

View Measurements Dashboards for Team Leader

Last Modified on 09/09/2019 10:47 am EDT

In Cora OpsManager, apart from the main OOTB dashboards, a Team Leader has access to some additional dashboards to measure the case performance on the basis of various different factors.

To access measurements dashboards, follow the steps below:

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

Following is the list of Measurement Dashboards available for Team Leader:

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 been closed within the specified time range. <i>Calculation:</i> 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, #Waiting 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 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 pending closure status (Rejected, As Spam) within the selected date range.	Pie chart
Number of Closed Cases by Team members (Has a drill report)	Distribution of cases with any of the "Closing" statuses (Rejected, pending closure, closed and closed As Spam) divided within the selected date range by team members.	Bar graph by team Drill report presents all closed cases for the team member.
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, compare the time case was in "Pending Closure" status, excluding Rejected and Closed As Spam cases.	Pie chart displaying total count of cases for all team members, divided to "Met SLA" and "Not Met SLA".
Meeting SLA's By Team Member	For each case that has been closed or is in pending closure status within the selected date range, compare the time case was in "Pending Closure" status, excluding Rejected and Closed As Spam cases.	Stack bar graph by team member, each bar divided by "Met SLA" and "Not Met SLA".
Average Handling Time By Team By Hours	For each case that have been closed or in pending closure status within the selected date range, calculate the last date of pending closure status minus case creation date and divide by total of cases in "Closing" status within the selected dates. Excluding Rejected and Closed As Spam cases.	Bar graph divided by team member, and its average case processing time.

Object name	Object details	Type of object or report
Cases by Priority (Has a drill report)	Cases that have been opened within the selected date range for the selected team, divided by priority.	Pie chart