View Measurements Dashboards for Operations Manager

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In Cora OpsManager, apart from the main OOTB dashboards, an Operation Manager has access to some additional dashboards to measure the performance based on various factors.

To access measurements dashboards, follow the steps below:

1. On Flowtime, go to Ops Manager Analytics.
2. Select from the drop-down, the Operation Manager Measurements Dashboard.
3. Apply the following filters:
   - Team: The team for which you want to view the dashboard.
   - Date range: The date range (start and end date) the records are to be displayed.
   - Type: The specific Case Type for which records are to be displayed.
4. Click Apply.

Following is the list of Measurement Dashboards available for Operations Manager:

Object name	Object details	Type of object or report
Number Of Cases	Total number of cases received within the selected date range.	Displays number
Daily Average Of Closed Cases	Provides the rate of case closure per day for all cases, with "Closing" status (Closed, Pending Closure), that have been closed within the specified time range. _Calculation_: All cases with any of the "Closing" status, divided by the total number of cases for the selected date range.	Displays number
Number of Queries (Has a drill report) Drill down columns: Case ID, #of Queries, Overall Time In Awaiting Response (Hours), Overall Time In Awaiting Approval (Hours)	Total number of cases that have been opened and sent to query within the date range and had "Awaiting response" or "Awaiting Approval" statuses in their life cycle.	Displays number
Number Of Closed Cases (Has a drill report)	Pie chart that presents the number of cases in the "Closing" status (Rejected, Closed, Pending Closure, and Closed As Spam) within the selected date range.	Pie chart
Number of Closed Cases by Team (Has a drill report)	Distribution of cases with any of the "Closing" statuses (Rejected, Pending Closure, Closed and Closed As Spam) closed within the selected date range divided by Teams.	Bar graph by team. Drill report presents all closed cases for the team.
Overall SLA Compliance Measure (Has a drill report)	For each case that has been closed or is in Pending Closure status within the selected date range, compared between Target Date to the last time that case was in "Pending Closure" status. Excluding Rejected and Closed As Spam cases.	Pie chart displaying total count of cases for all teams, divided to "Met SLA" and "Not Met SLA".
Meeting SLA's By Team	For each case that has been closed or is in Pending closure status within the selected date range, compare between Target Date to the last time that case was in "Pending Closure" status. Excluding Rejected and Closed As Spam cases.	Stack bar graph by team, each bar divided by "Met SLA" and "Not Met SLA".
Accuracy Of Work By Team (Has a drill report)	Number of QC pass cases vs. number of QC fail cases, per team.	Stack bar graph by team, each bar divided by count of cases Pass and Fail.