

HelpDesk Ticket Evaluation

Visibility of status

No status to evaluate.

Match

Language a little above Greyshirts knowledge possibly (i.e. tickets, knowledgebase, etc.). Need more descriptions on what things are.

User Control

No home button or no way to get back to home page. When clicking the TR logo, it takes you back to the login page. It should go to the page about tickets and the knowledgebase.

Consistency

Language and icons consistent throughout

Error Prevention

Department section sometimes doesn't work. No way for users to tell if it should drop down.

Recognition

Things are minimized. Maybe a bit too much- need more explanation in places. Like how to do a ticket etc. However the ticket itself is good.

Flexibility

Not customizable- probably due to Fresh Service limitations

Aesthetic

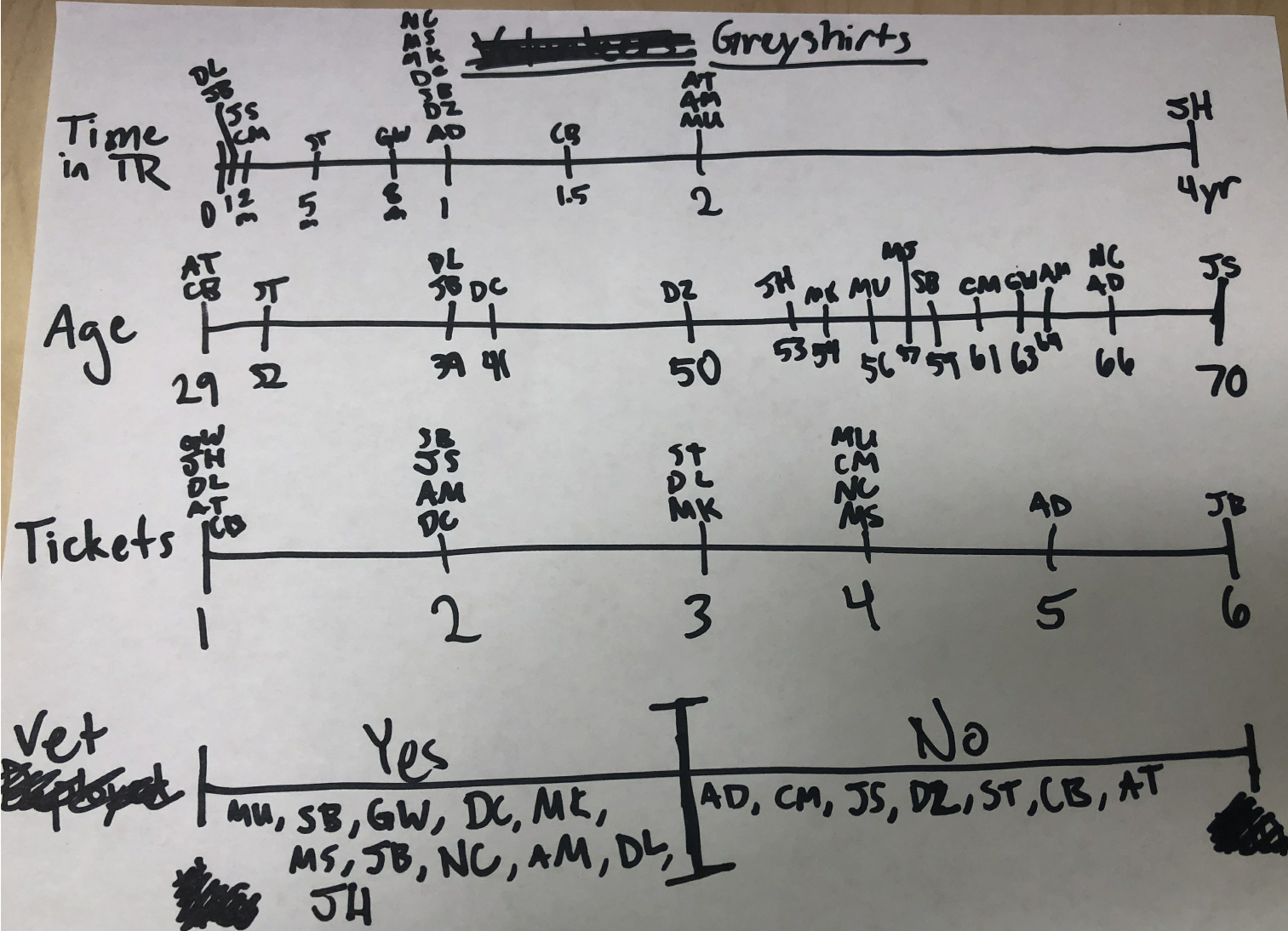
Front page is a bit cluttered. The green bar about Outlook is a bit hard on the eyes. Are the "Location" and "Department" sections of a ticket necessary?

Recover from errors

Error message is clear and understandable.

Help

Possibly explain how help tickets work.



Average Scales:

Age: 0-100

Time: 0-18 months

Tickets: 0-4 tickets

Veteran Status: Percentage

Average Tickets

Overall- 2.7

Volunteers- 2.5

Leaders- 3.5

Average Age

Overall- 51.5

Volunteers- 50.8

Leaders- 54.3

Average Veteran Status

Overall-61%

Volunteers- 1.6

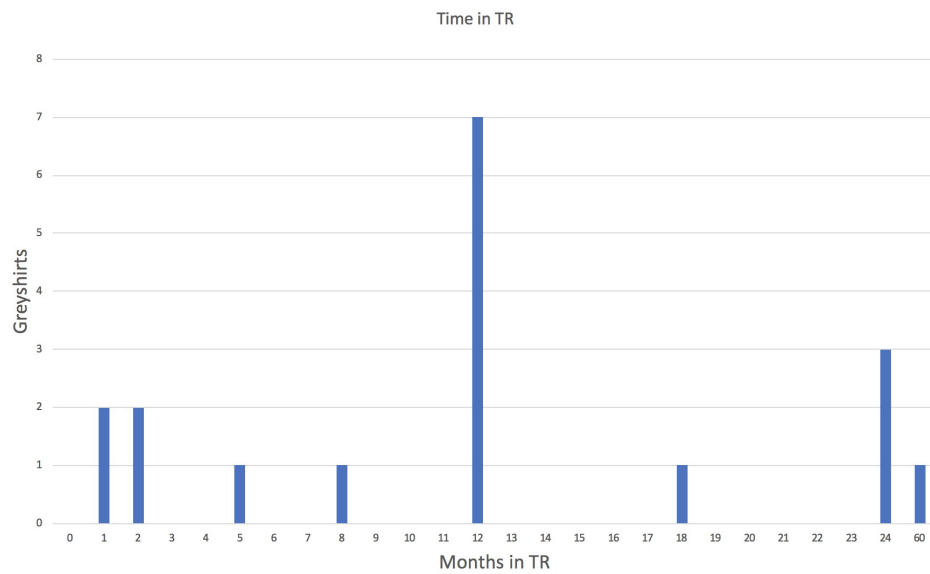
Leaders- 1.5

Average Time in TR

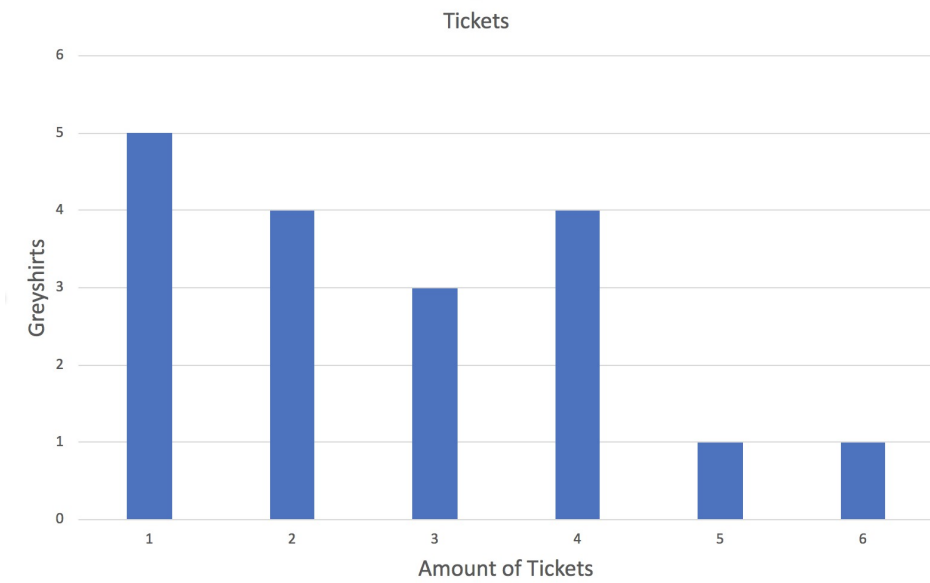
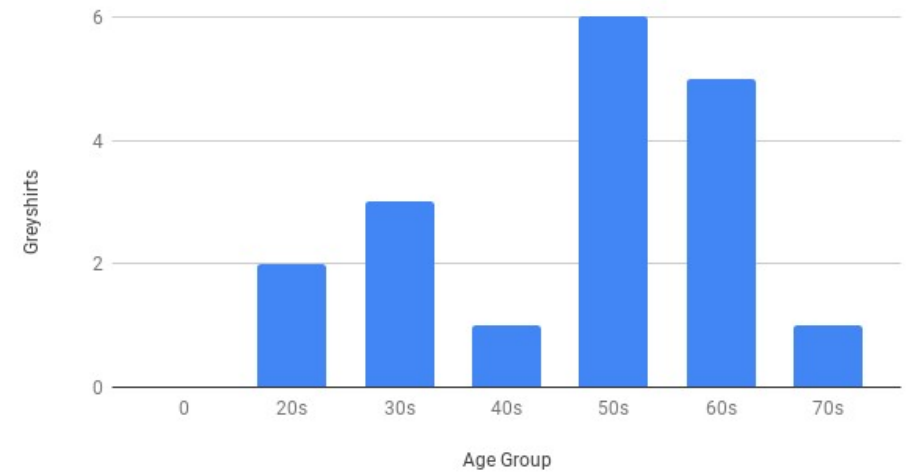
Overall- 12.7

Volunteers- 12.1

Leaders- 18



Greyshirt Ages



Veteran Status

