

# BOSS811

## Dashboards, Reporting & Analytics



### BOSS811 Dashboard, Reporting & Analytics

BOSS811 has a comprehensive reporting capability that allows for you to analyze patterns and trends that affect the performance of your 811 ticket handling and enables you to make more informed decisions for improving efficiency. Reporting capabilities include a comprehensive array of standard reports and charts, and the customizable widgets allow Dashboards to be changed to meet the needs of all users of the system. BOSS811 can provide real-time access to data and analytics to stay compliant, avoid penalties and improve accountability & efficiency.

#### BOSS811 Dashboard, Reporting & Analytics Benefits

##### Informed Decisions for Improving Efficiency

The comprehensive reporting capability allows you to analyze performance and enables you to make more informed decisions for improving efficiency.

##### Dashboard and Reports Configurable For Individual Needs

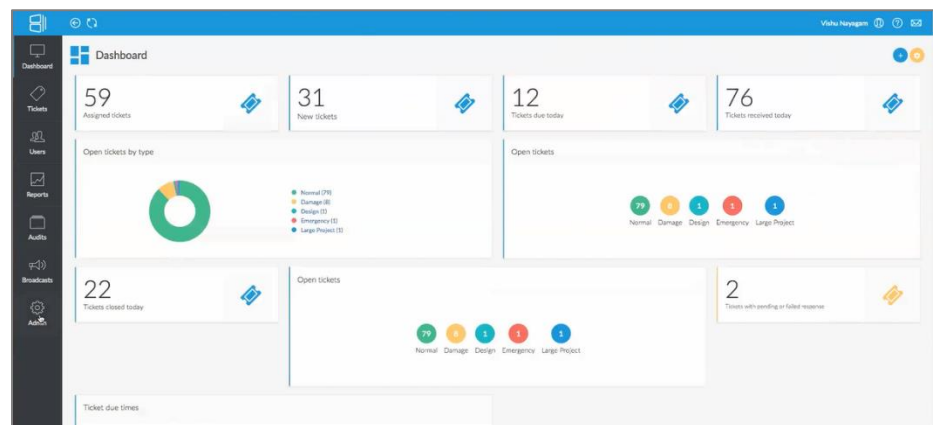
Flexibility in configuration of reporting capabilities provide management with the necessary tools and metrics to meet objectives and business needs

##### Advanced Analytical Capabilities

BOSS811 can provide real-time access to data and analytics to avoid penalties and improve accountability & efficiency.

#### CUSTOMIZABLE DASHBOARD & WIDGETS

The Dashboard is customizable for each user and displayed on log in. Widgets can be selected and arranged as required on the screen. All widgets and reports have an auto refresh capability and the refresh rate can be selected from a wide range of options. Key performance indicators can be shown to track efficiency and assists in service improvement initiatives and facilitates informed decision making.



#### LARGE NUMBER OF PRE-DEFINED WIDGETS

A large number pre-defined widgets are available including those to display single valued counts, pie charts and simple grid reports, and many of widgets are interactive. All dashboard widgets have a drill down capability to display all the underlying data at a click of a button.

