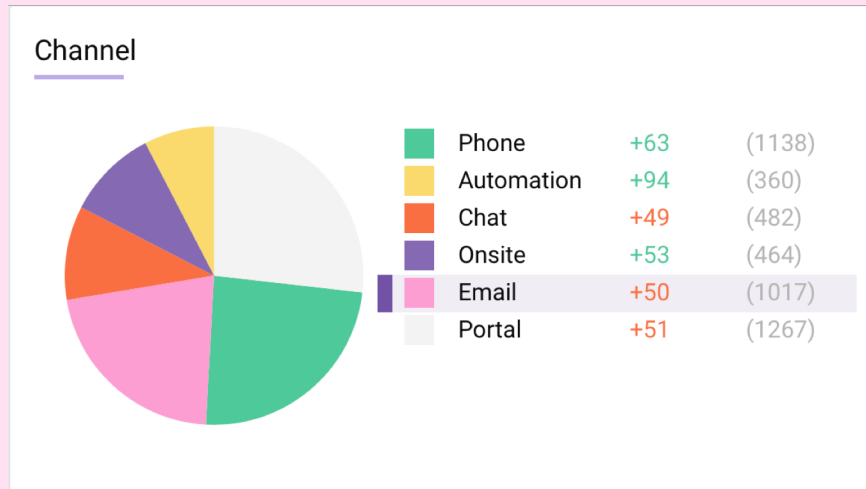
Reports view 6/9

- Here you can find the distribution of how much time respondents have evaluated to have lost.
- You can find more detailed data by hovering on top of the graph.



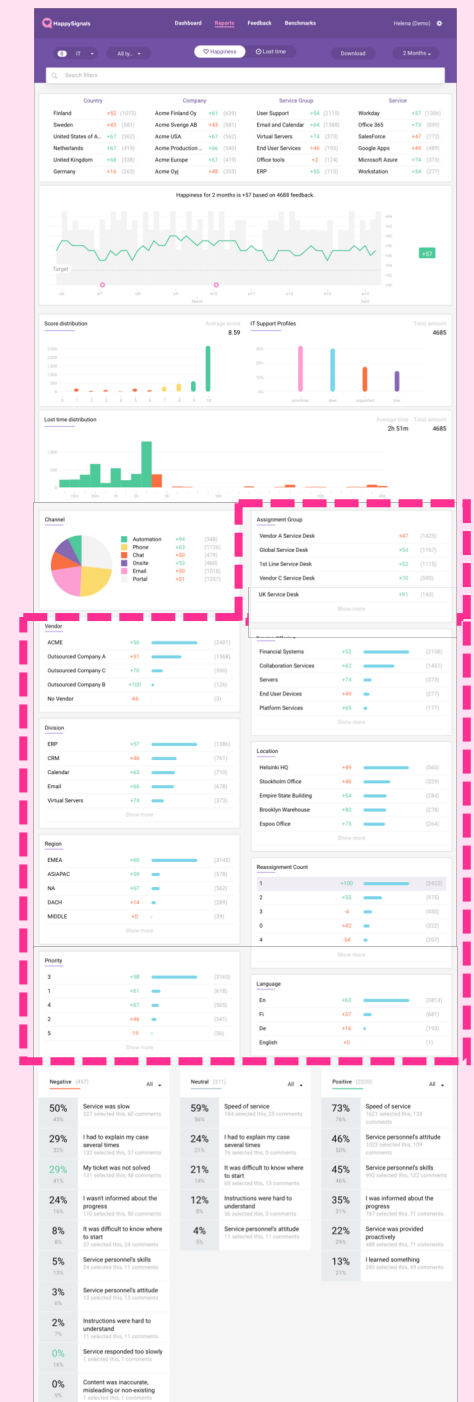
Reports view 7/9

- Here you can see the distribution between different channels.
- Each channel also functions as a filter when selected



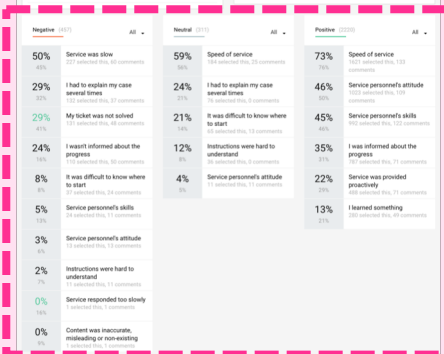
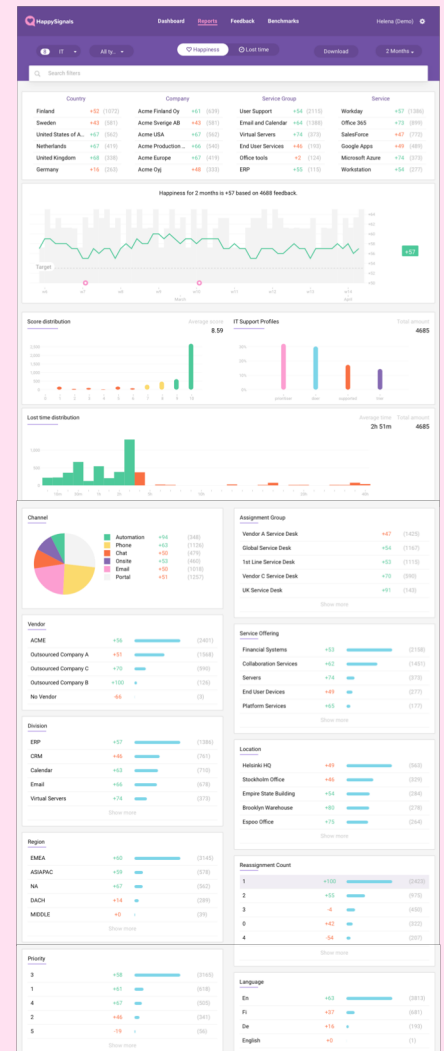
Reports view 8/9

- These graphs help you to understand how your support processes are performing from different viewpoints and based on data from your ticketing system.
- You can quickly see which aspects of your service needs attention the most, based on Happiness/Lost time and feedback volumes. Each list shows largest volumes at the top.
- Each result row also functions as a filter when selected.



Reports view 9/9

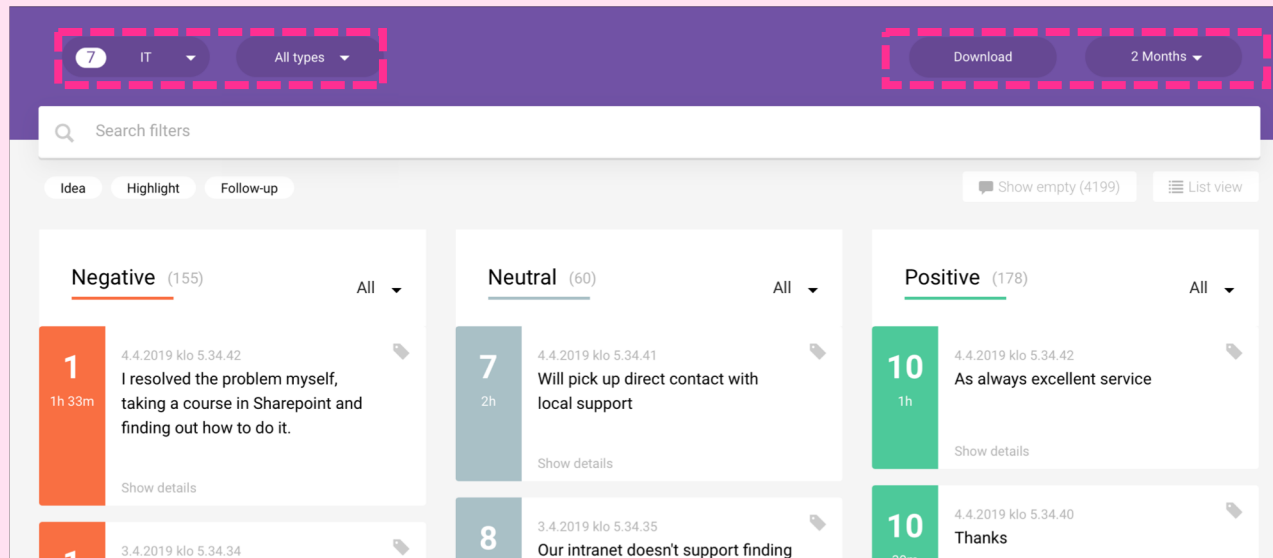
- Here you can find the distribution between negative, neutral and positive factors behind the Happiness Score.
- Percentage values show how often each factor is selected.
- Click on a factor to drill down to related feedback details



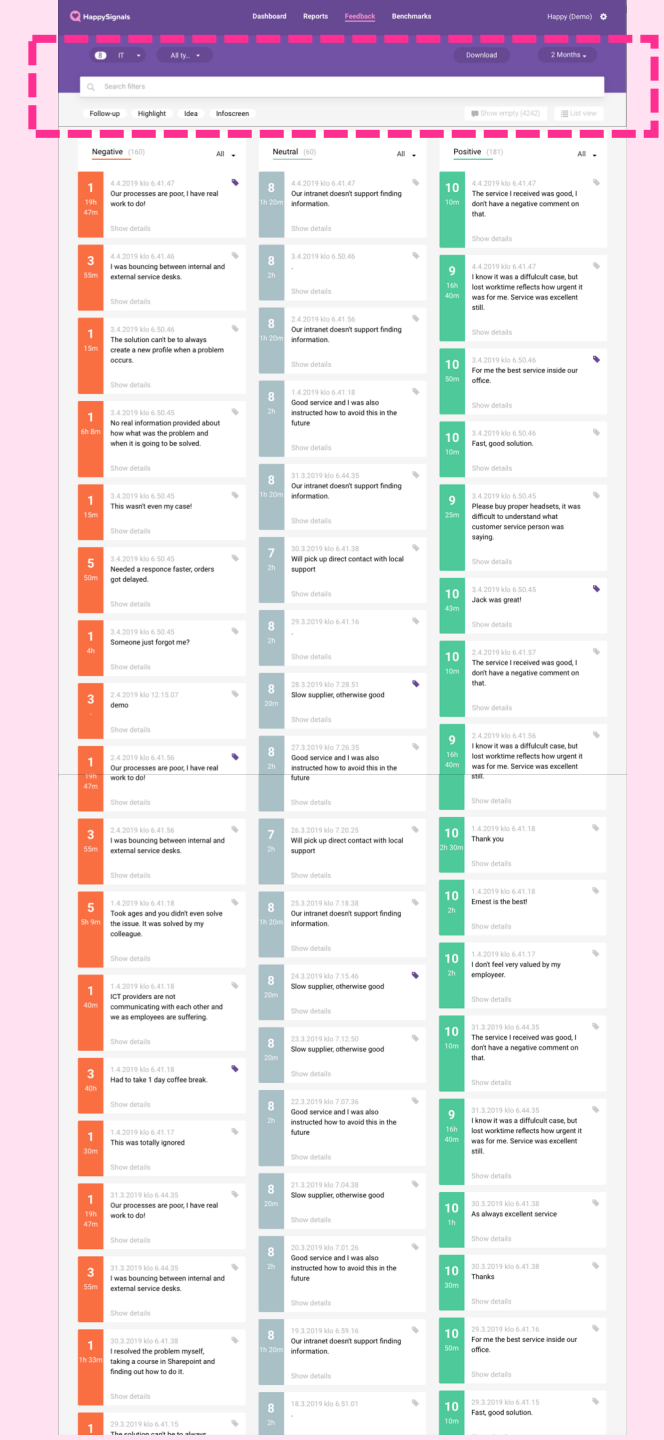
Negative (459)	All	Neutral (321)	All	Positive (2233)	All
50% 45%	Service was slow 228 selected this, 60 comments	59% 56%	Speed of service 188 selected this, 25 comments	73% 76%	Speed of service 1632 selected this, 133 comments
29% 32%	I had to explain my case several times 133 selected this, 38 comments	25% 21%	I had to explain my case several times 79 selected this, 0 comments	46% 50%	Service personnel's attitude 1024 selected this, 110 comments
3 55m	4.4.2019 klo 6.41.46 I was bouncing between internal and external service desks. Show details	21% 14%	It was difficult to know where to start 68 selected this, 14 comments	45% 46%	Service personnel's skills 994 selected this, 121 comments
1	3.4.2019 klo 6.50.45	11% 8%	Instructions were hard to understand 36 selected this, 0 comments	35% 31%	I was informed about the progress 790 selected this, 70 comments
		3% 3%	Service personnel's attitude	22% 22%	Service was provided

Feedback view 1/4

- In Feedback view you can by default see all the feedback listed under one selected ESM category. You can change the feedback categories from the dropdown menus just like in Reports page.
- You can also download selected data or select time period just like in Reports page.



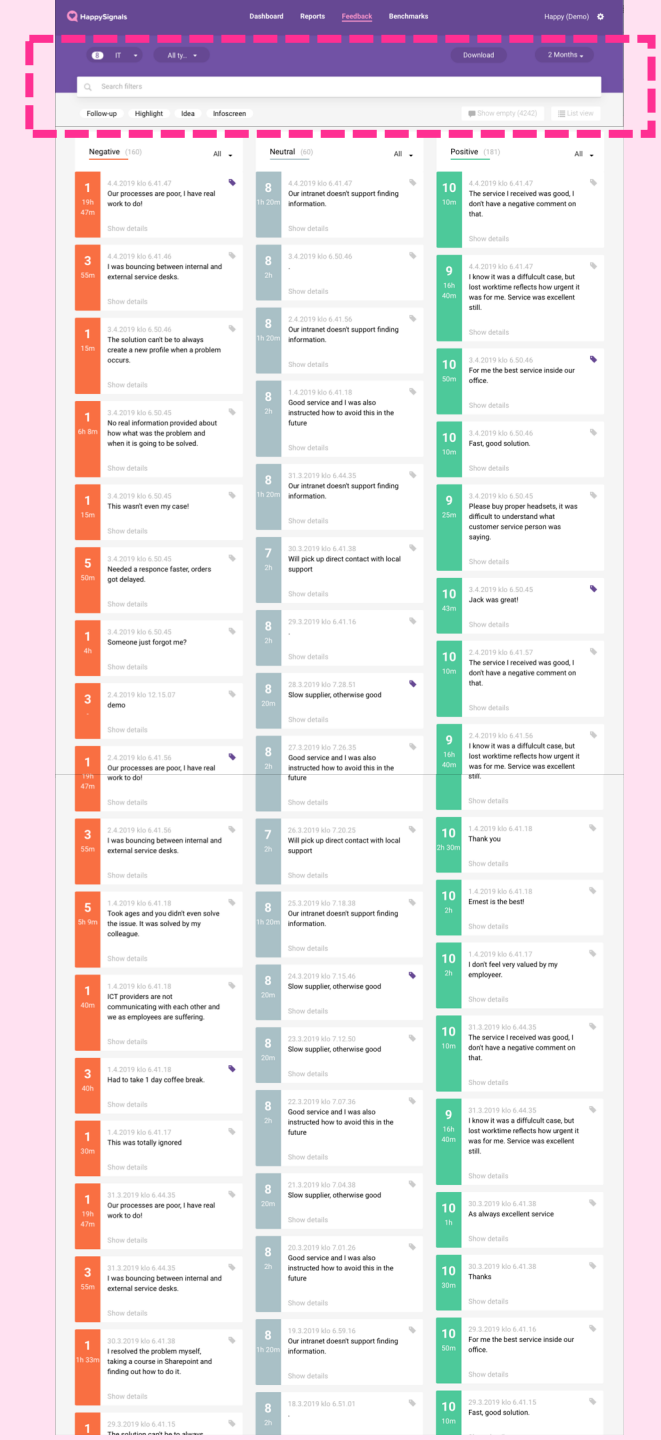
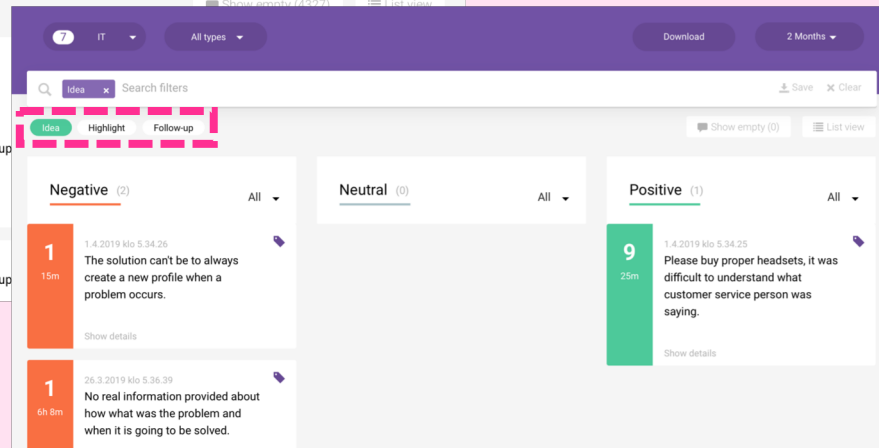
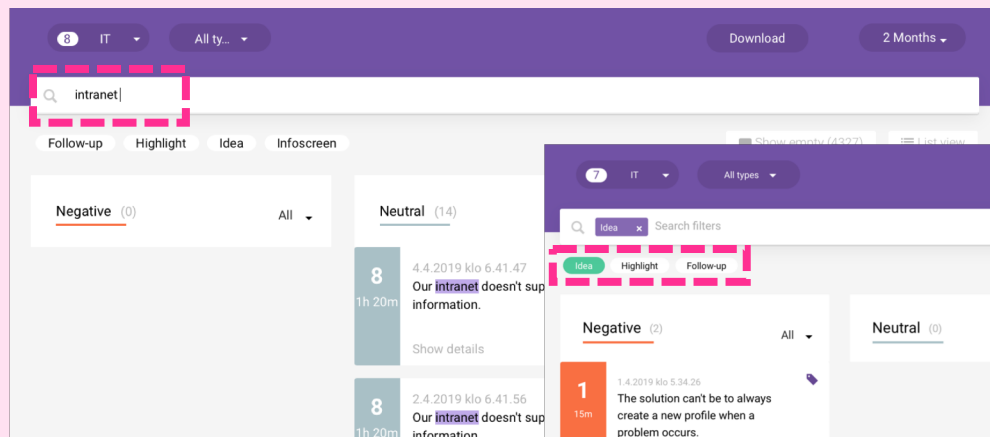
The screenshot shows the HappySignals Feedback view interface. At the top, there are filters for '7' items, 'IT' category, and 'All types'. There are also buttons for 'Download' and '2 Months' time period. Below the filters is a search bar labeled 'Search filters'. The main content area is divided into three columns: 'Negative (155)', 'Neutral (60)', and 'Positive (178)'. Each column displays a list of feedback items with a rating, date, and description. For example, in the Negative column, the first item is 'I resolved the problem myself, taking a course in Sharepoint and finding out how to do it.' with a rating of 1 and a time of 1h 33m. In the Neutral column, the first item is 'Will pick up direct contact with local support' with a rating of 7 and a time of 2h. In the Positive column, the first item is 'As always excellent service' with a rating of 10 and a time of 1h. Each item has a 'Show details' link.



This screenshot shows a detailed view of the feedback items. It displays a grid of feedback cards, each with a rating, date, and description. The cards are organized into three columns: Negative, Neutral, and Positive. Each card has a 'Show details' link. The interface includes a top navigation bar with 'HappySignals', 'Dashboard', 'Reports', 'Feedback', and 'Benchmarks' links. There are also filters for 'IT' category and 'All types'. A search bar is located at the top left. The main content area shows a list of feedback items with ratings, dates, and descriptions. For example, in the Negative column, the first item is 'Our processes are poor, I have real work to do!' with a rating of 1 and a time of 1h 47m. In the Neutral column, the first item is 'Our intranet doesn't support finding information.' with a rating of 8 and a time of 1h 20m. In the Positive column, the first item is 'The service I received was good, I don't have a negative comment on that.' with a rating of 10 and a time of 1h 40m. Each item has a 'Show details' link.

Feedback view 2/4

- You can also choose to search feedback with specific search words
- And you can choose to see only tagged feedback.



Feedback view 3/4

- You can tag feedback by clicking the icon on top right corner of the feedback card

1

40m

8.4.2019 klo 6.44.34

ICT providers are not communicating with each other and

Tag feedback

Idea

Highlight

Infoscreen

Follow-up

Using tags you will never lose an important feedback. You can choose multiple and if you wish to have a new tag(s), please contact our support.

Tag feedback

Idea

Highlight ✕

Infoscreen

Follow-up

Using tags you will never lose an important feedback. You can choose multiple and if you wish to have a new tag(s), please contact our support.

HappySignals		
IT	All	2 Months
Search filters		
Follow-up	Highlight	Idea
Show empty (242)		
List view		
Negative (160)		
1	4.4.2019 klo 6.41.47	Our processes are poor, I have real work to do!
3	4.4.2019 klo 6.41.36	I was bouncing between internal and external service desks.
1	2.4.2019 klo 6.41.56	The solution can't be to always create a new profile when a problem occurs.
3	3.4.2019 klo 6.50.45	No real information provided about how what was the problem and when it's going to be solved.
1	2.4.2019 klo 6.50.45	This wasn't even my case!
5	8.4.2019 klo 6.50.45	Needed a response faster, orders got delayed.
1	3.4.2019 klo 6.50.45	Someone just forgot me?
3	2.4.2019 klo 12.15.07	demo
1	2.4.2019 klo 6.41.36	Our processes are poor, I have real work to do!
3	2.4.2019 klo 6.41.56	I was bouncing between internal and external service desks.
5	1.4.2019 klo 6.41.18	Took ages and you didn't even solve the issue. It was solved by my colleague.
1	1.4.2019 klo 6.41.18	ICT providers are not communicating with each other and we as employees are suffering.
3	1.4.2019 klo 6.41.18	Had to take 1 day coffee break.
1	1.4.2019 klo 6.41.17	This was totally ignored
1	31.3.2019 klo 6.44.35	Our processes are poor, I have real work to do!
3	31.3.2019 klo 6.44.35	I was bouncing between internal and external service desks.
1	30.3.2019 klo 6.41.38	I resolved the problem myself, taking a course in SharePoint and finding out how to do it.
1	29.3.2019 klo 6.41.16	The solution can't be to always
Neutral (60)		
8	4.4.2019 klo 6.41.47	Our intranet doesn't support finding information.
2	3.4.2019 klo 6.50.46	
2	2.4.2019 klo 6.41.56	Our intranet doesn't support finding information.
8	1.4.2019 klo 6.41.18	Good service and I was also instructed how to avoid this in the future
8	31.3.2019 klo 6.44.35	Our intranet doesn't support finding information.
7	30.3.2019 klo 6.41.38	Will pick up direct contact with local support
8	29.3.2019 klo 6.41.16	
8	28.3.2019 klo 7.28.51	Slow supplier, otherwise good
8	27.3.2019 klo 7.26.35	Good service and I was also instructed how to avoid this in the future
7	26.3.2019 klo 7.20.25	Will pick up direct contact with local support
8	26.3.2019 klo 7.15.46	Slow supplier, otherwise good
8	25.3.2019 klo 7.13.50	Slow supplier, otherwise good
8	22.3.2019 klo 7.07.36	Good service and I was also instructed how to avoid this in the future
8	21.3.2019 klo 7.04.36	Slow supplier, otherwise good
8	20.3.2019 klo 7.01.26	Good service and I was also instructed how to avoid this in the future
8	19.3.2019 klo 6.58.16	Our intranet doesn't support finding information.
8	18.3.2019 klo 6.51.01	
Positive (181)		
10	6.4.2019 klo 6.41.47	The service I received was good, I don't have a negative comment on that.
9	4.4.2019 klo 6.41.47	I know it was a difficult case, but last worktime reflects how urgent it was for me. Service was excellent still.
10	3.4.2019 klo 6.50.46	For me the best service inside our office.
10	3.4.2019 klo 6.50.45	Fast, good solution.
9	3.4.2019 klo 6.50.45	Please buy proper headsets, it was difficult to understand what customer service person was saying.
10	3.4.2019 klo 6.50.45	Jack was great!
10	2.4.2019 klo 6.41.57	The service I received was good, I don't have a negative comment on that.
9	2.4.2019 klo 6.41.56	I know it was a difficult case, but last worktime reflects how urgent it was for me. Service was excellent still.
10	1.4.2019 klo 6.41.18	Thank you
10	1.4.2019 klo 6.41.18	Ernest is the best!
10	1.4.2019 klo 6.41.17	I don't feel very valued by my employer.
10	31.3.2019 klo 6.44.35	The service I received was good, I don't have a negative comment on that.
9	31.3.2019 klo 6.44.35	I know it was a difficult case, but last worktime reflects how urgent it was for me. Service was excellent still.
10	30.3.2019 klo 6.41.38	Thanks
10	29.3.2019 klo 6.41.16	For me the best service inside our office.
10	29.3.2019 klo 6.41.16	Fast, good solution.

Feedback view 4/4

- You can choose to see feedback based on the given score, see dropdown menu below
- Each feedback item can also be opened to view the ticket details

Negative (110)

Scores

1

All

1

19h 47m

4.4.2019 klo 6.41.47

Our processes are poor, I have real work to do!

Show details

1

15m

3.4.2019 klo 6.50.46

The solution can't be to always create a new profile when a problem occurs.

Show details

1

6h 8m

3.4.2019 klo 6.50.46

No real information provided about how what was the problem and when it is going to be solved.

Show details

Neutral (60)

All

8

1h 20m

4.4.2019 klo 6.41.47

Our intranet doesn't support finding information.

Show less

IT Support

Doer

Ticket: [INC0000015704](#)

Service Group: Office Tools

Category: Inquiry Help

Service Offering: Productivity

Division: Powerpoint

Service: Microsoft Office

Channel: Portal

Assignment: Vendor A Service Desk

Group:

Reassignment: 2

Count:

Country: Finland

Location: Helsinki HQ

Company: Acme Oyj

Positive (181)

All

10

10m

4.4.2019 klo 6.41.47

The service I received was good, I don't have a negative comment on that.

Show details

9

16h 40m

4.4.2019 klo 6.41.47

I know it was a difficult case, but lost worktime reflects how urgent it was for me. Service was excellent still.

Show details

10

50m

3.4.2019 klo 6.50.46

For me the best service inside our office.

Show details

HappySignals

IT

All

Download

2 Months

Search filters

Follow-up

Highlight

Show

Info screen

Negative (110)

All

1

19h 47m

4.4.2019 klo 6.41.47

Our processes are poor, I have real work to do!

Show details

3

50m

4.4.2019 klo 6.41.46

I was bouncing between internal and external service desks.

Show details

1

10m

3.4.2019 klo 6.50.46

The solution can't be to always create a new profile when a problem occurs.

Show details

3

40m

3.4.2019 klo 6.50.45

No real information provided about how what was the problem and when it is going to be solved.

Show details

1

15m

2.4.2019 klo 6.50.45

This wasn't even my case!

Show details

5

50m

3.4.2019 klo 6.50.45

Needed a response faster, orders got delayed.

Show details

1

4h

3.4.2019 klo 6.50.45

Someone just forgot me?

Show details

3

20m

2.4.2019 klo 12.15.07

demo

Show details

1

19h 47m

2.4.2019 klo 6.41.36

Our processes are poor, I have real work to do!

Show details

3

50m

2.4.2019 klo 6.41.36

I was bouncing between internal and external service desks.

Show details

5

50m

1.4.2019 klo 6.41.18

Took ages and you didn't even solve the issue. It was solved by my colleague.

Show details

1

40m

1.4.2019 klo 6.41.18

ICT providers are not communicating with each other and we as employees are suffering.

Show details

3

40m

1.4.2019 klo 6.41.18

Had to take 1 day coffee break.

Show details

1

30m

1.4.2019 klo 6.41.17

This was totally ignored

Show details

1

19h 47m

31.3.2019 klo 6.44.35

Our processes are poor, I have real work to do!

Show details

3

50m

31.3.2019 klo 6.44.35

I was bouncing between internal and external service desks.

Show details

1

1h 20m

30.3.2019 klo 6.41.38

I resolved the problem myself, taking a course in SharePoint and finding out how to do it.

Show details

1

1h 20m

29.3.2019 klo 6.41.16

Show details

Neutral (60)

All

8

1h 20m

4.4.2019 klo 6.41.47

Our intranet doesn't support finding information.

Show details

8

1h 20m

3.4.2019 klo 6.50.46

Show details

8

1h 20m

2.4.2019 klo 6.41.56

Our intranet doesn't support finding information.

Show details

8

2h

1.4.2019 klo 6.41.18

Good service and I was also instructed how to avoid this in the future

Show details

8

1h 20m

31.3.2019 klo 6.44.35

Our intranet doesn't support finding information.

Show details

7

2h

30.3.2019 klo 6.41.38

Will pick up direct contact with local support

Show details

8

2h

29.3.2019 klo 6.41.16

Show details

8

20m

28.3.2019 klo 7.28.51

Slow supplier, otherwise good

Show details

8

2h

27.3.2019 klo 7.26.35

Good service and I was also instructed how to avoid this in the future

Show details

7

2h

26.3.2019 klo 7.20.25

Will pick up direct contact with local support

Show details

8

1h 20m

26.3.2019 klo 7.15.46

Slow supplier, otherwise good

Show details

8

20m

25.3.2019 klo 7.12.50

Slow supplier, otherwise good

Show details

8

2h

22.3.2019 klo 7.07.36

Good service and I was also instructed how to avoid this in the future

Show details

8

2h

21.3.2019 klo 7.04.36

Slow supplier, otherwise good

Show details

8

2h

20.3.2019 klo 7.01.36

Good service and I was also instructed how to avoid this in the future

Show details

8

1h 20m

19.3.2019 klo 6.58.16

Our intranet doesn't support finding information.

Show details

8

2h

18.3.2019 klo 6.51.01

Show details

Positive (181)

All

10

10m

4.4.2019 klo 6.41.47

The service I received was good, I don't have a negative comment on that.

Show details

9

16h 40m

4.4.2019 klo 6.41.47

I know it was a difficult case, but lost worktime reflects how urgent it was for me. Service was excellent still.

Show details

10

50m

3.4.2019 klo 6.50.46

For me the best service inside our office.

Show details

10

10m

3.4.2019 klo 6.50.45

Fast, good solution.

Show details

9

25m

3.4.2019 klo 6.50.45

Please buy proper headsets, it was difficult to understand what customer service person was saying.

Show details

10

45m

3.4.2019 klo 6.50.45

Jack was great!

Show details

10

10m

2.4.2019 klo 6.41.57

The service I received was good, I don't have a negative comment on that.

Show details

9

2.4.2019 klo 6.41.56

I know it was a difficult case, but lost worktime reflects how urgent it was for me. Service was excellent still.

Show details

10

2h

1.4.2019 klo 6.41.18

Ernest is the best!

Show details

10

2h

1.4.2019 klo 6.41.17

I don't feel very valued by my employer.

Show details

10

15m

31.3.2019 klo 6.44.35

The service I received was good, I don't have a negative comment on that.

Show details

9

16h 40m

31.3.2019 klo 6.44.35

I know it was a difficult case, but lost worktime reflects how urgent it was for me. Service was excellent still.

Show details

10

50m

31.3.2019 klo 6.41.38

As always excellent service

Show details

10

50m

31.3.2019 klo 6.41.38

Thanks

Show details

10

50m

29.3.2019 klo 6.41.16

For me the best service inside our office.

Show details

10

15m

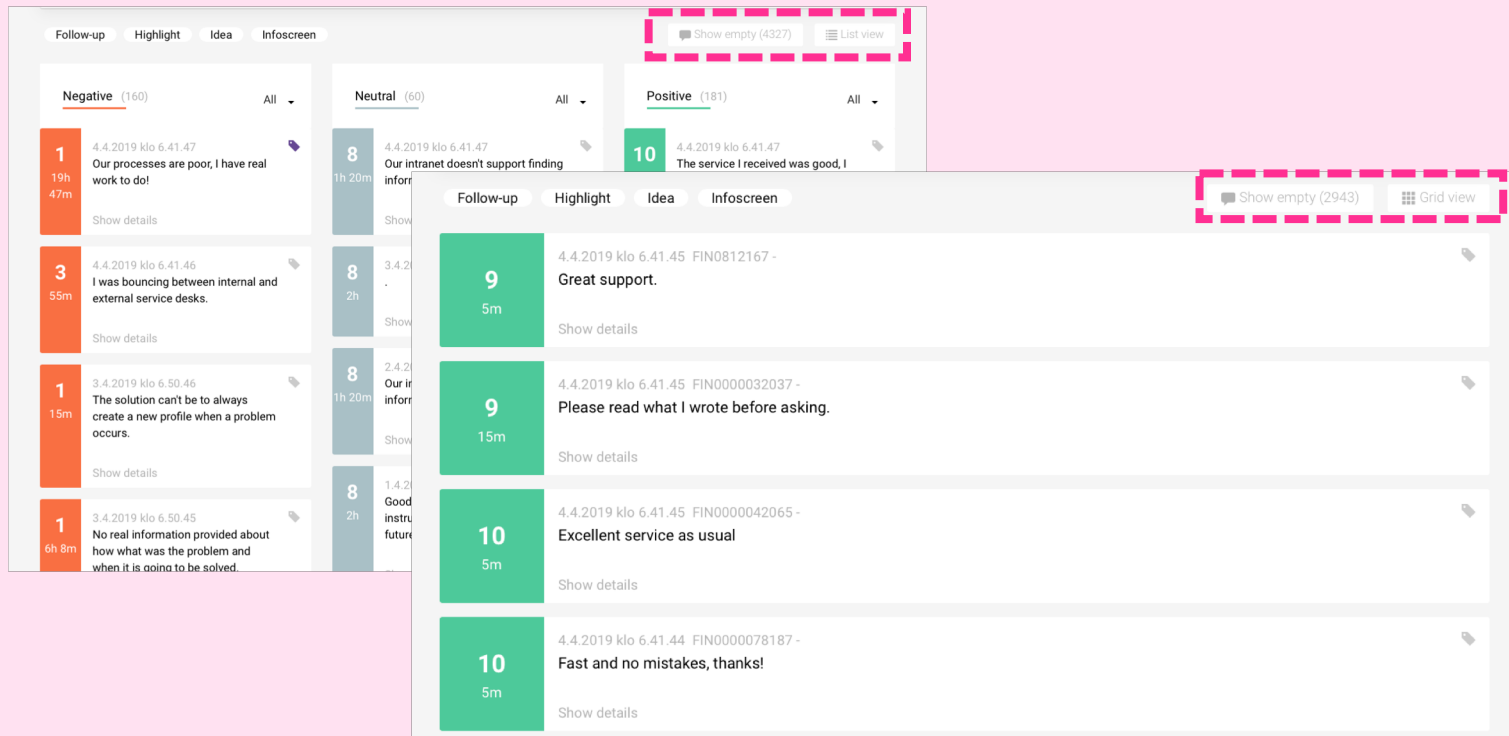
29.3.2019 klo 6.41.16

Fast, good solution.

Show details

Feedback view 4/4

- In List view you see the latest ones at the top.
- In Grid view feedback is grouped to Negative, Neutral and Positive.



Follow-up Highlight Idea Infoscreen

Show empty (4327) List view

Negative (160) All

1 19h 47m
Our processes are poor, I have real work to do!

3 55m
I was bouncing between internal and external service desks.

1 15m
The solution can't be to always create a new profile when a problem occurs.

1 6h 8m
No real information provided about how what was the problem and when it is going to be solved.

Neutral (60) All

8 1h 20m
Our intranet doesn't support finding information.

8 2h
.

8 1h 20m
Our intranet doesn't support finding information.

8 2h
Good instruction for future.

Positive (181) All

10
The service I received was good, I don't have a negative comment on that.

9 5m
Great support.

9 15m
Please read what I wrote before asking.

10 5m
Excellent service as usual

10 5m
Fast and no mistakes, thanks!

Follow-up Highlight Idea Infoscreen

Show empty (2943) Grid view



HappySignals Dashboard Reports Feedback Benchmarks Happy (Demo)

Download 2 Months

Search filters

Follow-up Highlight Idea Infoscreen

Show empty (2943) Grid view

Negative (160) All

1 19h 47m
Our processes are poor, I have real work to do!

3 55m
I was bouncing between internal and external service desks.

1 15m
The solution can't be to always create a new profile when a problem occurs.

1 6h 8m
No real information provided about how what was the problem and when it is going to be solved.

Neutral (60) All

8 1h 20m
Our intranet doesn't support finding information.

8 2h
.

8 1h 20m
Our intranet doesn't support finding information.

8 2h
Good instruction for future.

Positive (181) All

10
The service I received was good, I don't have a negative comment on that.

9 5m
Great support.

9 15m
Please read what I wrote before asking.

10 5m
Excellent service as usual

10 5m
Fast and no mistakes, thanks!

Benchmark view 1/2

- Benchmark view gives you more insight into your data and allows you to compare your company to global results.
- Current benchmark is available for IT Incidents and Requests. More benchmarks will be published as enough feedback has been received.

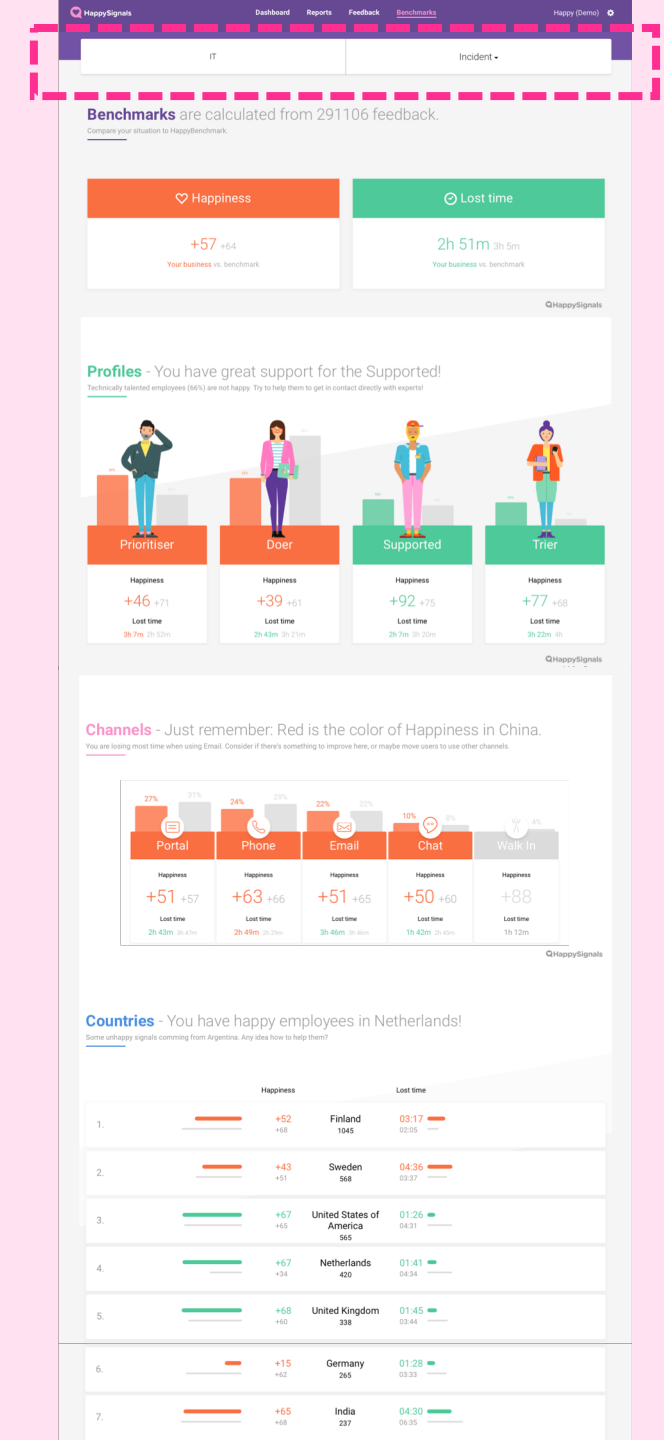
IT

Incident ▾

Incident

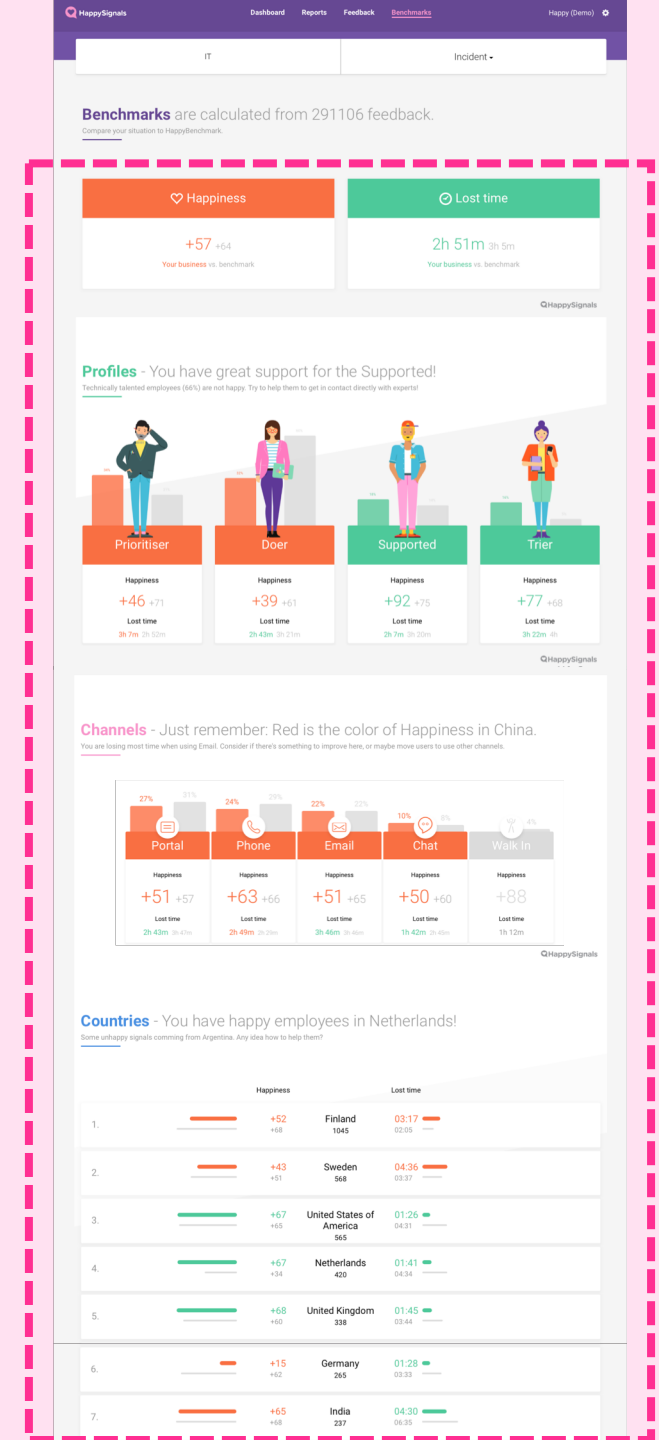
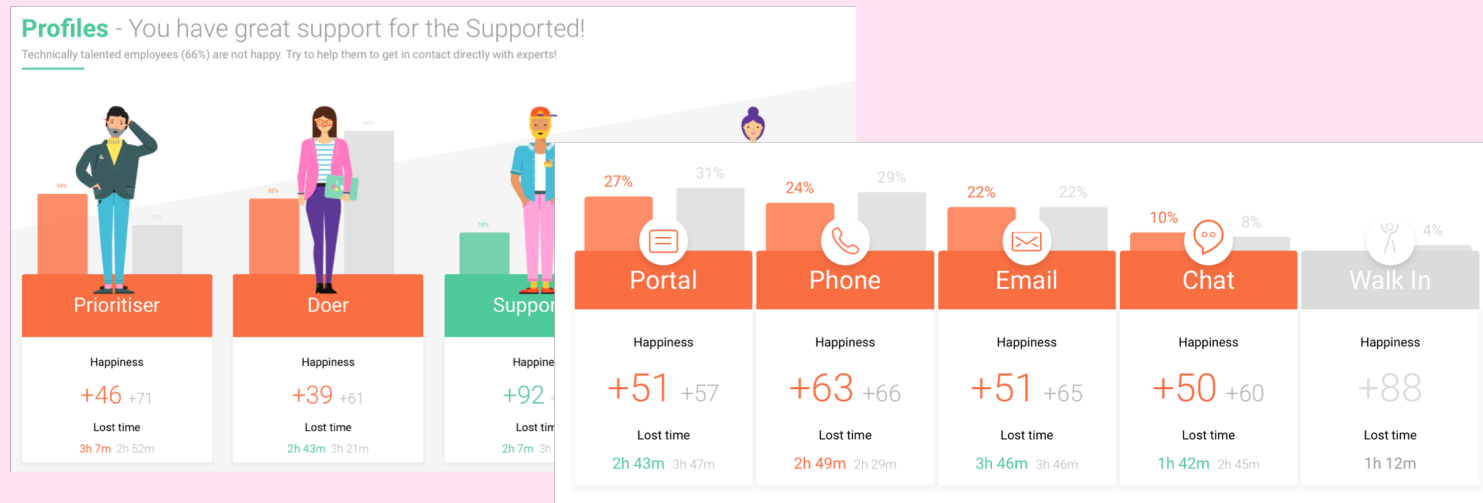
Request

Benchmarks are calculated from 291106 feedback.



Benchmark view 2/2

- The numbers in grey represent the benchmark.
- The colored numbers represent scores of your organization. Green is above benchmark, Red is below.



For more Happiness,
visit our support website at:

<https://support.happysignals.com>

