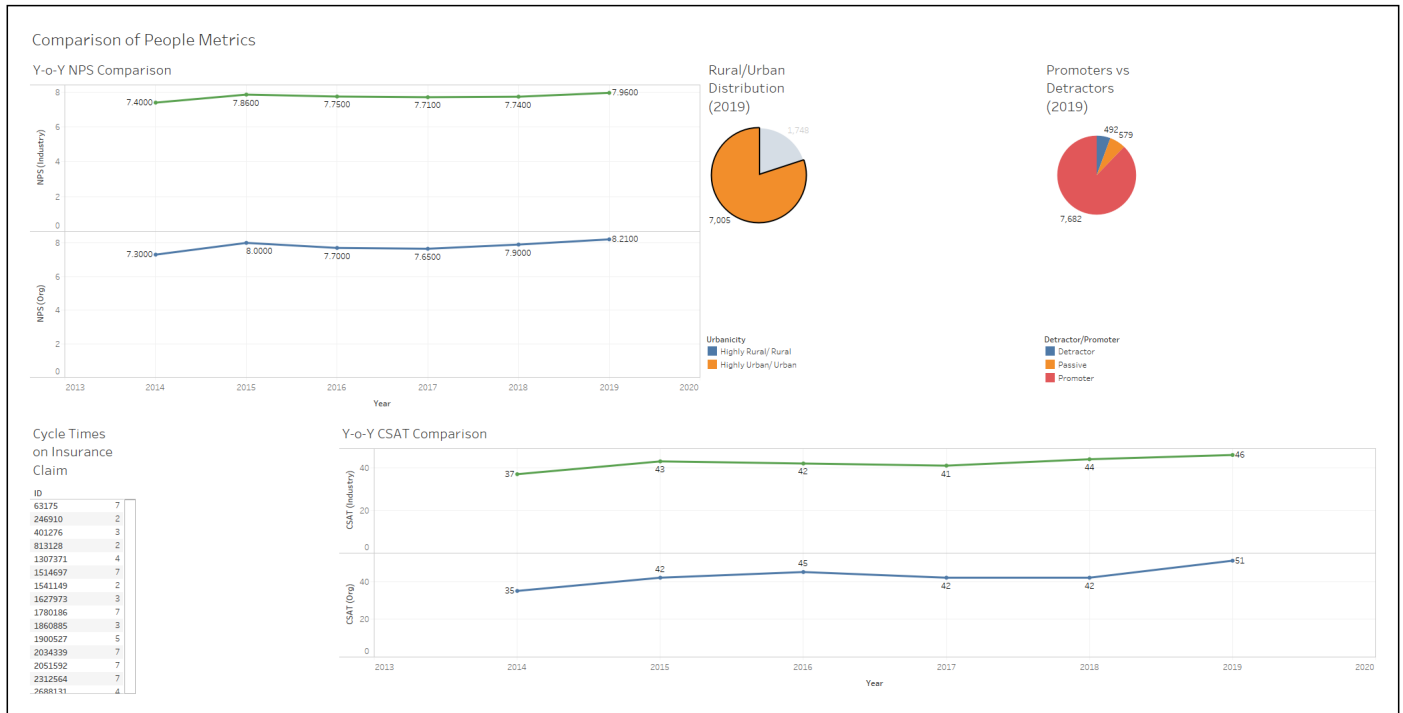# Dashboard : Comparison of People Metrics

Sheet names :

Promoters vs Detractors (2019), Y-o-Y CSAT Comparison, Cycle Times on Insurance Claim, Rural/Urban Distribution (2019), Y-o-Y NPS Comparison

Sheet name: Promoters vs Detractors (2019)

Database_connection	Database Name	Table Name	Column Name
excel-direct	Claim Data.xlsx	Sheet1	Detractor/Promoter

Description :

The sheet "Promoters vs Detractors (2019)" in the "Consolidated Cookbook" workbook compares people metrics for detractors and promoters. The data is sourced from a single column named "Detractor/Promoter" in the "Sheet1" datasource, which is an Excel file named "Claim Data.xlsx". The dashboard is located in the "Default" project on the "890Portal" site. The sheet contains one table named "Sheet1" with a column count of 1.

Sheet name: Y-o-Y CSAT Comparison

Database_connection	Database Name	Table Name	Column Name

Database_connection	Database Name	Table Name	Column Name
excel-direct	NPS Metrics.xlsx	Sheet1	CSAT (Org)
excel-direct	NPS Metrics.xlsx	Sheet1	CSAT (Industry)
excel-direct	NPS Metrics.xlsx	Sheet1	Year

Description :

The sheet named "Y-o-Y CSAT Comparison" in the Tableau dashboard "Comparison of People Metrics" compares the customer satisfaction (CSAT) scores for an organization and the industry as a whole over the years. The data is sourced from a single datasource named "Sheet1" which is an Excel file named "NPS Metrics.xlsx". The Excel file is connected to Tableau using a direct connection named "excel-direct". The sheet contains three columns - CSAT (Org), CSAT (Industry), and Year. The CSAT (Org) column contains CSAT scores for the organization, the CSAT (Industry) column contains CSAT scores for the industry, and the Year column contains the year for which the CSAT scores are recorded.

Sheet name: Cycle Times on Insurance Claim

Database_connection	Database Name	Table Name	Column Name
excel-direct	Claim Data.xlsx	Sheet1	CYCLE TIME
excel-direct	Claim Data.xlsx	Sheet1	ID

Description :

The sheet "Cycle Times on Insurance Claim" in the "Consolidated Cookbook" workbook on the "Default" project in the "890Portal" site displays data related to the cycle times of insurance claims. The data is sourced from a single datasource named "Sheet1" which is connected to an Excel file named "Claim Data.xlsx" using the "excel-direct" connection. The sheet has 2 columns named "CYCLE TIME" and "ID" and the data is organized in 2 tables named "Sheet1" and "Sheet1".

Sheet name: Y-o-Y NPS Comparison

Database_connection	Database Name	Table Name	Column Name
excel-direct	NPS Metrics.xlsx	Sheet1	Year
excel-direct	NPS Metrics.xlsx	Sheet1	NPS (Org)
excel-direct	NPS Metrics.xlsx	Sheet1	NPS (Industry)

Description :

The sheet named "Y-o-Y NPS Comparison" in the workbook "Consolidated Cookbook" compares the Net Promoter Score (NPS) of an organization with the NPS of the industry it operates in, over a period of time. The data is sourced from the Excel file "NPS Metrics.xlsx" and the connection to the database is established using the excel-direct method. The sheet has three columns - Year, NPS (Org), and NPS (Industry) - and the table name for all three columns is "Sheet1". The dashboard is titled "Comparison of People Metrics" and is located in the project "Default" on the site named "890Portal".