



Workday

updated 23 minutes ago



PROJECT PORTFOLIO SCORECARD

PROJECT REVENUE IN USD



313,234,45

Target : 300,000.00

LEAD FORECASTED HOURS

2,345.00 

ACTUAL HOURS

2,4567.00 

HOURS VARIANCE

245.00 

BILLABLE HOURS

2319.00 



Workday

updated 23 minutes ago



ENABLE BUSINESS GROWTH

WORKERS HEADCOUNT

463



Target : 500

CONTINGENT WORKER %

10.05%



Target : 9%

AVERAGE TIME TO FILL

134



Target : 120



Workday

updated 23 minutes ago



WHO HIRES HIGH PERFORMERS



Alica Kajo

12



Maximilian Schneider

10



Josie Gill

06



Robert Hsing

02



Workday

updated 23 minutes ago



LEAVE REQUEST



Olishia Farmer

Marketing manager

Emp ID : 3512

REASON

Begin by stating how much time you are planning on taking off and when you would like the leave of absence to begin and end.

DATE

Nov 27th 2019 - Nov 30th 2019

ACCEPT

REJECT



Workday

updated 23 minutes ago



INTERVIEW WITH CANDIDATE

TIME

10:30 AM - 12:30 PM

LOCATION

Room 12, 4th floor





Zendesk

updated 23 minutes ago



TICKET COUNT

73

NEW TICKET

08

HOLD TICKET

12

PENDING TICKET

23

OPEN TICKET

79

SOLVED TICKET

134

CLOSED TICKET

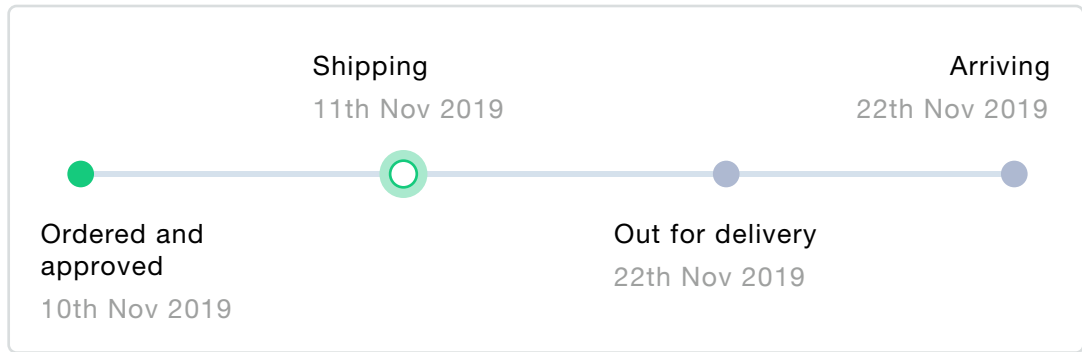


Zendesk

updated 23 minutes ago



SHIPMENT TRACKING





Zendesk

updated 23 minutes ago



PRODUCT COUNT

123

GROUP A

23

GROUP B

241

GROUP C

532

GROUP D



Zendesk

updated 23 minutes ago

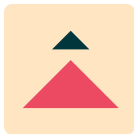


SERVICE REQUEST



Zen Support

Integrated customers support



Zen Guide

knowledge base and self-service



Zen Chat

Live chat and messaging



Zendesk

updated 23 minutes ago



TOTAL TICKET : 52

12

Unresolved Tickets

34

Closed tickets

06

Tickets closed in
last 3 hours



Sales force

updated 23 minutes ago



3 Leads Yesterday



Rodrigos Corp

Interested - Yesterday @ 18 04



Acme Corp

Interested - yesterday @ 17 30



Planet Express

Signup- yesterday @ 14 50



Sales force

updated 23 minutes ago



KEY INFORMATION

LEAD NAME

Dusya Sigachyova

INDUSTRY

Insurance

EMAIL

dusyasigachyova@acmecorp.com

NO OF EMPLOYEES

2800

PHONE

dusyasigachyova@acmecorp.com

[EDIT IN SALES FORCE WEB](#)



Sales force

updated 23 minutes ago



IOT INSIGHTS

CURRENT STATE



Battery Issue

Nov 29, 2019, 1:12 PM

LUMINOSITY

128 Lumens

HUMIDITY

73.43 %

TEMPERATURE

67.43 °F




Sales force

updated 23 minutes ago



TOP PERFORMING AGENTS

Agent Knowledge - Last 30 Days

AGENT	AVERAGE SCORE
 Uzoma Buchi	4.9
 Bansilal Brata	4.8
 Enyinnaya Chinedu	4.7
 Ezequiel Dengra	4.5
 Riley Cooper	4.3



Sales force

updated 23 minutes ago



TOP PERFORMING AGENTS

Agent Knowledge - Last 30 Days

Medium	Customer Satisfaction	
Phone	4.9	↑
Chat	4.6	↑
Email	4.3	↑
Social	4.1	↑
Community	3.9	↓



Sales force

updated 23 minutes ago



MY SCORECARD

Last 30 Days



55 Calls

/WK
160



18 Conversations

/WK
56



\$67k New Pipeline

/MO
\$150k



\$45k Wins

/MO
\$65k



Sales force

updated 23 minutes ago



CLOSING THIS WEEK

Last 30 Days

Deal Name	Amount	Close Date
Acme Inc Install 96K	\$95.1K	Today
Save-u-lot Stores 49K	\$42.7K	Tomorrow
Northwest Credit 20K	\$20.8K	11/21/2019
Hugoo Inc. 120K	\$120K	11/22/2019
Green Jar Coffee Co. 16K	\$15.9K	11/23/2019
Masonite Luggage	\$10K	11/24/2019



DISCOUNTS ISSUED

Last 30 Days

Current FQ

Region	Average Discount %
AMER - East	15
AMER - West	11
APAC - ANZ	4
APAC - Asia	6
EMEA - Benelux	34
EMEA - DACH	12
EMEA - Nordics	17
EMEA - South	12
EMEA - UKI	2
Japan	23



ServiceNow

updated 23 minutes ago



Tickets

TICKET NUMBER

INC00437268

CATEGORY

Request

SHORT DESCRIPTION

Where can i see my resolved and / or closed incidents?

STATE

Active



ServiceNow

updated 23 minutes ago



Request

TOPIC

Router overheating after upgrade

NO. OF REQUEST

142

RESOLVED REQUEST

101

PENDING REQUEST

34

ACTIVE REQUEST

07



ServiceNow

updated 23 minutes ago



Buckets

\$208,342.32

HARDWARE

\$1,234,645.90

LABOR

\$0.00

SERVICES

\$60,345.91

SOFTWARE

\$48,923.23

OTHER



ServiceNow

updated 23 minutes ago



Employee Experience Index

W10	(NOV 06-NOV 21)
85	Target: 5 to 80 (6.2%) Change: 5 (6.2%) ↑



ServiceNow

updated 23 minutes ago



Group Update Statistics

SUCCESS	FAILED	TOTAL
134	0	134



ServiceNow

updated 23 minutes ago



Allocation Details

LIENCE REQ

354

COVERAGE

300

COMPLIANCE

-54

TOTAL INSTALLATIONS

354

UNUSED INSTALLATIONS

126

COST/INSTALLATION

349



Metric: Installations

ORGANIZATION	REQUIREMENT	COVERAGE	COMPLIANCE
Company	123	123	0
Company/China	25	0	-25
Company/Denmark	111	111	0
Company/Italy	64	34	-12
Company/Sweden	19	0	-35



Jira

updated 23 minutes ago



FILTER RESULTS: READY FOR REVIEW (MBP)

KEY	SUMMARY	P ↓
MBP-9	Getting your business team into JIRA core	↑
MBP-6	Customize your workflows with JIRA core	↑
MBP-8	How to customize your dashboard	↑
MBP-2	Tips and tricks blog series 1 of 3	↑

**Jira**

updated 23 minutes ago

**RICH FILTER STATISTICS (STORY POINTS)**

PRIORITY	BLUE TEAM	PURPLE TEAM	TOTAL
↑ Highest	8	12	20
↑ High	43	19	62
↑ Medium	44	24	68
↓ Low	0	7	7
↓ Lowest	3	0	3
TOTAL	98	62	160

**Jira**

updated 23 minutes ago



ASSIGNEE VS. PROGRESS

ASSIGNEE	IN PROGRESS	TO DO	DONE	TOTAL
Charlotte	0	2	0	2
Laura	0	0	5	5
Thom	1	0	3	4
Unassigned	0	2	2	4
TOTAL	1	4	10	15



Jira

updated 23 minutes ago



FAVORITE FILTERS

FILTERS FOR PA BOARD

13

FILTERS FOR PRAC BOARD
SHORT ESTIMATE

25



Jira

updated 23 minutes ago



OVERVIEW

13

ASSIGNMENTS

9

ALERTS

5

TASKS