Dashboard Design Draft

I have been working as an analyst for Cartrack for just over a year now. A major shortfall is the lack of visual overview on the ticket system. This system supports all business tickets ranging from customer support to internal IT support. The Global System Support Manager oversees this department and requires this dashboard to improve the efficiency of the agents and the good standing Cartrack has with its customers.

- Identifying the top 5 and bottom 5 agents by number of tickets closed today and over the past 7 days.
- Understanding daily metrics for opened vs. closed tickets, both today and over the past 7 days.
- Observing longitudinal trends of opened and closed tickets over the past 30 days to monitor performance cycles.

I want to design a (Key performance Index) KPI dashboard for the manager. To show the manager his team's performance. Visualising the tickets decreasing or increasing and who in the team is not or is over performing. I will build this on Grafana, the open-source application Cartrack has its databases connected too. I will also skew the data and anonymize the names.

Using what I found on (Tableau) use minimal colours, top left is for the most important information and the rest of the information is then put to the right of that. That is why I have the open tickets in the top left and the closed tickets in the top right. With a graph with minimal colours in the middle.

Just and Schubert (2025) emphasize to label who is responsible. Hence the dashboard emphasizes who is the reason for so many open tickets. This is done by showing the bottom performing agents directly below the open tickets and the top performing agents below the closed tickets. This is also why the last 7 days is shown and not just today, as performance can be viewed more accurately over time.

Zight (2019) supports consistency, closure and similarity. Consistency in my chart are similar fonts and symmetry in the layout. Closure shows top and bottom 5 agents, but thinking now, maybe I should consider doing more agents, so the average performing agents do not go unnoticed. Then similarity is found by having the red of the open tickets figure be the same red as the open tickets line graph line colour. The same goes for the closed tickets colour.

Finalizing the dashboard. We can see red and green areas highlighted on the line graph. Which represent the threshold set for the quarter. Where the open tickets were not meant to go over 2000. The graph clearly shows this was surpassed several days ago.

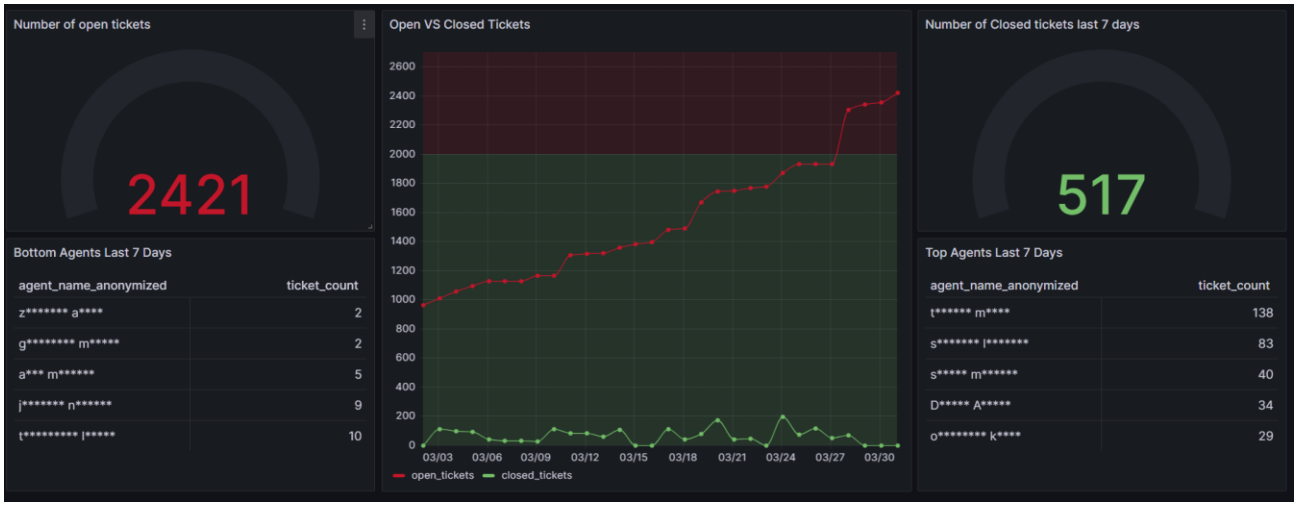

Figure 1: Dashboard Design Draft for the Global System Support Manager

References:

Tableau. 10 Best Practices for Building Effective Dashboards. Available from: https://www.tableau.com/learn/whitepapers/10-best-practices-building-effective-dashboards [Accessed 25 March 2025]

Just, M., Schubert, P. (2025) A Dashboard for the Visualisation of Areas of Collaboration Analytics. Available from: https://www.sciencedirect.com/science/article/pii/S1877050925004880 [Accessed 27 March 2025]

Zight (2019) Learn How to Use Gestalt Principle in Design and Elevate your Design Available from: Learn How to Use Gestalt Principle in Design and Elevate your Design [Accessed 27 March 2025]

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