HappySignals

Analytics User Guide 2019

HappySignals Analytics User Guide
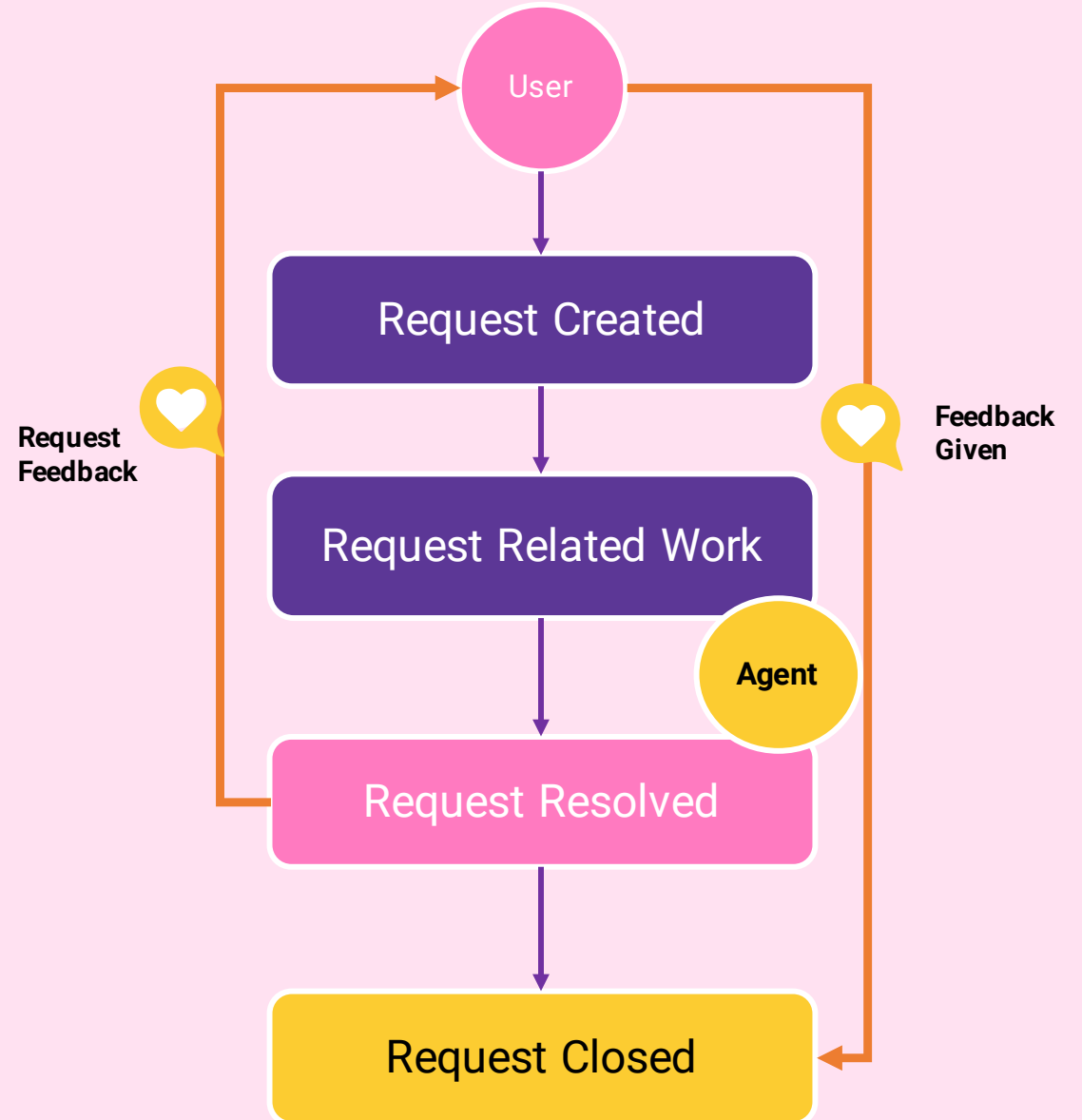
Productivity   Happiness

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:

% positive - % negative = 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.

Score distribution
Average score
8.59
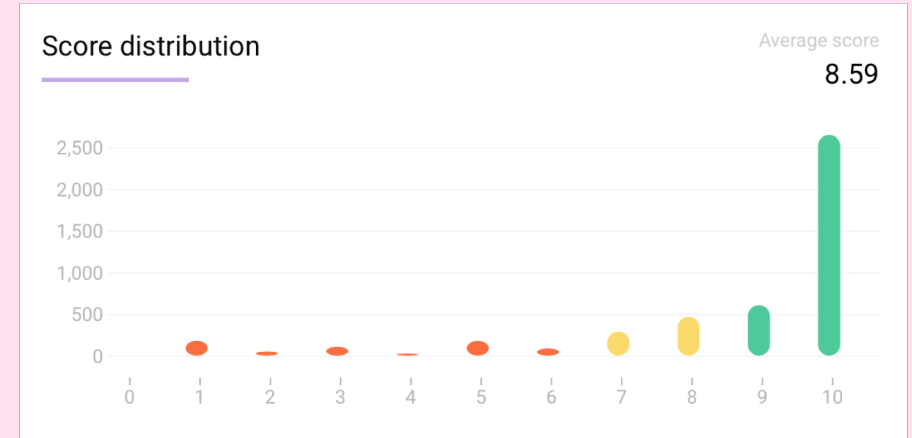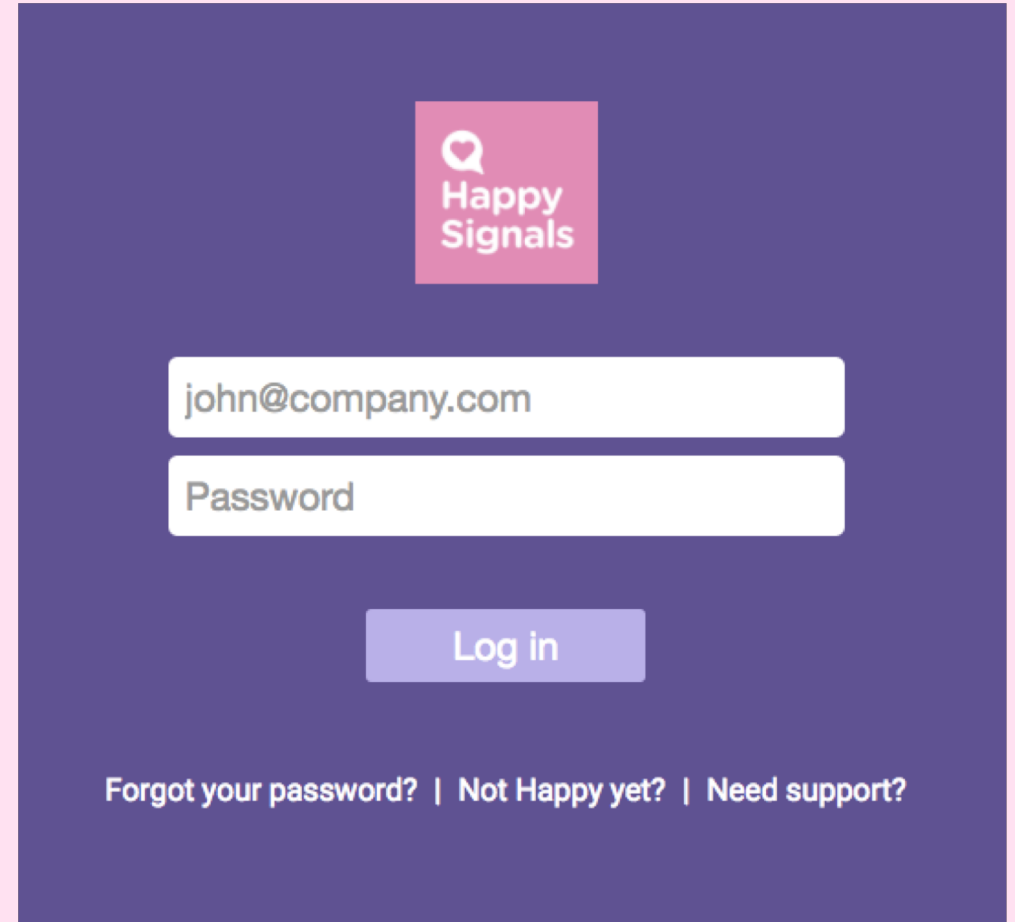
Happiness for 2 months is +57 based on 4636 feedback.

Lost time distribution
Average time 2h 51m
Total amount 4633

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

Login

- Go to <mark>https://<happy_address></mark> 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?"

Navigation

HappySignals | **Dashboard** | Reports | Feedback | Benchmarks | Happy (Demo)
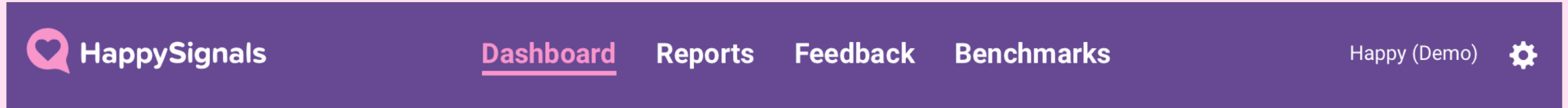
When you login, you will land on Dashboard page.

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.
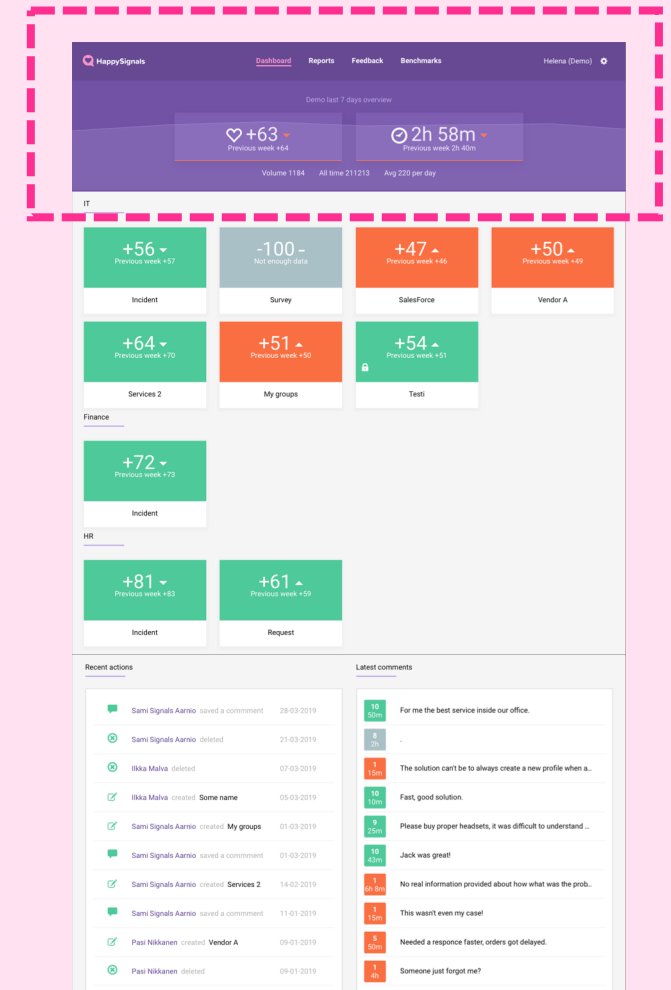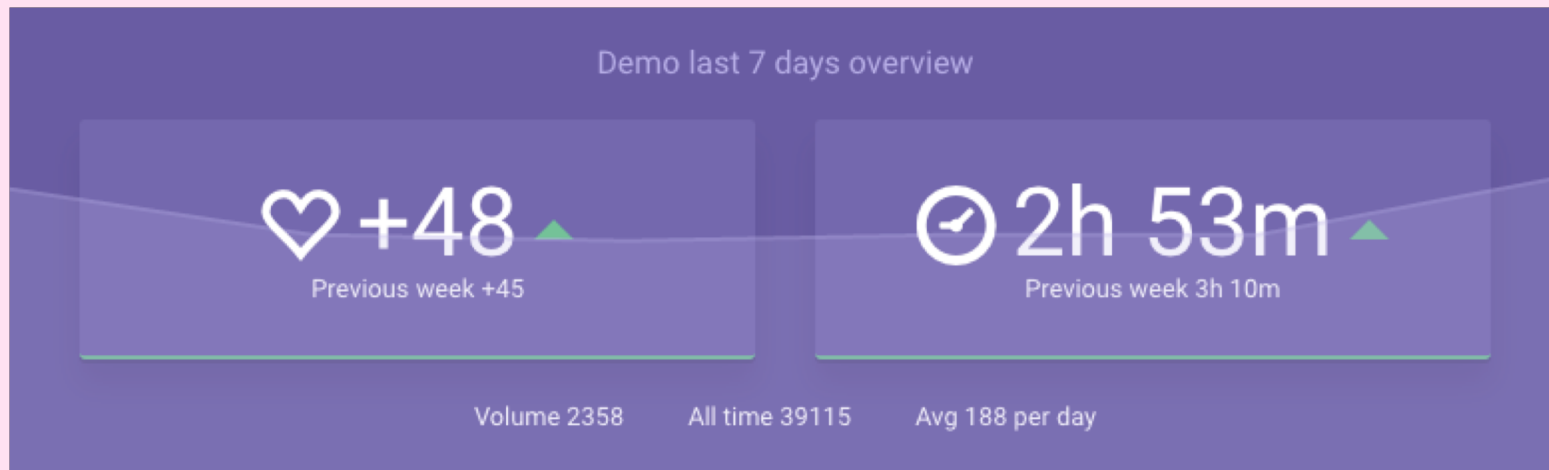
Dashboard view 2/3

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.
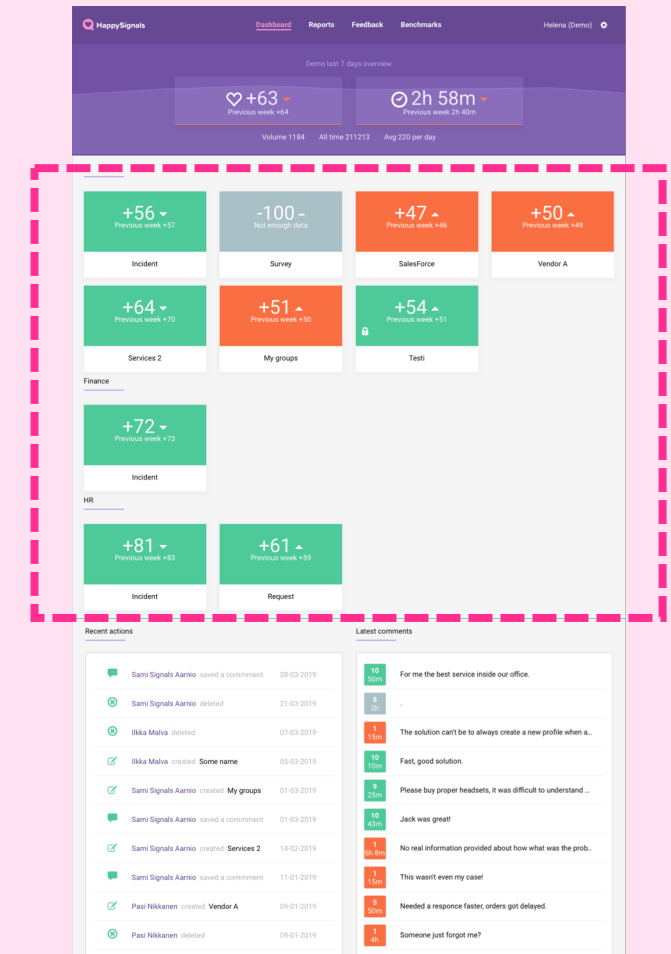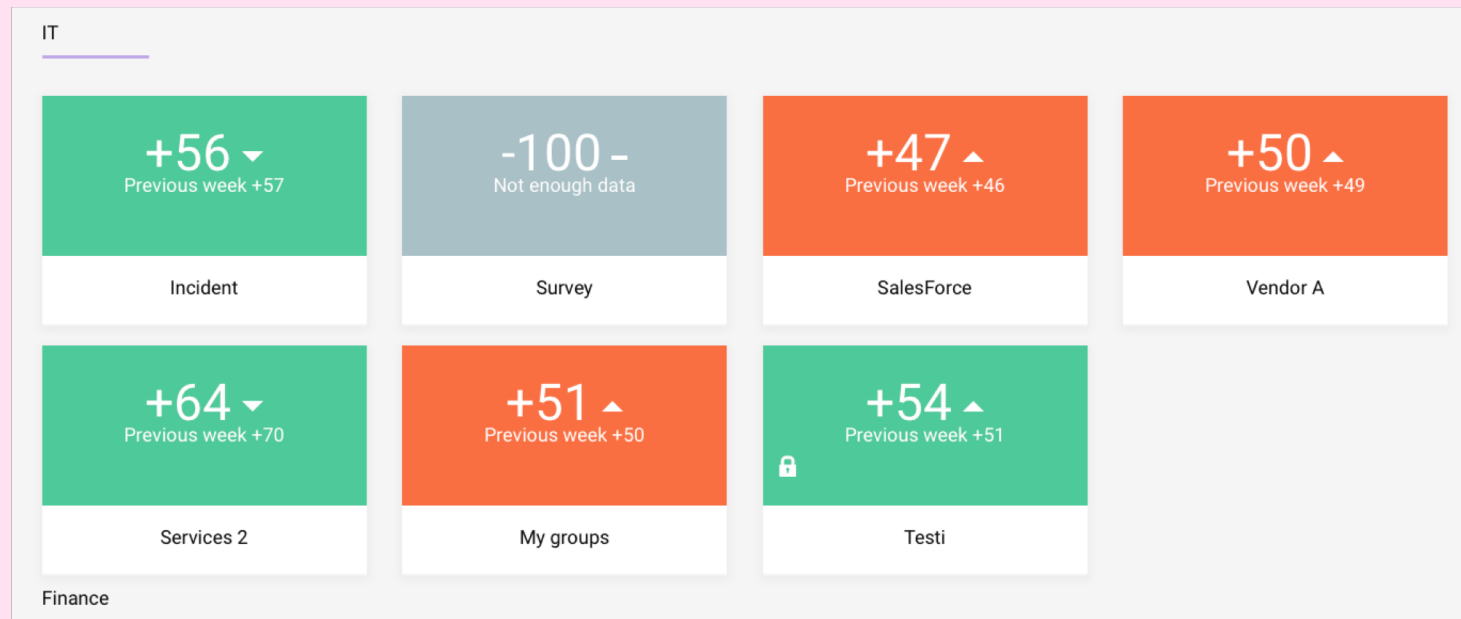
Dashboard view 2/3

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.
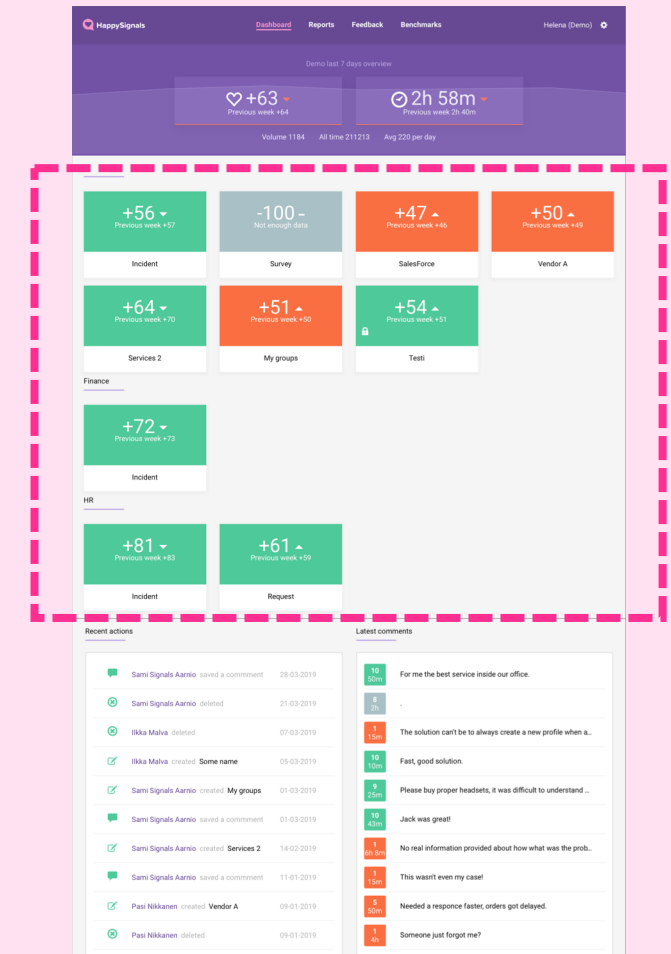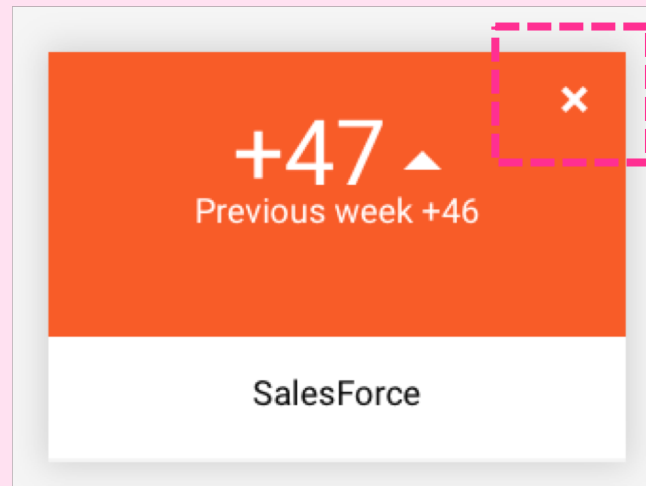
Dashboard view 3/3

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

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.
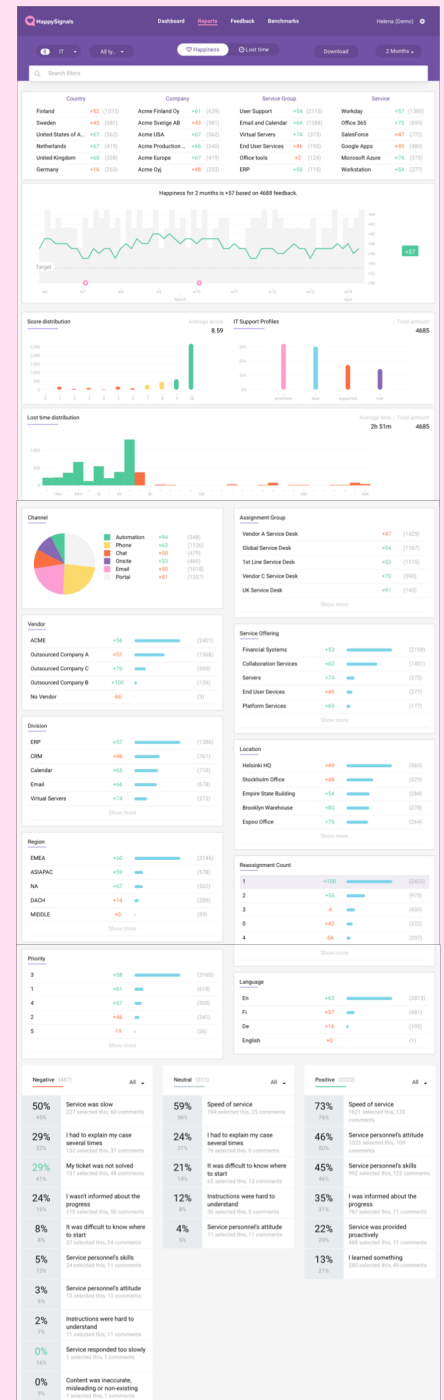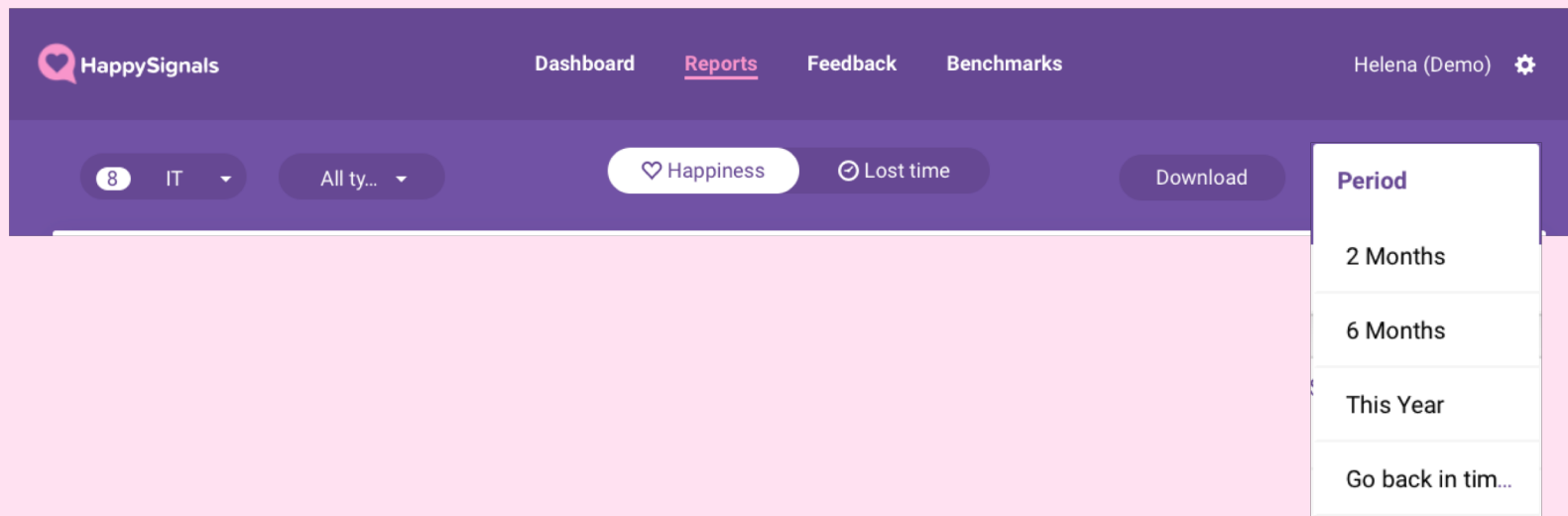
Reports view 1/9

- 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.
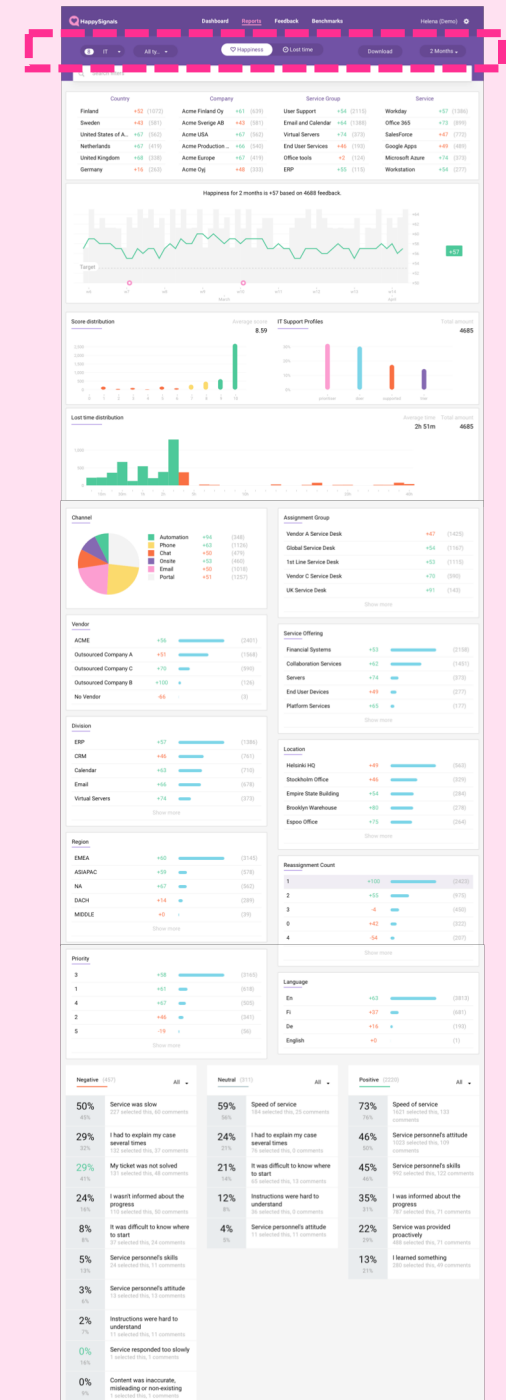
Reports view 1/9

- 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

- In this field you can add search words to narrow down the results visible on Reports view

- You also see all the filters you´ve selected in this field

- You can easily clear all filters by selecting "Clear".
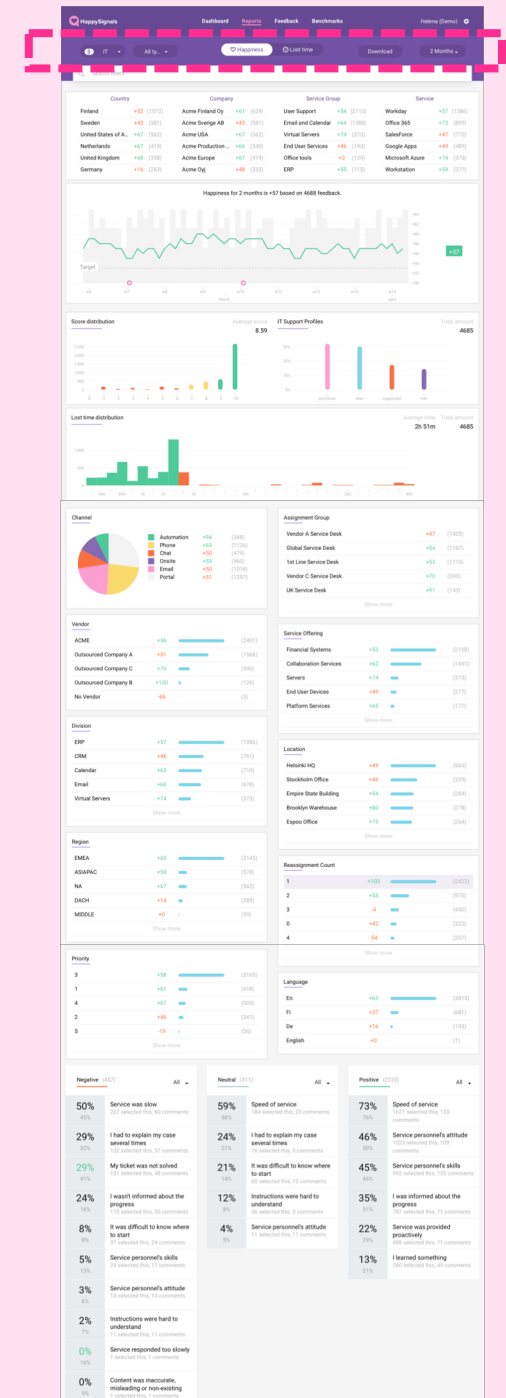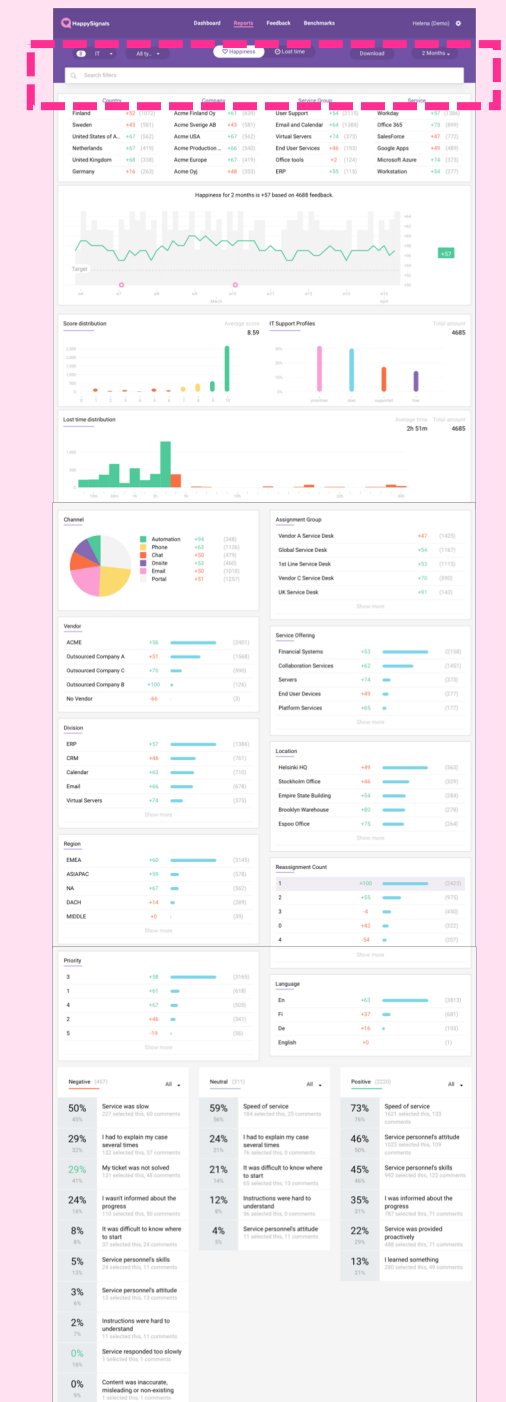
Reports view 2/9

- 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.

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)
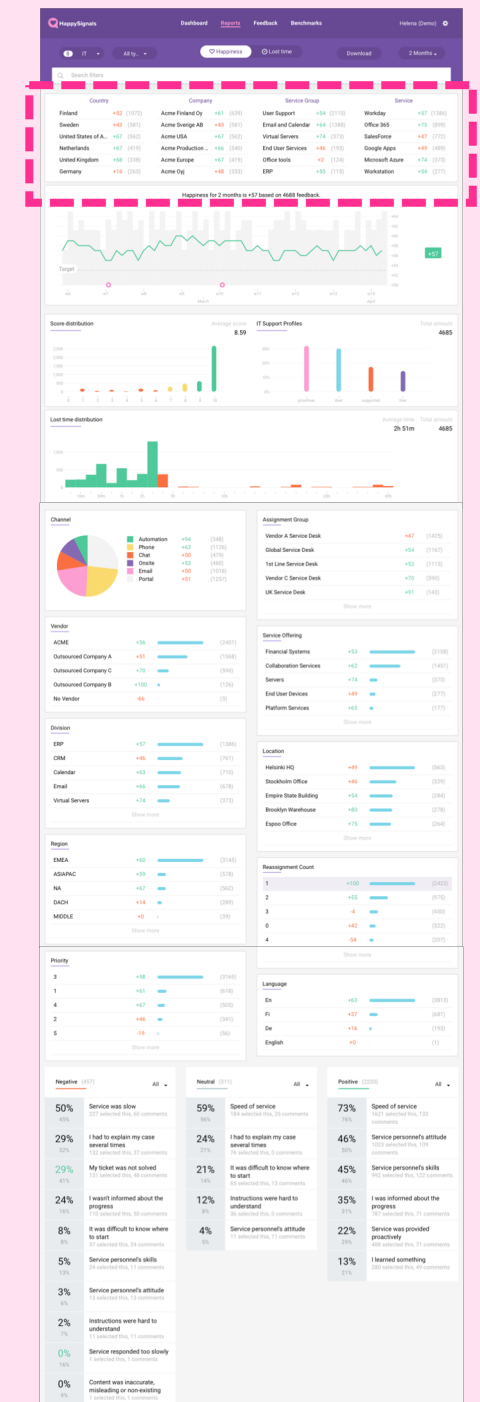
Reports view 4/9

- 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.

Happiness for 2 months is +57 based on 4728 feedback.

Sun Feb 24 2019
Happiness: +60
Volume: 100

+64
+62
+60
+58
+56
+54
Target
+52
+50

w6   w7   w8   w9   w10   w11   w12   w13   w14
March   April
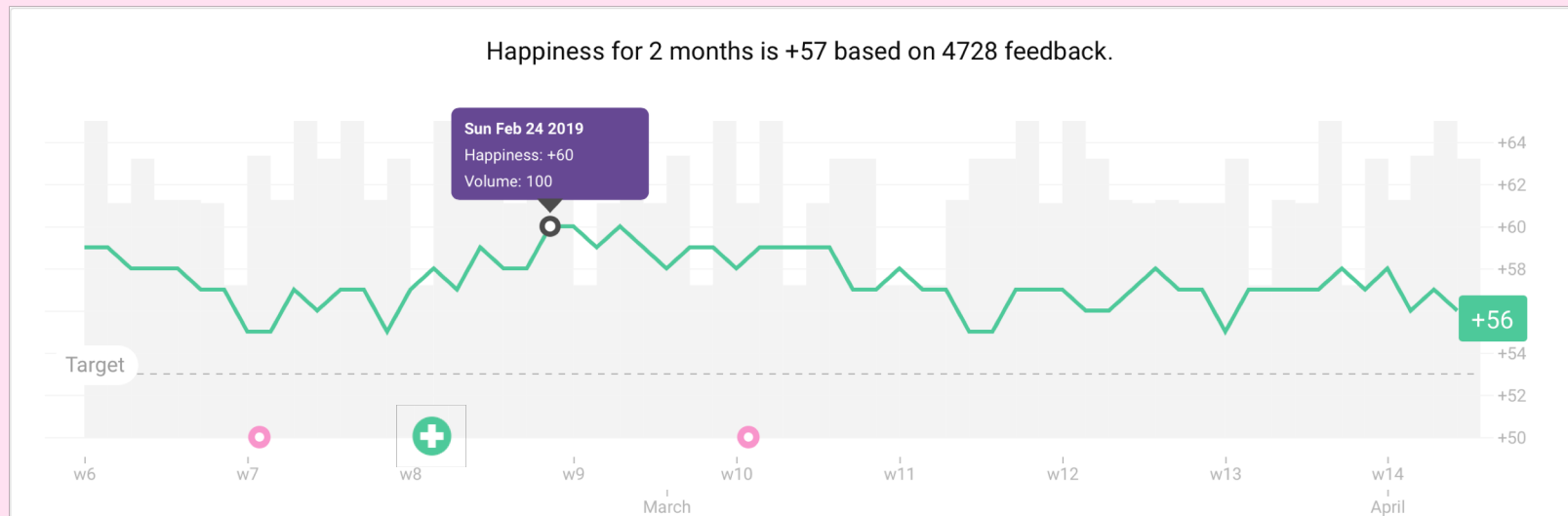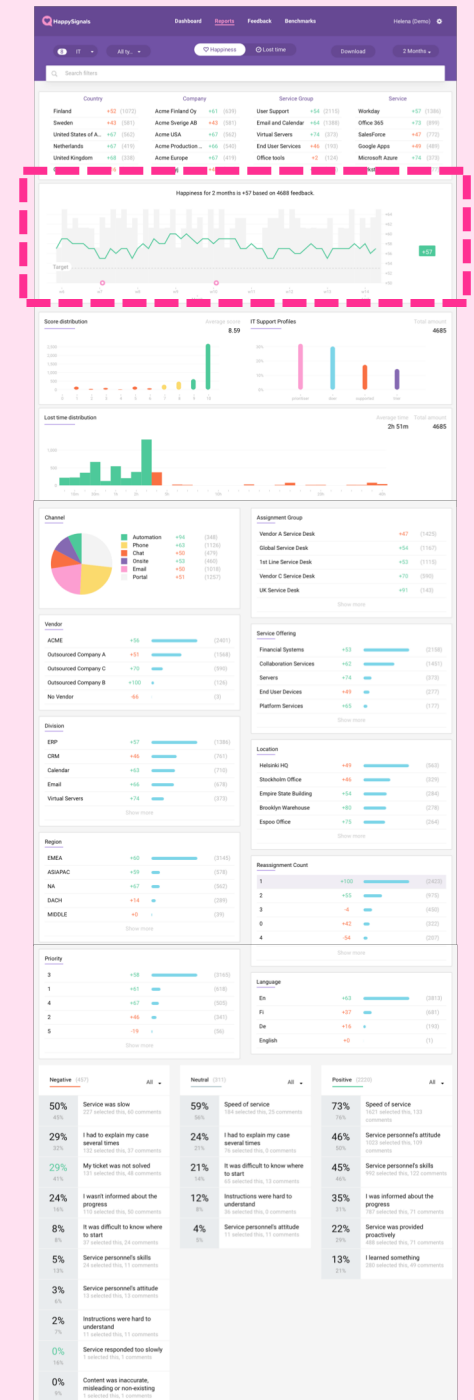
Reports view 5/9

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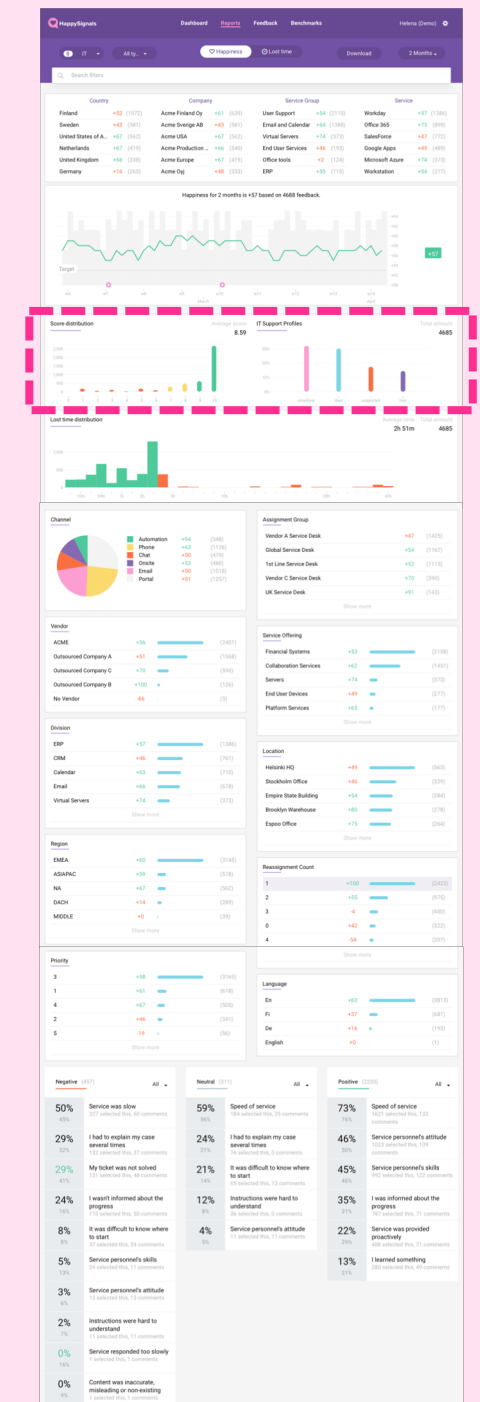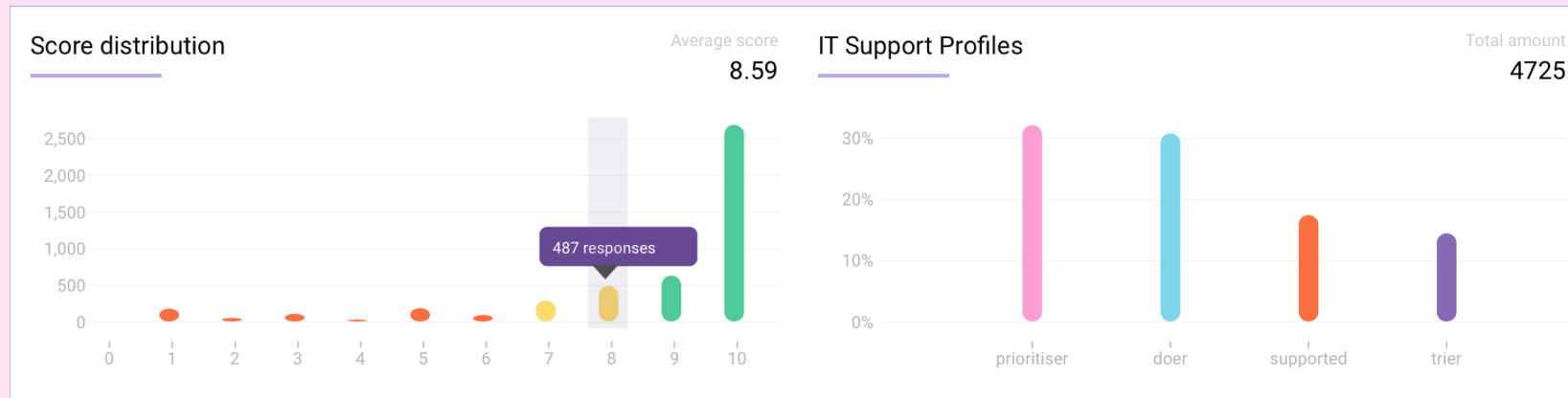
- Here you can find the distribution of how much time respondents have evaluated to have lost.
- You can find more detailed data by hovering on top of the graph.

Lost time distribution

Average time **2h 53m**   Total amount **4725**

528 people (11%) lost up to 1h

1,000

500

0

10m   30m   1h   2h   5h   10h   20h   40h
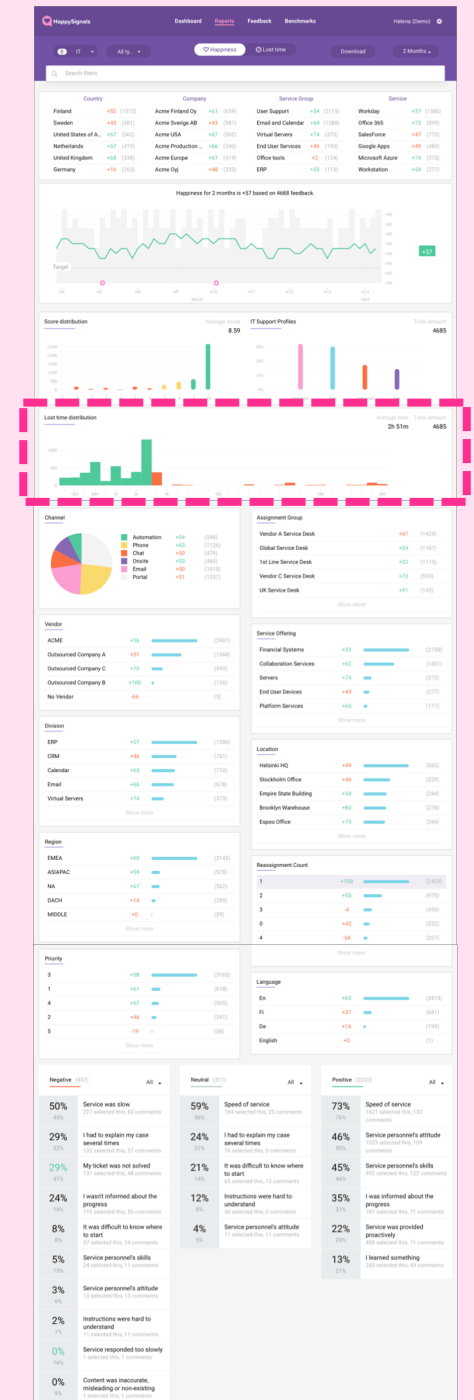
Reports view 7/9

- Here you can see the distribution between different channels.

- Each channel also functions as a filter when selected

Channel

Phone	+63	(1138)
Automation	+94	(360)
Chat	+49	(482)
Onsite	+53	(464)
Email	+50	(1017)
Portal	+51	(1267)
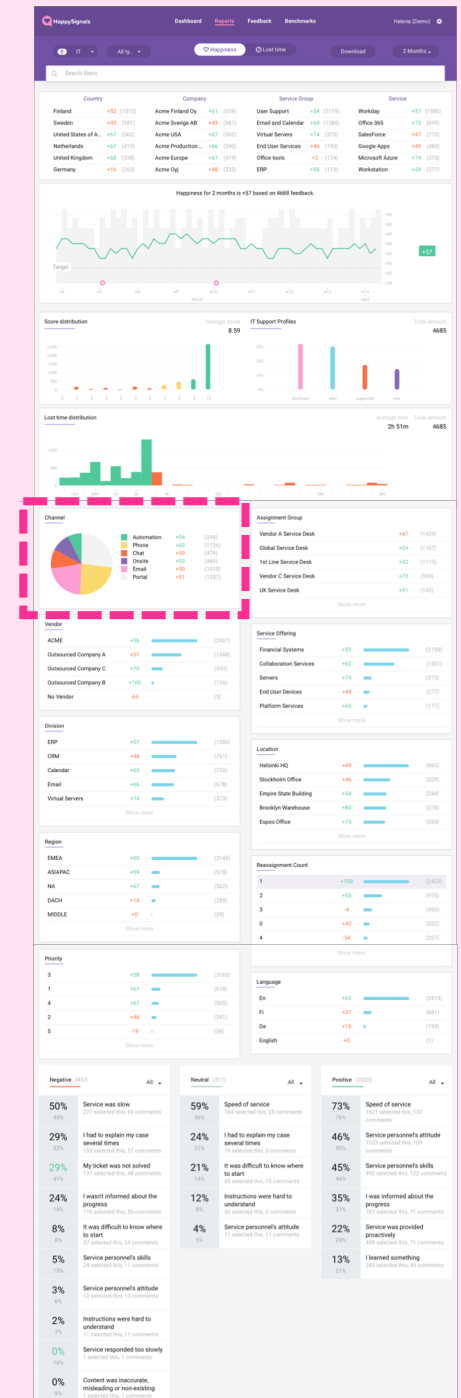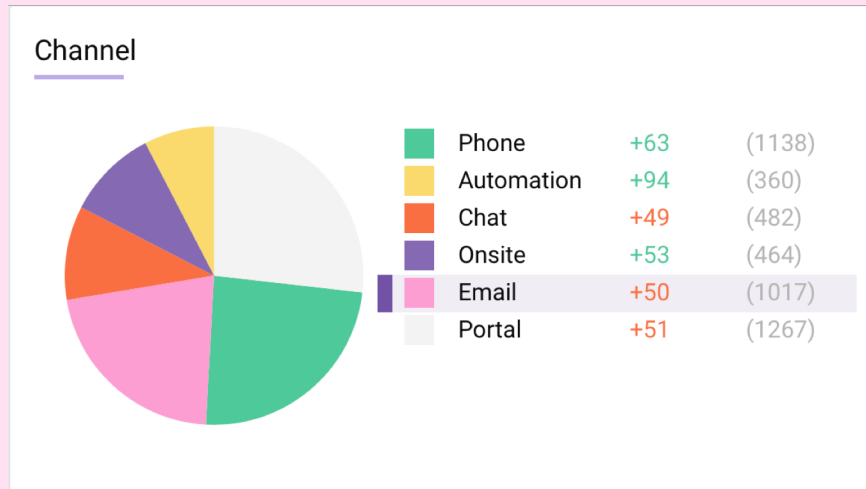
Reports view 8/9

- 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.
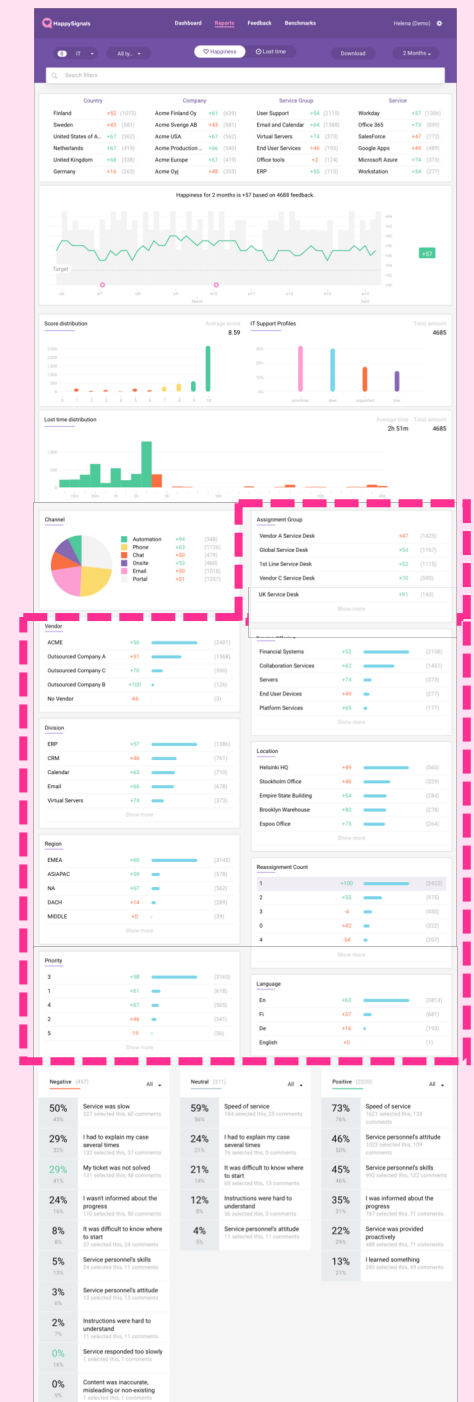
Reports view 9/9
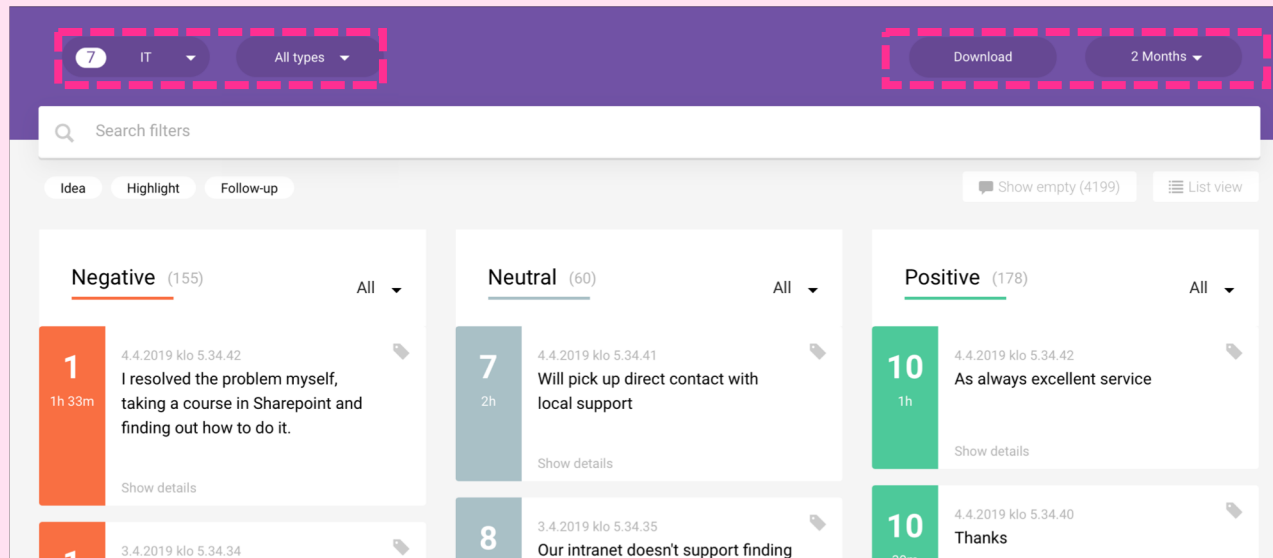
- Here you can find the distribution between negative, neutral and positive factors behind the Happiness Score.

- Percentage values show how often each factor is selected.

- Click on a factor to drill down to related feedback details

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.

Feedback view 2/4

- You can also choose to search feedback with specific search words
- And you can choose to see only tagged feedback.
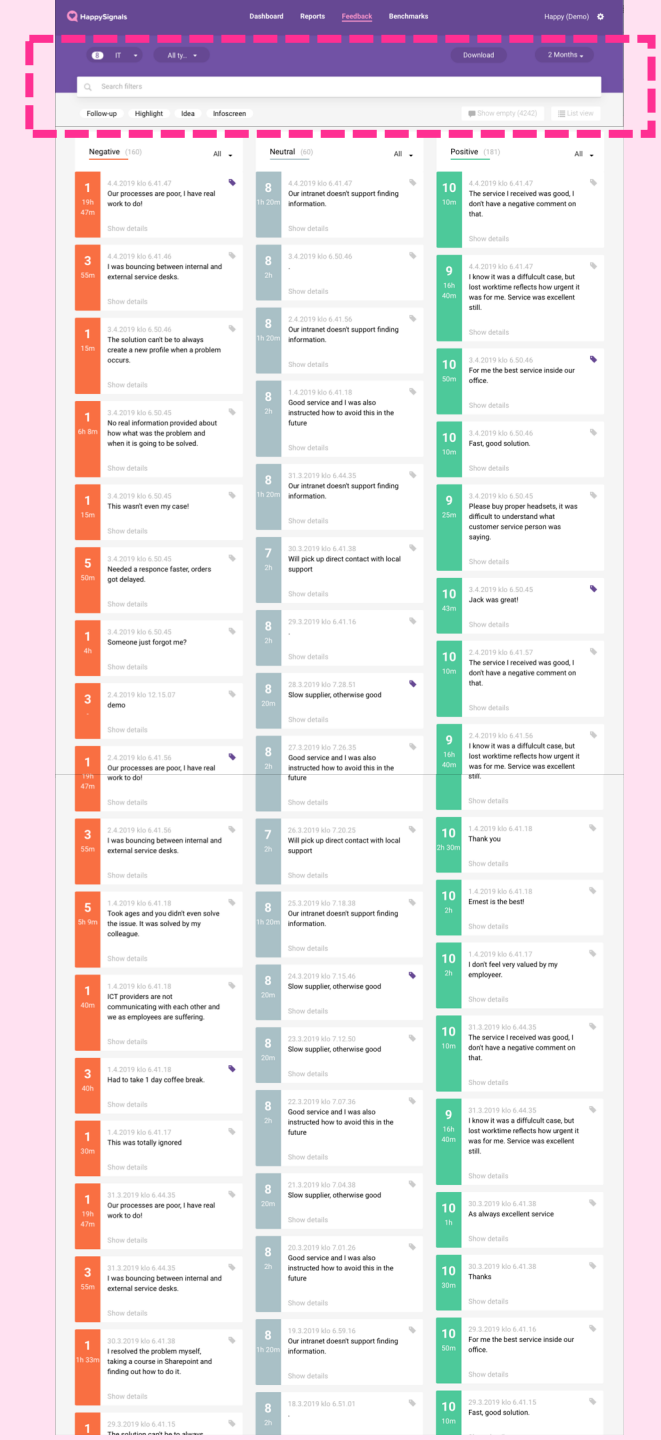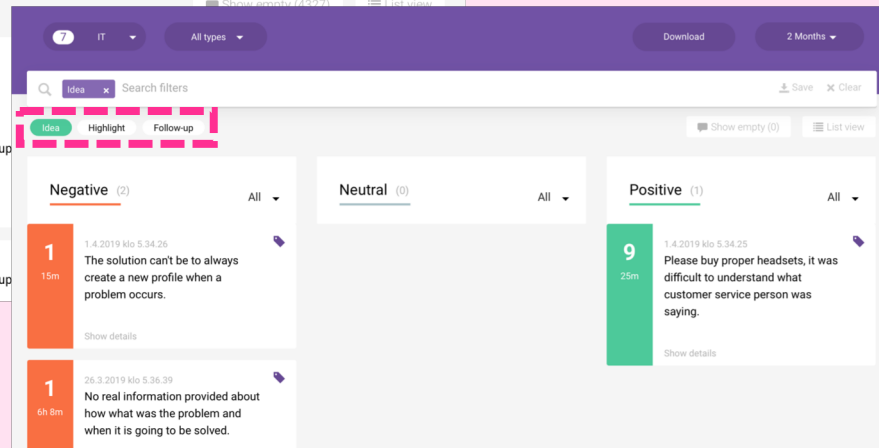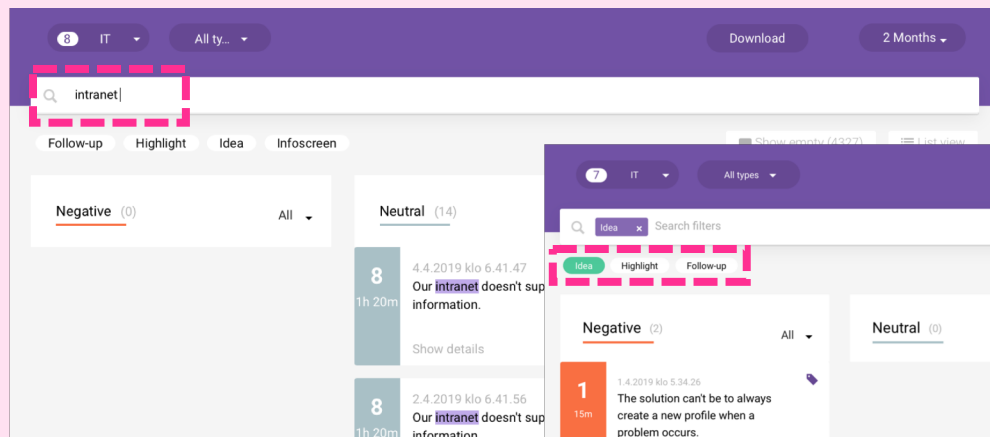
Feedback view 3/4

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

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

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.

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.
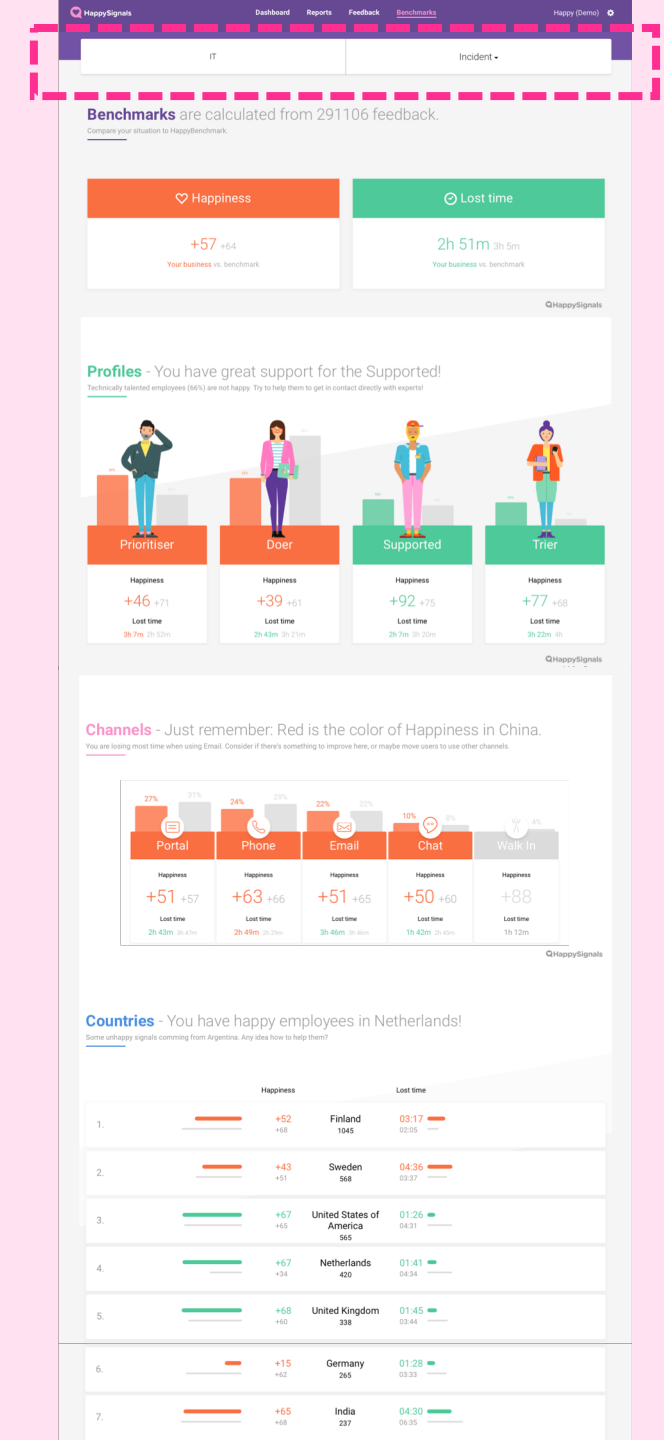
Benchmark view 2/2

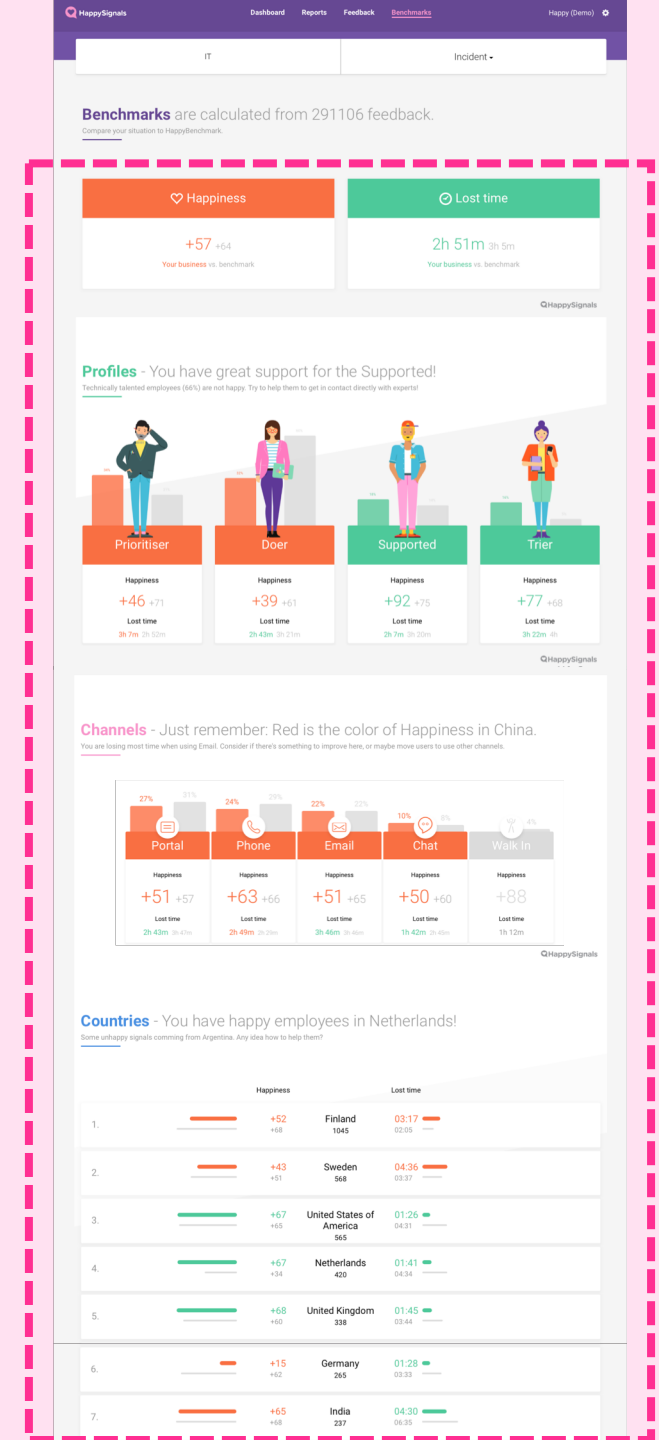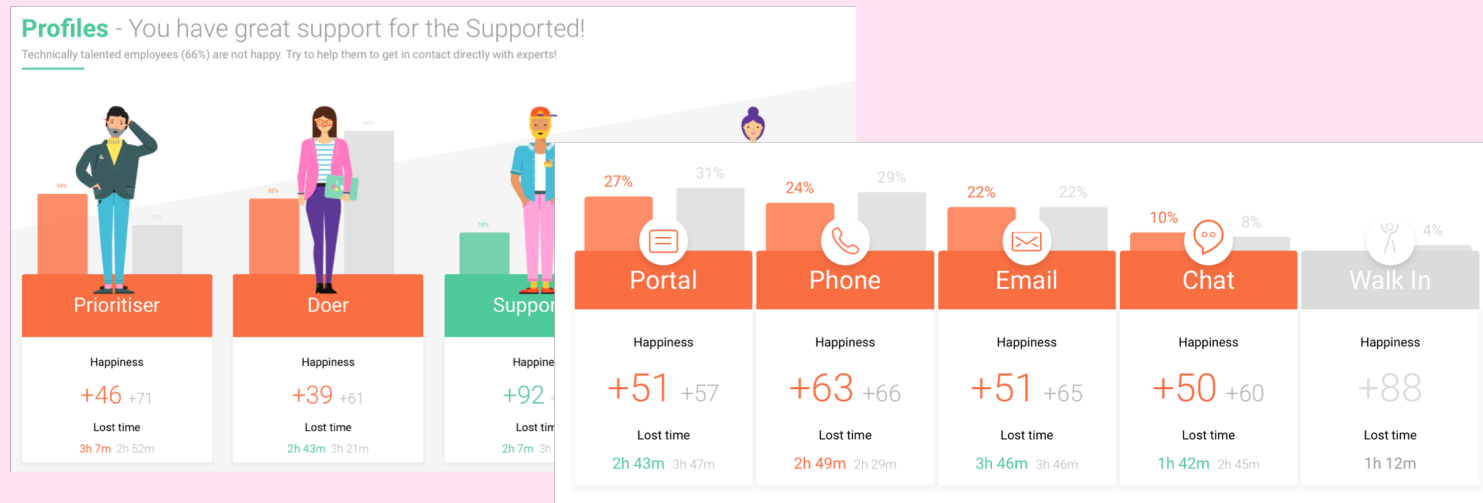- The numbers in grey represent the benchmark.

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

HappySignals

For more Happiness,
visit our support website at:

https://support.happysignals.com