

10–14 novembre 2022

YESMILANO

10/14
NOV
22
**MILANO
DIGITAL
WEEK**



UCC

The Voice of the Citizens

Milano Digital Week

10–14 novembre 2022

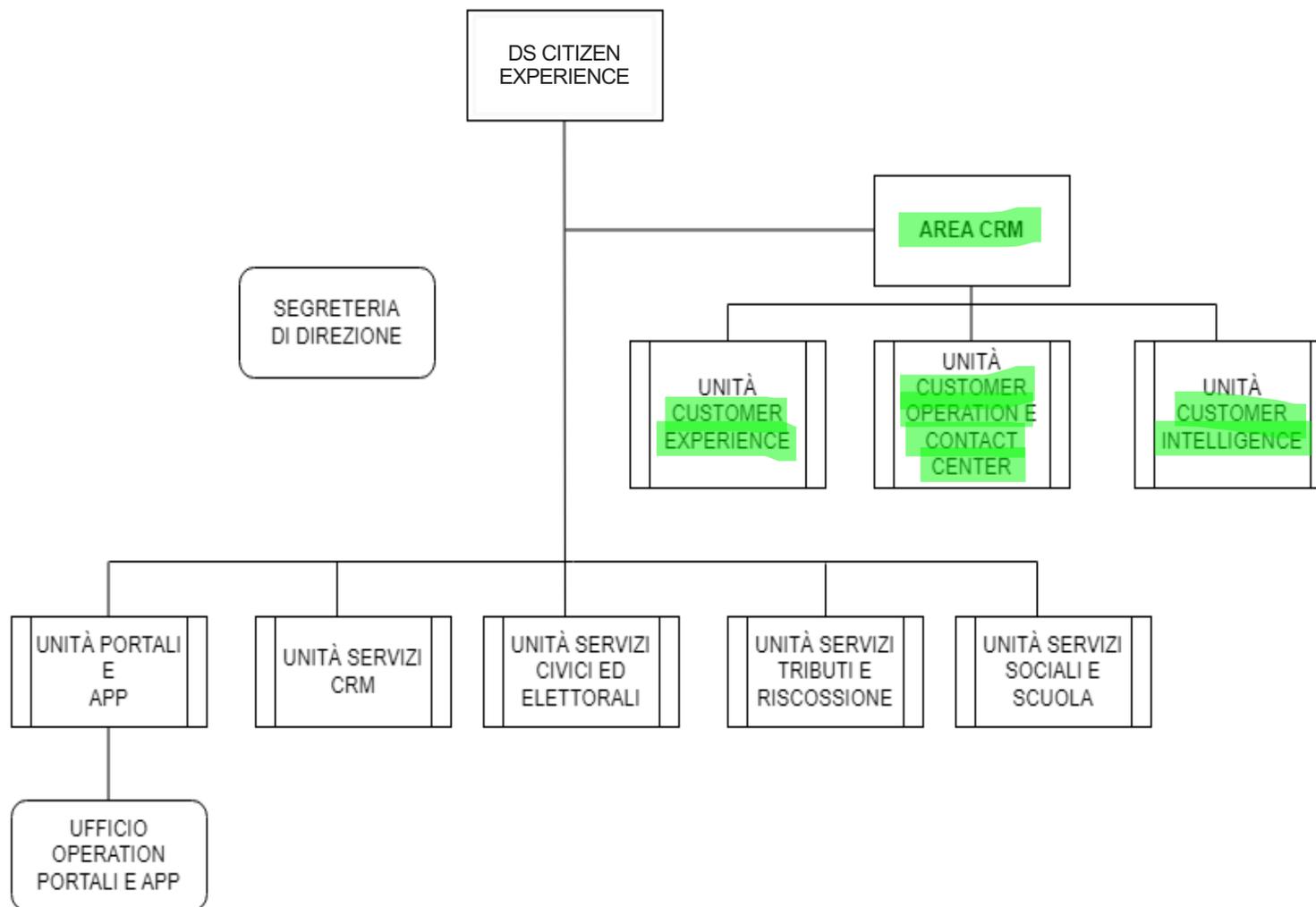
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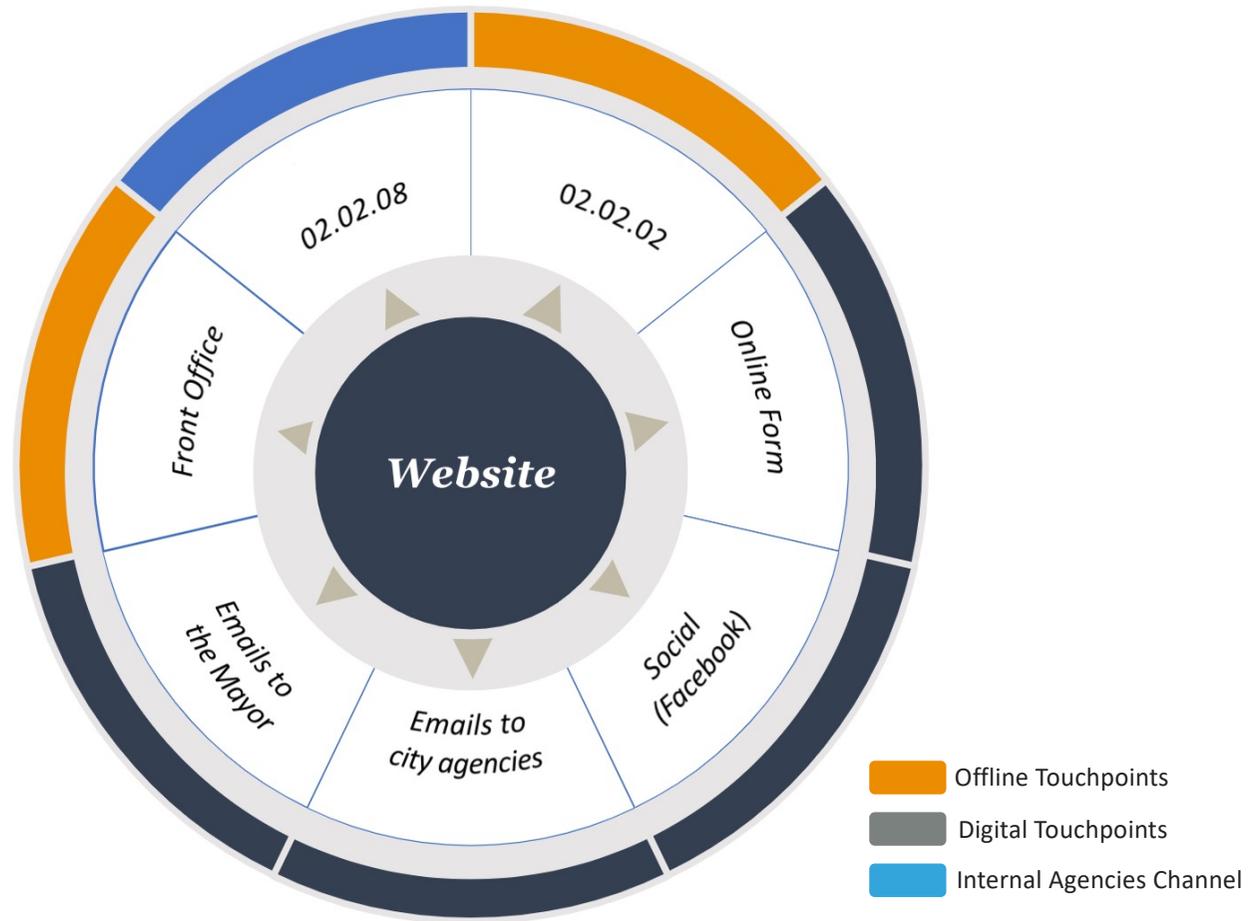
DARIO MANULI

Head of CRM

Milano Digital Week



- 
- 1. Humility**
 - 2. Curiosity**
 - 3. Empathy**





020202

Average Monthly Requests 80,8 k

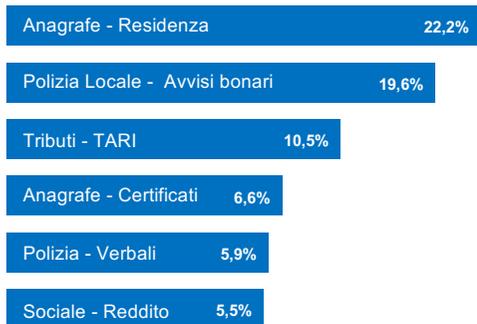
Average Response Time 1,5 min



Online form

Average Monthly Requests 13,08 k

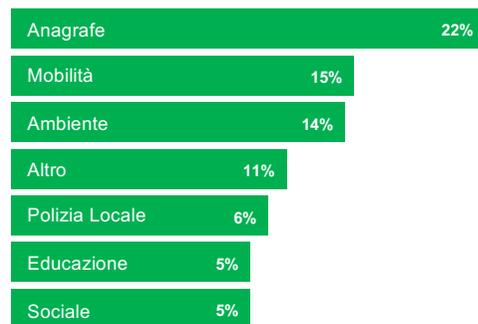
Average Response Time 12 gg



Social

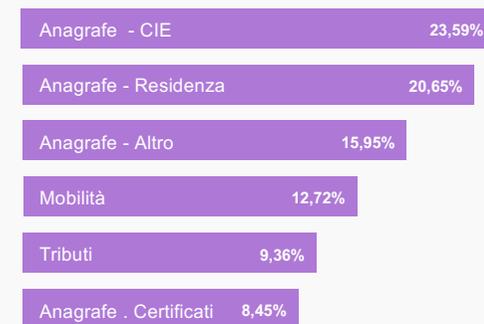
Average Monthly Requests 5,1 k

Average Response Time 1 gg



Chatbot*

Average Monthly Requests 5,3 k





Survey
22



Feedbacks
80.000



Internal Agencies
8

"Book an appointment" - Survey

Grazie per aver utilizzato il nostro servizio di appuntamento. Ti chiediamo di rispondere alle seguenti domande, il tuo feedback ci aiuterà a migliorare la qualità del servizio.

1. È stato facile raggiungere questo servizio?

Per niente Poco Abbastanz Molto

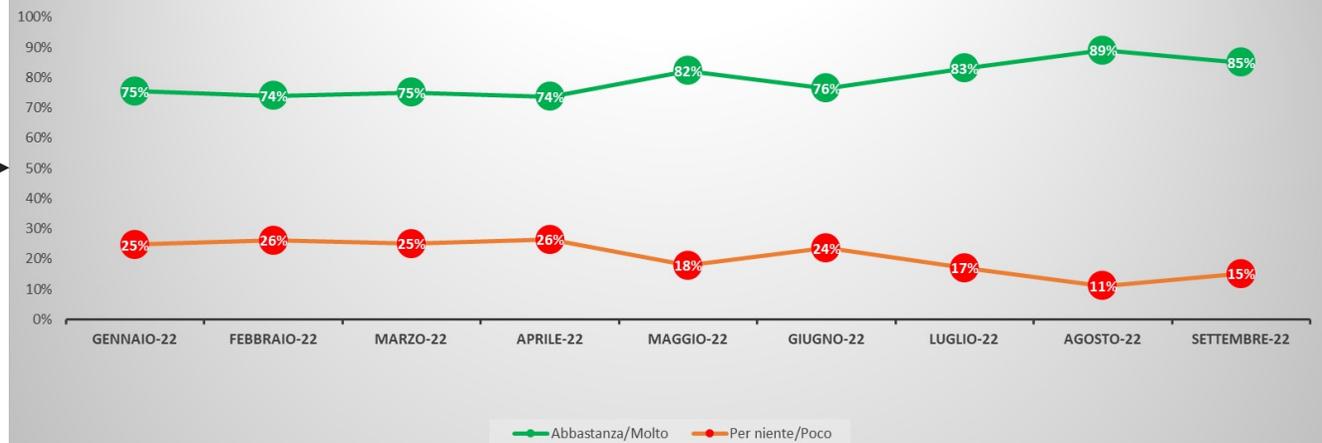
2. Ti è sembrato semplice da usare?

3. Ha facilitato la gestione della tua esigenza?

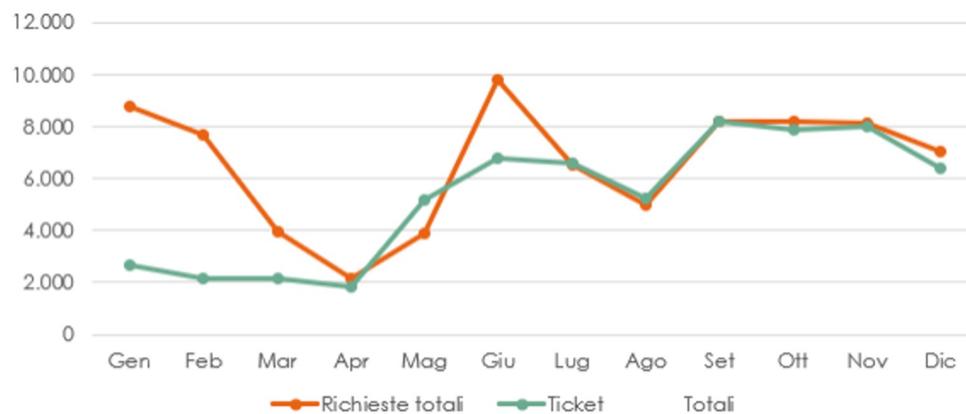
4. Consigliaresti questo servizio online ad altri?

Hai commenti o suggerimenti?

CSAT Index

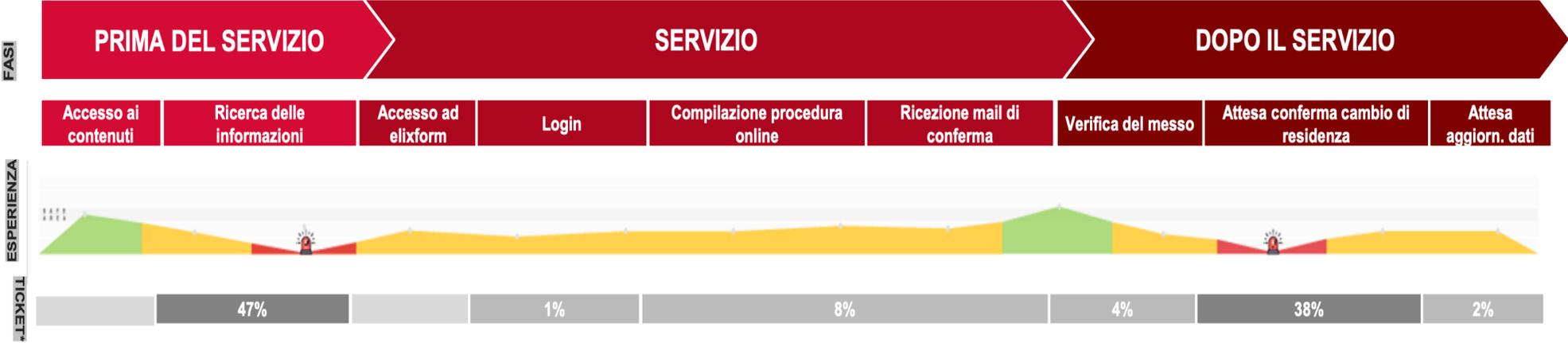


Residency Permits Issues

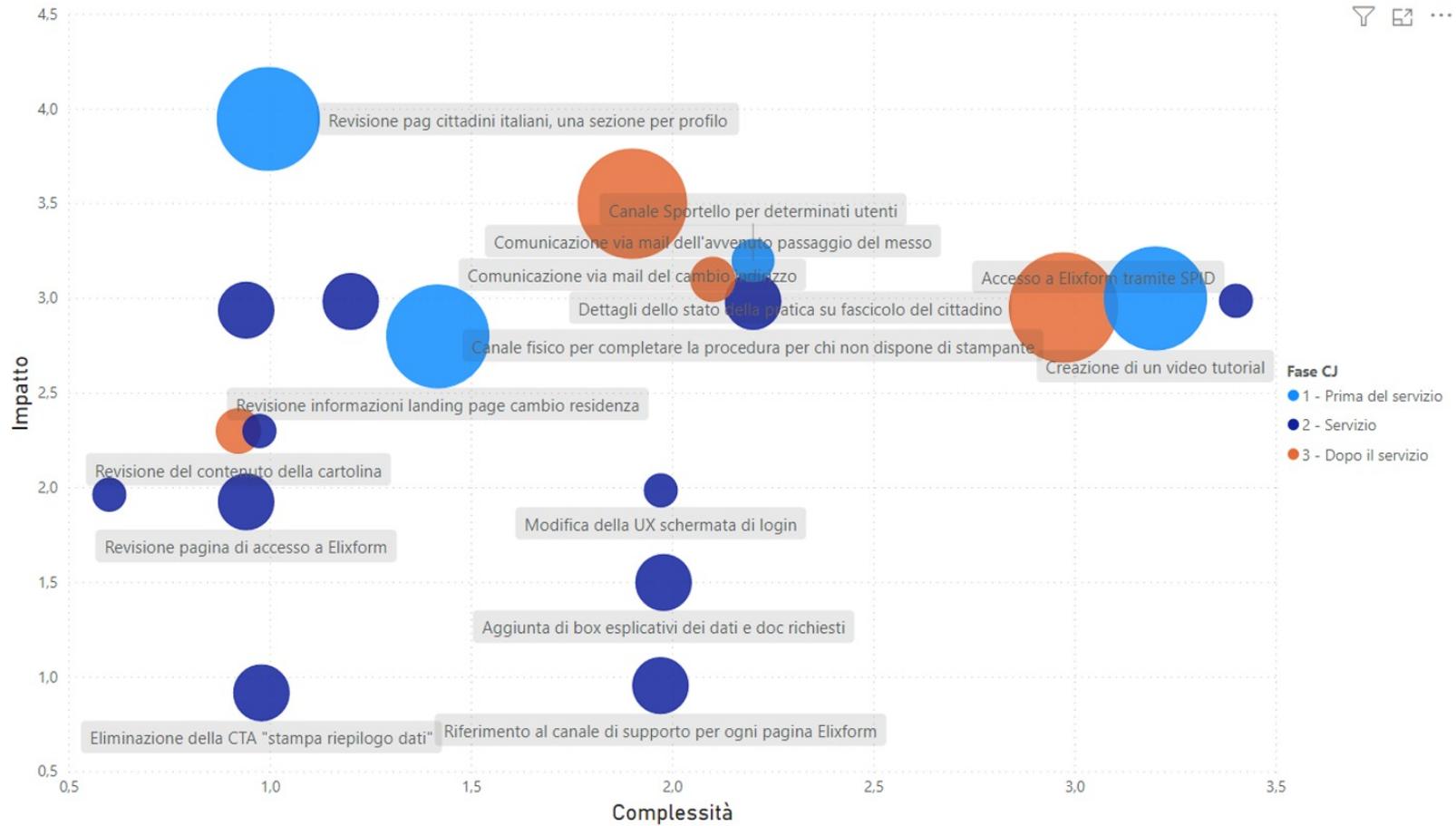


Mese	Richieste online	Richieste da sportello	Richieste totali	% Richieste online	Ticket solo di Assistenza	Ticket Totali	Ticket Ass./Richieste	Ticket Totali/Richieste
Gen	3.268	5.508	8.776	37%	1.970	2.675	22%	30%
Feb	3.199	4.456	7.655	42%	1.623	2.128	21%	28%
Mar	2.461	1.502	3.963	62%	1.734	2.139	44%	54%
Apr	1.789	343	2.132	84%	1.584	1.816	74%	85%
Mag	3.804	85	3.889	98%	4.753	5.201	122%	134%
Giu	9.329	444	9.773	95%	6.251	6.748	64%	69%
Lug	5.849	639	6.488	90%	5.883	6.599	91%	102%
Ago	4.218	740	4.958	85%	4.466	5.261	90%	106%
Set	7.126	1.062	8.188	87%	6.756	8.161	83%	100%
Ott	6.675	1.514	8.189	82%	6.499	7.894	79%	96%
Nov	7.399	734	8.133	91%	5.582	7.969	69%	98%
Dic	6.371	668	7.039	91%	4.318	6.362	61%	90%
TOT	61.488	17.695	79.183	78%	51.419	62.953	65%	80%

Residency Permits Journey Mapping



Residency Permits Solutions Cards



Residency Permits Solutions Prioritization

