

# Internal Dashboards

## Design Guide

Master Web Portal (Employees Only) • Config-Driven Dashboards • Light/Dark • Responsive Templates

Renderer-ready widget library + sample pages

# Design principles (internal reporting)

Prioritize correctness, auditability, and security over polish—while still feeling modern.

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- One grid across the portal: consistent alignment, spacing, and widget sizing.
- Metric truth lives in the semantic layer: dashboards never re-implement formulas.
- Role-gated drilldowns: masked by default, unmask requires elevated permission + audit log.
- Every chart/table is filterable and exportable (CSV/PDF) with an audit trail.
- Dark mode is a theme swap: layout and constraints remain identical.

# Layout & alignment system

12-column content grid, 8pt spacing rhythm, and consistent left edges.

**SWIPE SAVVY**

- Overview**
- Growth
- Transactions
- Ops
- Cards
- Risk
- Support

## Executive Overview

Last 30d Country Channel Currency

New Users: 8,420 +12%

Active Accounts: 41,902 +4.1%

TPV (Settled): \$12.8M +7.8%

Chargeback Rate: 0.18% -0.03%

TPV (Daily)

Card Auth Success Rate

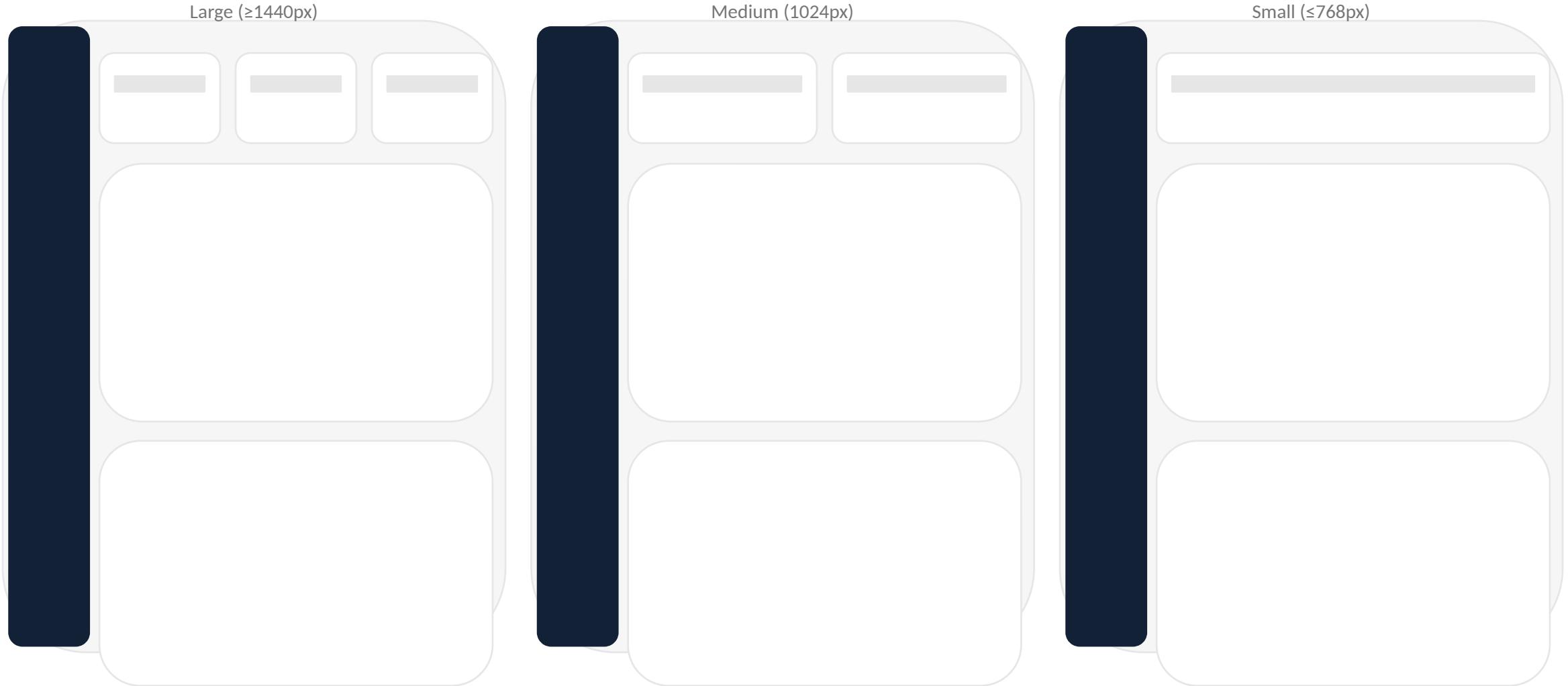
Recent anomalies

Start Mid Now

Alignment rule: page title + filter bar align to the content grid; widgets snap to 12-col positions with consistent gutters.

# Responsiveness templates

Widget grids reflow from 4-up → 2-up → 1-up without changing metric semantics.



Rule of thumb: KPI cards never shrink below 240px; below that, they wrap. Tables become tabs or paginated lists on small screens.

# Color + theme tokens

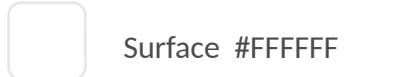
Use the Swipe Savvy palette as semantic tokens for surfaces, text, status, and highlights.

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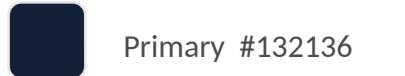
## Light theme



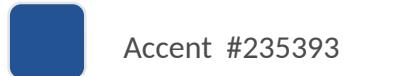
Background #F6F6F6



Surface #FFFFFF



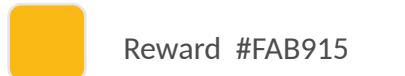
Primary #132136



Accent #235393



Success #60BA46



Reward #FAB915



Border #E6E6E6

## Dark theme

Cards use white overlays (92–95% transparency)  
so we don't introduce off palette dark greys.

Icon translucency:  
Inactive 55% opacity • Active 100% + highlight pill

# Typography hierarchy (dashboards)

Hermes for headings + Barlow for body (Calibri fallback in this guide).

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Page Title (H4)

Aa 0123456789

Section Title

Aa 0123456789

Widget Title

Aa 0123456789

Body / labels

Aa 0123456789

Caption

Aa 0123456789

Numbers / KPIs

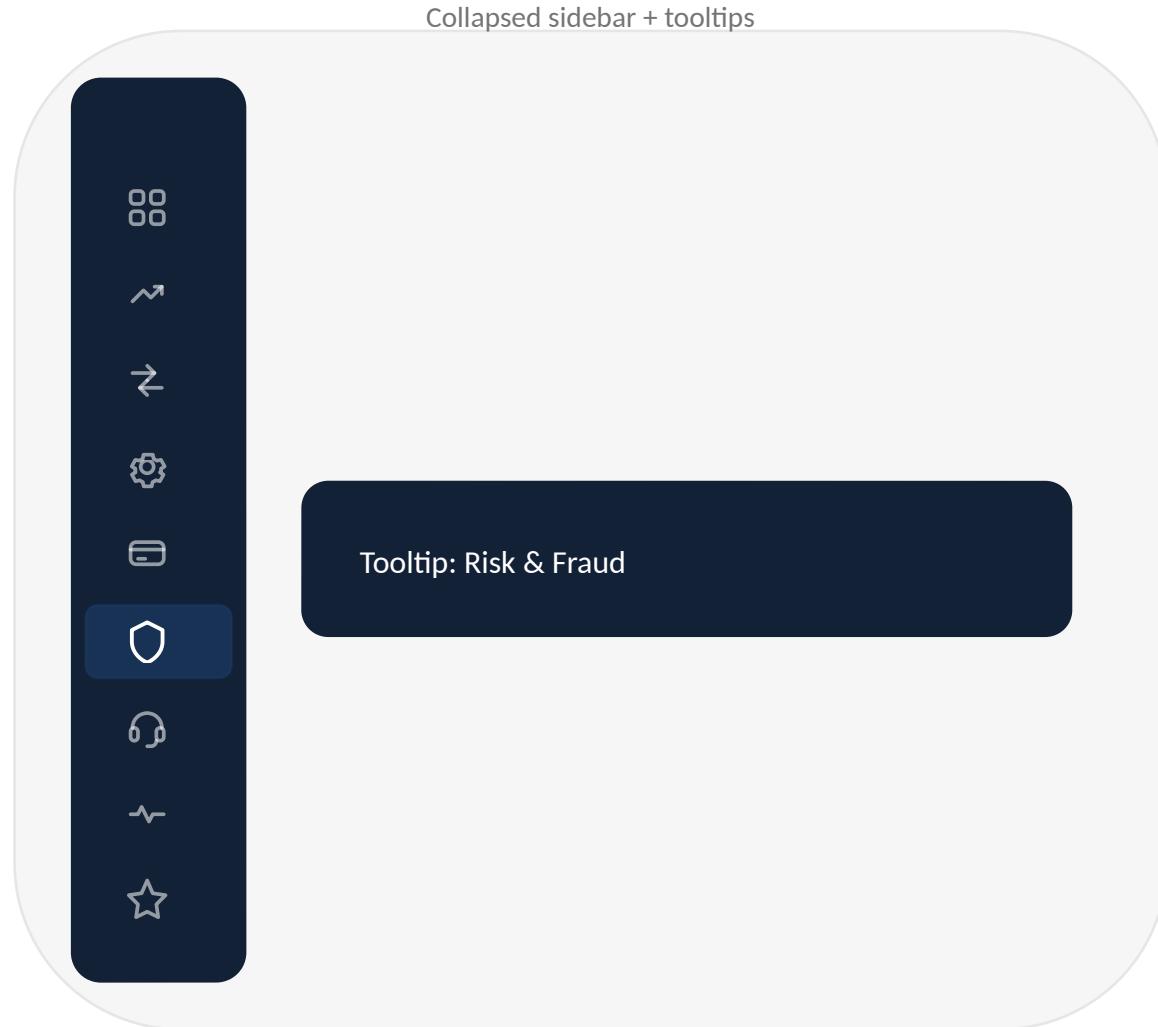
**Aa 0123456789**

Code / IDs

Aa 0123456789

# Navigation & icon style

Translucent line icons, active highlight pill, consistent bounding boxes.



# Filters, drilldowns, and cross-filter

Global filters apply to all widgets; clicking a bar/row adds a filter chip.

**SWIPE SAVVY**

- Overview
- Growth
- Transactions**
- Ops
- Cards
- Risk
- Support
- Reliability

## Transactions & Monetization

Last 30d Country: Merchant\_category: Currency: x Currency

TPV (Settled) **\$12.8M** +7.8%

Net Fees **\$214k** +2.2%

Refund Rate **1.3%** -0.2%

Decline Rate **4.7%** +0.6%

### TPV by Transaction Type

TPV by Transaction Type

Card	Transfer	Top-up	Withdraw
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### Top Decline Reasons

Top Decline Reasons

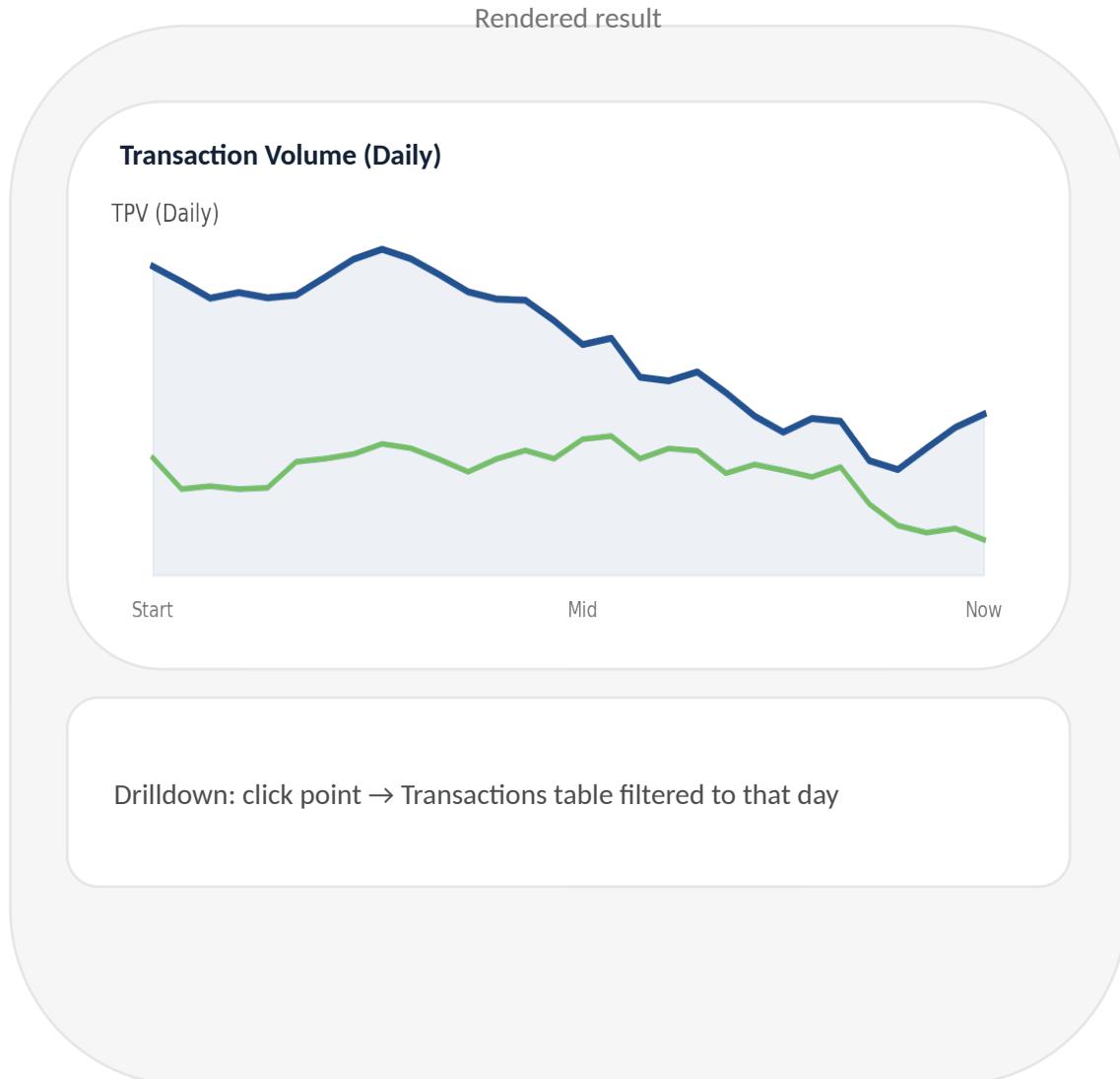
Card	Transfer	Top-up	Withdraw
------	----------	--------	----------

### Transactions (click row → detail drawer)

Time	Type	Status	Amount	Country
10:14	Card	Settled	\$54.23	US

# Renderer config pattern (example widget)

Dashboards are config-driven: layout + widgets + metric queries + formatting.



dashboard.widgets[] (JSON)

```
{
  "widget_id": "txn_volume_daily",
  "title": "Transaction Volume (Daily)",
  "viz_type": "line_chart",
  "query": {
    "metric_id": "transactions_tpv_settled_base",
    "time_grain": "day",
    "dimensions": ["date"],
    "measures": ["value"]
  },
  "format": {
    "kind": "currency",
    "currency": "USD"
  },
  "drilldown": {
    "to": "transactions_monetization",
    "carry_filters": true
  }
}
```

# Sample page: Executive Overview

Sample layout for the internal portal. All metrics are renderer-driven.

**SWIPE SAVVY**

- Overview**
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API Error Rate: 0.42% -0.06%

**TPV (Daily)**

TPV (Daily)

Start Mid Now

**Card Auth Success Rate**

Card Auth Success Rate

Start Mid Now

### Anomalies & alerts

Time	Type	Status	Amount	Country
10:14	Card	Settled	\$54.23	US

# Sample page: Growth & Engagement

Sample layout for the internal portal. All metrics are renderer-driven.

**SWIPE SAVVY**

- Overview**
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- Reliability

## Growth & Engagement

Last 30d Country Channel Currency

KYC Approval Rate **93.4%** +0.6%

First Txn Conv. **48.2%** +1.9%

D7 Retention **22.6%** -0.4%

DAU / MAU **31.1%** +0.8%

### Activation Funnel (Signup → First Txn)

TPV by Transaction Type

Card	Transfer	Top-up	Withdraw
------	----------	--------	----------

### Retention Trend (Cohorts)

TPV (Daily)

Start Mid Now

### Drop-off drivers (drilldown)

Time	Type	Status	Amount	Country
10:14	Card	Settled	\$54.23	US

# Sample page: Transactions & Monetization

Sample layout for the internal portal. All metrics are renderer-driven.

**SWIPE SAVVY**

- Overview**
- Growth**
- Transactions**
- Ops**
- Cards**
- Risk**
- Support**
- Reliability**

## Transactions & Monetization

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### TPV by Type

TPV by Transaction Type

Card	Transfer	Top-up	Withdraw
------	----------	--------	----------

### Declines by Reason

Top Decline Reasons

Card	Transfer	Top-up	Withdraw
------	----------	--------	----------

### Top merchants / categories (table)

Time	Type	Status	Amount	Country
10:14	Card	Settled	\$54.23	US

# Sample page: Money Movement Ops

Sample layout for the internal portal. All metrics are renderer-driven.

**SWIPE SAVVY**

- Overview**
- Growth**
- Transactions**
- Ops**
- Cards**
- Risk**
- Support**
- Reliability**

## Money Movement Ops

Last 30d Country Channel Currency

Transfer Success **98.7%** +0.3%

Top-up Success **96.1%** -0.8%

Withdrawal Fail **1.4%** +0.2%

Recon Mismatch **0.06%** -0.01%

**Success rates by type**

Card Auth Success Rate

Start Mid Now

**Settlement time (p95)**

TPV (Daily)

Start Mid Now

**Failures (provider + reason)**

Time	Type	Status	Amount	Country
10:14	Card	Settled	\$54.23	US

Sample layout for the internal portal. All metrics are renderer-driven.

**SWIPE SAVVY**

**Card & Tokenization**

Last 30d    Country    Channel    **Currency**

00 Overview    Active Cards: 128,430 (+1.2%)

00 Growth    Tokenization Success: 99.1% (+0.1%)

00 Transactions    Decline Rate: 4.7% (+0.6%)

00 Ops    Token Active Rate: 96.8% (+0.4%)

00 Cards    **Tokenization Trend**: Card Auth Success Rate

00 Risk    Declines by Reason: Top Decline Reasons

00 Support    Provisioning events (table)

00 Reliability

10:14    Card    Settled    \$54.23    US

Sample layout for the internal portal. All metrics are renderer-driven.

**SWIPE SAVVY**

**Risk & Fraud Monitoring**

Last 30d    Country    Channel   

00 Overview    High-Risk Txn Rate: **1.2%** (+0.2%)

↗ Growth    Dispute Rate: **0.34%** (+0.04%)

⇄ Transactions    Chargebacks (Count): **82** (+9)

⚙ Ops    Rules Triggered: **14.2k** (+6%)

💳 Cards

**Risk**

🎧 Support

↖ Reliability

**Risk Score Distribution**

Risk Score Distribution

Region	Score Range
US	0-2
CA	0-2
UK	0-2
EU	0-2
LAT	0-2
APAC	0-2

**Chargebacks Trend**

TPV (Daily)

Start    Mid    Now

**High-risk transactions (masked)**

Time	Type	Status	Amount	Country
10:14	Card	Settled	\$54.23	US

# Sample page: Support Ops

Sample layout for the internal portal. All metrics are renderer-driven.

**SWIPE SAVVY**

- Overview
- Growth
- Transactions
- Ops
- Cards
- Risk
- Support**
- Reliability

## Support Operations

Last 30d Country Channel Currency

Txn Failed Rate **1.9%** +0.4%

Avg Transfer Settle **42s** -6s

KYC Pending **1,204** +82

Webhook Failures **0.7%** +0.1%

### Issue drivers (by reason)

Top Decline Reasons

- Card
- Transfer
- Top-up
- Withdraw

### Settlement latency

API Latency (p95) & Error Rate

Start Mid Now

### Account timeline (masked)

Time	Type	Status	Amount	Country
10:14	Card	Settled	\$54.23	US

Sample layout for the internal portal. All metrics are renderer-driven.

**SWIPE SAVVY**

**Reliability & Integrations**

Last 30d    Country    Channel    

00 Overview    API Error Rate: 0.42% (-0.06%)

00 Growth    API p95 Latency: 240ms (+18ms)

00 Transactions    Provider Uptime: 99.96% (+0.02%)

00 Ops    Webhook Fail Rate: 0.7% (+0.1%)

00 Cards

00 Risk

00 Support

**Reliability**

**Latency + Error Trend**  
API Latency (p95) & Error Rate

Start    Mid    Now

**Provider incidents**  
TPV by Transaction Type

Card Transfer Top-up Withdraw

**Webhook failures (table)**

Time	Type	Status	Amount	Country
10:14	Card	Settled	\$54.23	US

# Sample page: Rewards & Impact (Internal)

Sample layout for the internal portal. All metrics are renderer-driven.

**SWIPE SAVVY**

- Overview
- Growth
- Transactions
- Ops
- Cards
- Risk
- Support
- Reliability

## Rewards & Community Impact

Last 30d Country Channel Currency

Points Earned **8.2M** +9%

Points Donated **1.4M** +12%

Donation Rate **17.1%** +1.2%

Top Cause **Food Relief**

### Points Earned vs Donated

TPV (Daily)

Start Mid Now

Time	TPV (Daily)	Points Earned
Start	High	Low
Mid	Medium	Medium
Now	Medium	Low

### Top Causes

TPV by Transaction Type

Transaction Type	TPV
Card	High
Transfer	Medium
Top-up	Medium
Withdraw	High

### Donation events (anonymized)

Time	Type	Status	Amount	Country
10:14	Card	Settled	\$54.23	US

# Hand-off checklist (design → engineering)

What to lock down so dashboards stay aligned as the product grows.

## Grid + spacing tokens

Use a single 12-col grid, 8pt rhythm, and token-only paddings/gaps.

## Widget registry

Only approved viz types: KPI, line, bar, table, funnel, heatmap, status board.

## Semantic metric IDs

Dashboards reference metric\_id only; formulas live in the metric layer.

## RBAC + masking

Default masked; unmask requires elevated role + audit event.

## Exports + audit

CSV/PDF exports include filters used + generated\_at + actor id in logs.

## Dark mode parity

Theme swap only—no layout forks. Validate contrast + color-blind safety.

This guide is a starting point—swap fonts to Hermes/Barlow and connect widgets to the real Metric API response format.