

# View Trends Dashboards for Team Leader

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In Cora OpsManager, apart from the main OOTB dashboards, a Team Leader has access to some additional dashboards to analyze the Case trends in the last one year from the day when the dashboard is fetched.

To access trends dashboards, follow the steps below:

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

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

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 teams (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"> <li>• Open: Indexing Required, Response Received, Ready for Processing, With SME, SME Responded, and all the rest</li> <li>• Awaiting Response: Awaiting Response, Awaiting approval</li> <li>• On Hold: On hold</li> <li>• Close: Pending Closure, Reject, Close as Spam</li> <li>• Other: Pre case, Pre Ready, Pre Pending Closure</li> </ul>	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. (should include sub-group)	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