

# OOTB Dashboards for Team Leader

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List of out-of-the-box/main dashboards available to Team Leader:

| Object name   | Object details  | Type of object or report   |
|---|---|--|
| Number Of Cases Opened in the Last 7 Days                         | All cases that opened in the last 7 days  | Number   |
| Number Of Cases Processed in the Last 7 Days                      | All cases that opened in the last 7 days and their process started - are not in "Indexing required", "In case", "Creation", "Pre-Ready for processing"  | Number   |
| Current Open QC Tasks (Has a drill report)                        | Number of all open QC Tasks.  | Number   |
| Current Pending Work by Hours to Target Date (Has a drill report) | <p><i>Calculation:</i> Subtracts the target date of all cases that are not in "closing" status from the current date and their target date is not going to be extended, and then distributes the result by an overdue range (time to closure date).</p> <ul style="list-style-type: none"> <li>• More than 8 hours</li> <li>• In the next 4-8 hours</li> <li>• In the next 4 hours</li> <li>• In the next hour</li> <li>• Overdue</li> <li>• No due date</li> </ul> | Bar chart <ul style="list-style-type: none"> <li>• Y-axis: Hours</li> <li>• X-axis: Number of cases</li> </ul>       |
| Aging of Over Due Cases (Has a drill report)                      | <p><i>Calculation:</i> Subtracts the Open Date status from the current date and their target date is not going to be extended, and their target date is passed then distributes the result by an aging range (Now - Open Date).</p> <ul style="list-style-type: none"> <li>• 0-1</li> <li>• 2-5</li> <li>• 6-10</li> <li>• 11-30</li> <li>• 1-2 month (31-60 days)</li> <li>• More than 2 months (more than 60 days)</li> <li>• No due date</li> </ul>              | Bar Chart  |
| Current Open Cases By Status (Has a drill report)                 | Distribution of current open cases by their status  | Pie chart by status.   |
| Last Month Vs Current Month (Has a drill report)                  | Number of open Vs number of closed cases (last month vs this month). Should include sub-group.  | Multi bar<br>2 columns - last month, and this month<br>Divided into two, Open and Closed.<br>* only if not too heavy |
| Current Team Members Workload                                     | Distribution of open cases currently assigned to each Team Member which are not in closing status and their target date is not going to be extended.  | Bar chart<br>Shows the distribution of cases by Team Member. The chart also displays a bar for unassigned cases.     |