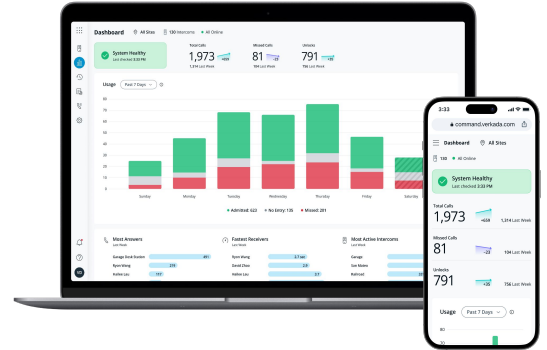# Intercom Dashboard

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Abstract

See the health on any intercom, performance of any receiver, and weekly usage patterns ... anytime, anywhere.

Pain Points

- Data needed was spread across millions of events and thousands of calls.
- Weekly highlights arrow component.
- Superlative and issue side drawers with deep linking to events search.
- Usage stacked bar charts with animations.

Solution

- Created a new BE endpoint to perform event aggregation.
- Designed numerous components to display system health, highlights, and superlatives. All supported on mobile web.
- Integrated Highcharts library for the main usage graph.
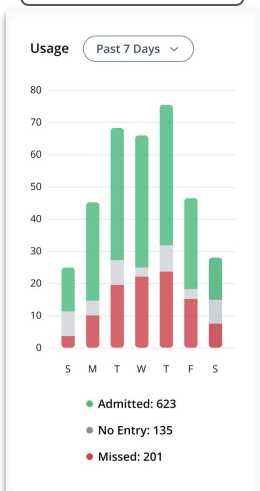
Biggest Challenge

Building a new component to show weekly highlights. We could not find a library that was up to par, so we built our own component. A lot of trigonometry was needed to make it look just right.

Total Calls

1,973 +659

1,314 Last Week

Mobile Web

Superlative Side Drawer

Weekly Highlights

Θ

50px