

Dashboard Guide

Understanding Your Business Metrics and Analytics

Overview

The Dashboard is your central command center, providing real-time insights into your Juno Fast relocation business. It displays key performance indicators (KPIs) and recent orders that require immediate attention.

Navigation: The Dashboard is the default landing page when you log into the admin portal. You can always return to it by clicking "Dashboard" in the left sidebar or the Juno Fast logo.

Key Metrics Cards

The dashboard displays four primary business metrics in an easy-to-read card layout:

Total Orders

What it shows: The complete count of all orders ever placed in your system

Calculation: Includes orders in all statuses (Pending, Confirmed, In Progress, Completed, Cancelled, etc.)

Use case: Track overall business volume and growth over time

Example: If you see "1,247" - this means 1,247 total orders have been placed since your business started

Total Revenue

What it shows: Total revenue generated from completed orders only

Calculation: Sum of all orders with status "Completed" using the final price

Use case: Monitor actual earned revenue and financial performance

Example: "₹2,45,680" means you've earned this amount from completed orders

Important: Only completed orders contribute to revenue. Pending or cancelled orders are not included.

Active Orders

What it shows: Number of orders currently "In Progress"

Calculation: Count of orders with status "In Progress"

Use case: Monitor current workload and resource allocation

Example: "23" means 23 orders are currently being executed

New Users

What it shows: Number of customers registered in the last 30 days

Calculation: Count of profiles created within the last 30 days

Use case: Track customer acquisition and marketing effectiveness

Example: "45" means 45 new customers joined in the past month

Recent Orders Requiring Attention

Below the metrics cards, you'll find a table showing orders that need immediate action. This section displays the 5 most recent orders with "Pending" status.

Table Columns Explained

Column	Description	Example
Order ID	First 8 characters of the unique order identifier	#4620ea2c
Customer	Customer's full name from their profile	John Smith
Service	Type of relocation service requested	House Relocation
Status	Current order status with color coding	Pending (Yellow badge)
Action	View Details button to open full order information	View Details

How to Handle Pending Orders:

1. Click "View Details" for any pending order
2. Review the order information, pickup/drop locations, and customer requirements
3. Update the price if needed (only possible when status is "Pending")
4. Change status to "Confirmed" once you've reviewed and approved the order
5. Customer will be notified of status changes through the mobile app

Status Badge Color System

Orders are displayed with color-coded status badges for quick visual identification:

Status	Color	Meaning	Next Action
Pending	Yellow	Waiting for admin review	Review and confirm order
Confirmed	Green	Order approved by admin	Begin execution
In Progress	Blue	Currently being executed	Monitor progress
Completed	Green	Successfully finished	No action needed
Cancelled	Red	Order was cancelled	No action needed
Price Updated	Orange	Waiting for customer price approval	Wait for customer response
Price Accepted	Green	Customer approved the updated price	Proceed with order

Best Practices for Dashboard Usage

Daily Routine Recommendations:

1. **Morning Check:** Start your day by reviewing the dashboard metrics
2. **Pending Orders:** Address all pending orders in the attention section
3. **Revenue Tracking:** Monitor daily revenue growth and completed orders
4. **Resource Planning:** Use active orders count to plan team workload
5. **Customer Growth:** Track new user registrations for marketing insights

Critical Actions:

- Always address pending orders within 2-4 hours during business hours
- Check for orders with "Price Updated" status - customers are waiting for your response
- Monitor active orders to ensure proper resource allocation

Troubleshooting Dashboard Issues

Common Issues and Solutions:

Issue: Metrics showing zero or incorrect values

Solution: Refresh the page. If problem persists, check your internet connection and try again.

Issue: No orders appearing in attention section

Solution: This is normal if no orders have "Pending" status. Check the Orders page for complete order list.

Issue: Revenue not updating after completing an order

Solution: Ensure the order status is changed to "Completed" and the page is refreshed.

Understanding Business Performance

Key Performance Indicators (KPIs) to Monitor:

- **Order Completion Rate:** Compare Total Orders vs Revenue-generating orders
- **Customer Acquisition:** Track new users month-over-month
- **Operational Efficiency:** Monitor active orders vs available resources
- **Average Order Value:** Divide total revenue by completed orders

Example Analysis: If you have 100 total orders, ₹50,000 revenue, 15 active orders, and 20 new users:

- Completion rate: Approximately 50% (if revenue represents ~50 completed orders)
- Average order value: ₹1,000 per completed order
- Current workload: 15 orders in progress
- Growth: 20 new customers acquired recently