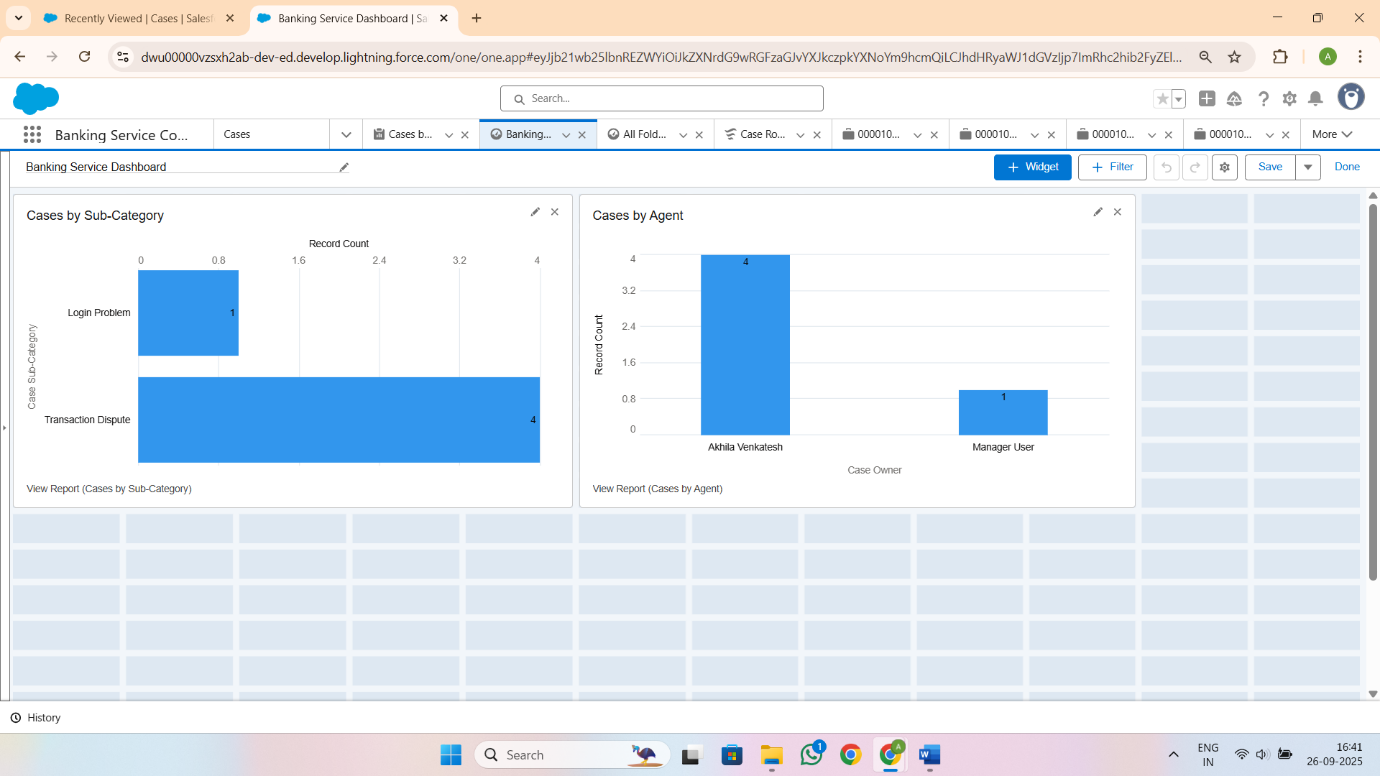
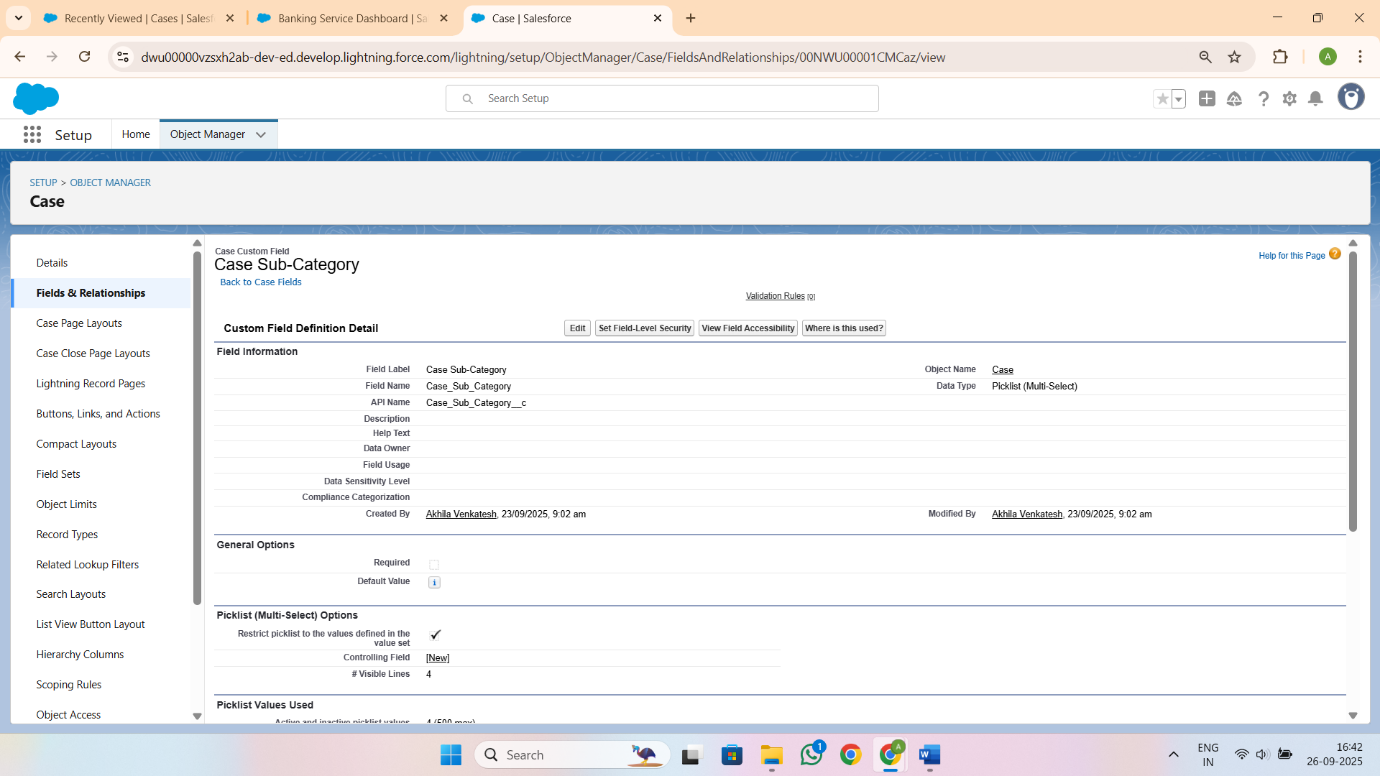
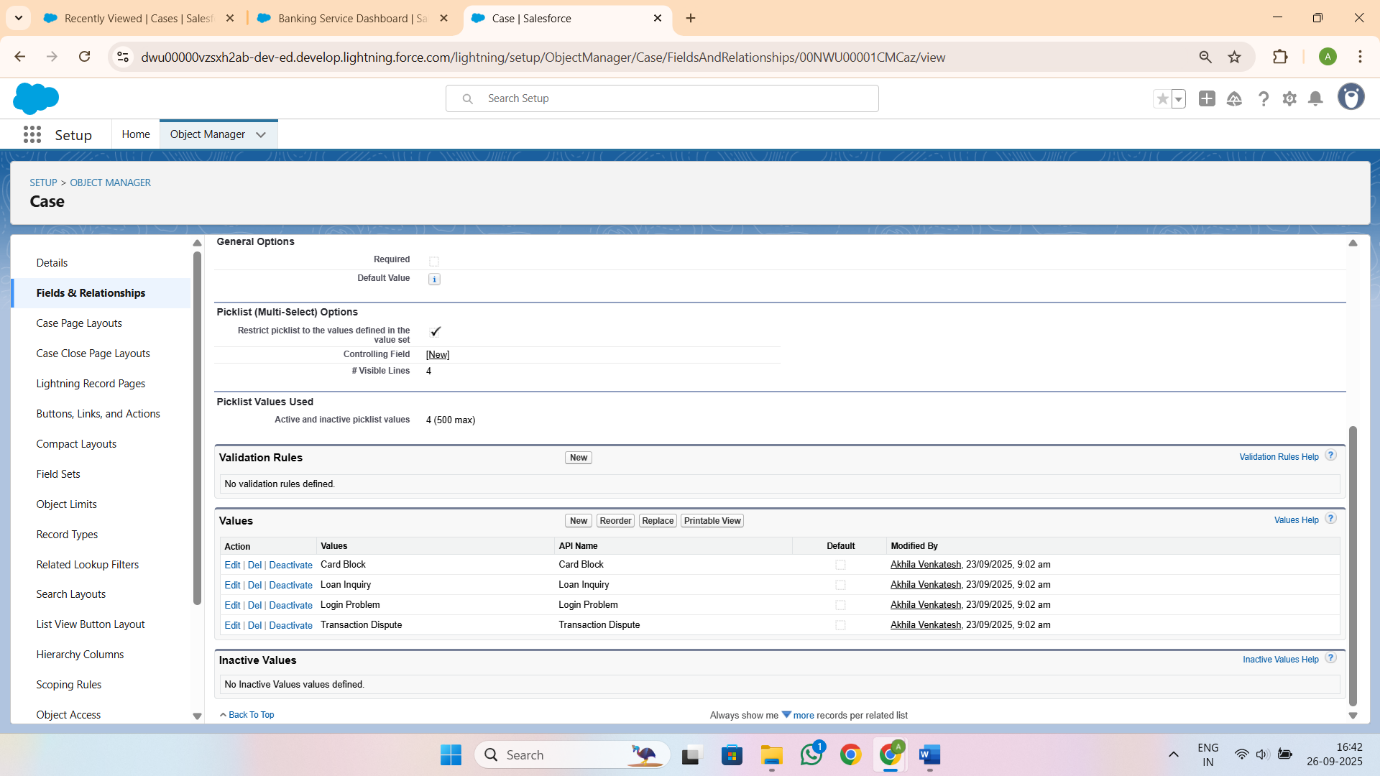
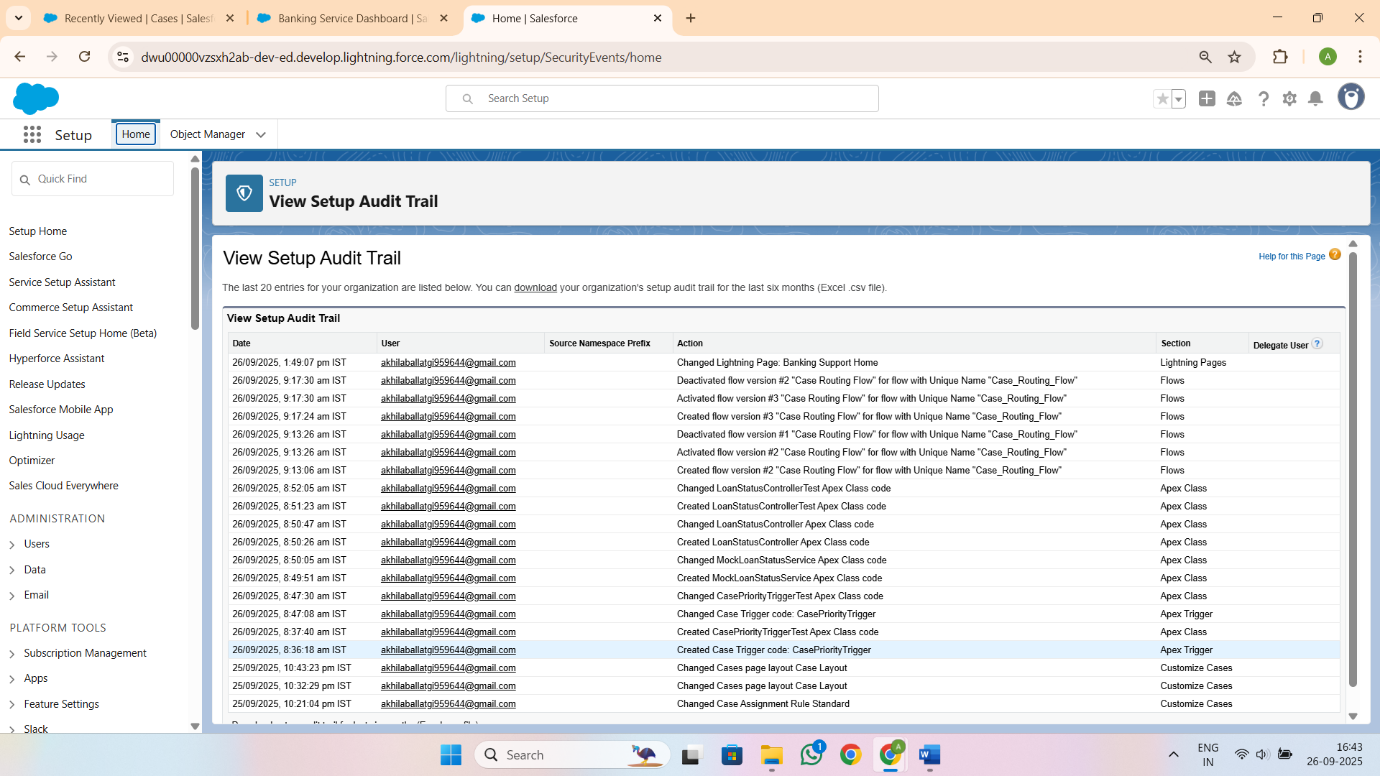
**Phase 9: Reporting, Dashboards & Security Review**

**Objective:**

The goal of this phase was to create insightful reports and a comprehensive dashboard to provide managers with real-time visibility into team performance and key business metrics. A final security review was also conducted to ensure data integrity.

**Completed Actions:**

* **Custom Report Creation:** Two custom **Reports** were built to analyze case data from different perspectives.
  + **"Cases by Sub-Category":** This report groups cases by their sub-category to help managers identify common issue types.
  + **"Cases by Agent":** This report tracks the number of cases handled by each support agent, providing insight into individual workload and performance.
* **Dashboard Creation:** A **Dashboard** named **"Banking Service Dashboard"** was created to provide a high-level, visual summary of the data from the custom reports. The reports were added as components like charts and graphs, making it easy for managers to quickly assess the current situation. This dashboard was then embedded into the custom "Banking Support Home" page for easy access.
* **Security Review:** A final security review was performed. This included checking the **Field Level Security** to ensure that sensitive fields were not visible to profiles that did not require access. The **Setup Audit Trail** was also reviewed to see a log of all administrative changes made during the project's development.
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