Number of HCM Transactions Entered Trending Year over Year

Target: N/A
Analysis: Historically high number of transactions in January 2017 related to a clean up for CalPlanning.
Notes: N/A
Sources: HR BAIRS, Transaction Detail (Global View) report by Entry Date
Target: N/A
Analysis: Historically high number of transactions in January 2017 related to a clean up for CalPlanning.
Notes: N/A
Sources: HR BAIRS, Transaction Detail (Global View) report by Entry Date
Average Overall Customer Satisfaction

Target: Average overall customer satisfaction score of 4.5
Analysis: A/A
Other Notes: Score scale is a high of 5 and a low of 1
Source: HDI Customer Satisfaction Index Service UCB CSS HR/APS raw data