

View Trends 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 analyze the trends in last one year from the date of fetching the dashboard.

To access trends dashboards, follow the steps below:

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

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

Object name	Object details	Type of object or report
Yearly Case Trend (Has drill report)	Number of open vs closed cases in each month during the last year, for the selected team. (should include sub – groups)	Bar graph; one bar each for open and closed cases, per month X-axis: month Y-axis: number of cases
Yearly Open Cases and their Status	All the cases that have been opened in the last year, per month and aggregate status. <ul style="list-style-type: none"> • Open: Indexing Required, Response Received, Ready for Processing, With SME, SME Responded, and all the rest • Awaiting Response: Awaiting Response, Awaiting approval • On Hold: On hold • Close: Pending Closure, Reject, Closed, Close as Spam • Other: Pre case, Pre Ready, Pre Pending Closure, Pre Main Case Execution 	Bar graph; one bar each for different case status, per month. X-axis: month Y-axis: number of cases
Yearly Met SLA Trend	Number of cases that met the SLA vs. the number of cases that missed the SLA in each month of the last year.	Bar graph; one bar each for Cases that met the SLA, and cases that missed the SLA, per month. X-axis: month Y-axis: number of cases
Yearly Met SLA Trend Line	The percentage of cases that met the SLA in each month of the last year.	Line graph displaying the percentage of cases met the SLA. X-axis: month Y-axis: percentage