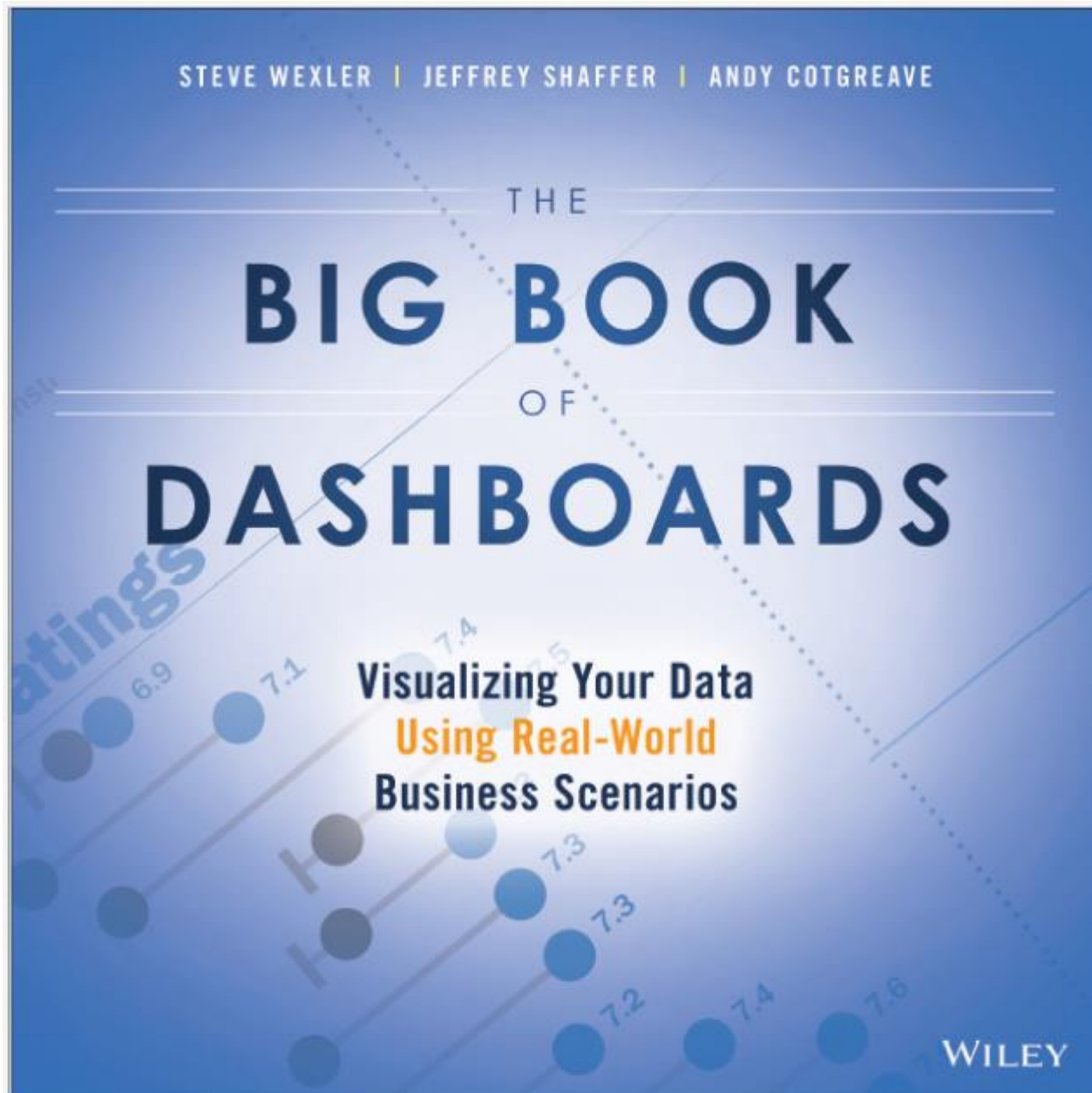


Dashboard Case Study 2

COMPLAINTS DASHBOARD



A great resources with over 20 examples of well-designed dashboards with there use cases.

You can even download many of the dashboards here:
<http://bigbookofdashboards.com/dashboards.html>

Scenario – The Big Picture

You work for a bank or credit card company. You receive complaints on a regular basis. These complaints must be handled appropriately and swiftly. Complaints can come directly from consumers, or they can be channeled through regulators, such as federal or state agencies. Once the complaints are handled appropriately, they are then marked as closed.

Specifics

You need to see the number of consumer complaints for a specific time period.

You need to see how many complaints are open and closed.

You need to see the volume of complaints by reason.

You need to see the volume of complaints by the party making the complaint.

You need to see the number of complaints by state, and you need to be able to filter the dashboard by state.

You need to be able to change the date range to see the complaints for different periods of time.

How people will use the dashboard

For compliance reasons, complaints must be handled appropriately and timely.

Companies are expected to have a complaint management system.

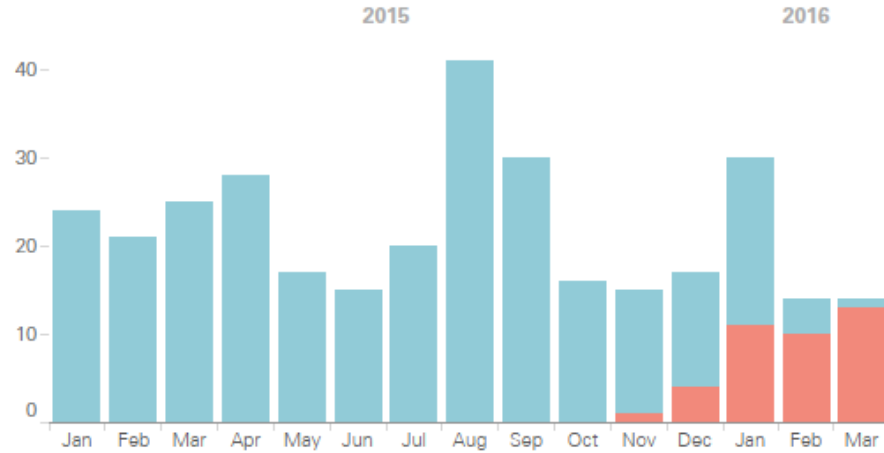
Complaints are received through multiple channels and each complaint is logged with a reason and channel.

Chief compliance officer and team will use the dashboard to monitor compliance and know when to take further action.

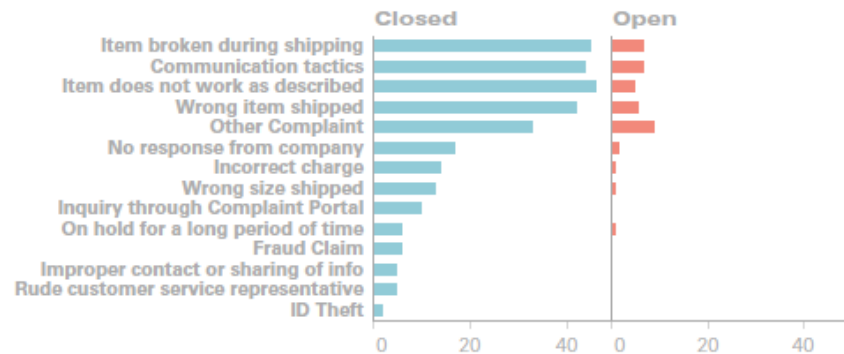
Complaints Dashboard

Total Complaints: **Closed 288** **Open 39** **Total 327**

Complaints by Month



Complaints by Reason



Date Received

1/1/2015

3/18/2016

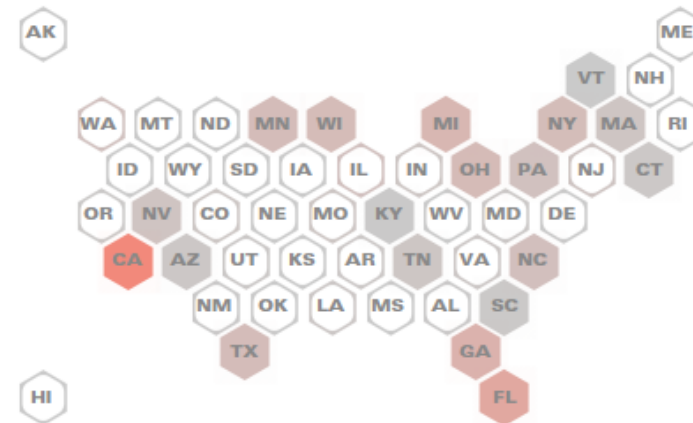
Source Type

(All)

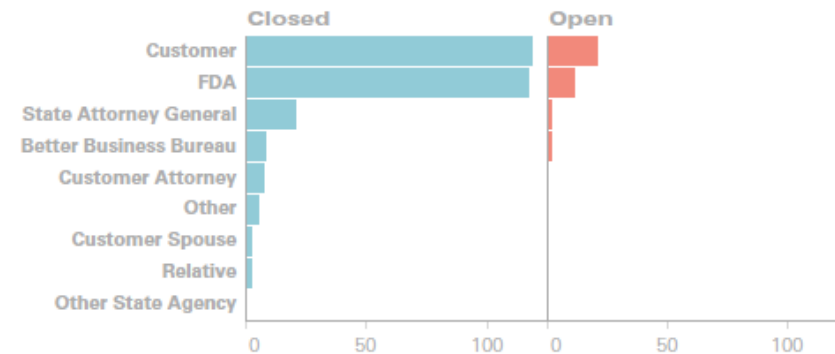
Show Open/Closed

All

Open Complaints by State *(click to filter)*



Complaints by Party *(click to filter)*



Why this works

Date slider defaults to 12 months, but can be adjusted as necessary.

Reasons and sources are shown for both closed and open complaints.

Filters for state, date, reason, and source allow the user to narrow the focus quickly.

Simple use of color

Good and simple chart types for comparisons

Dashboard designed to a grid

Hex or tile map makes all states equal

Other Comments from Authors

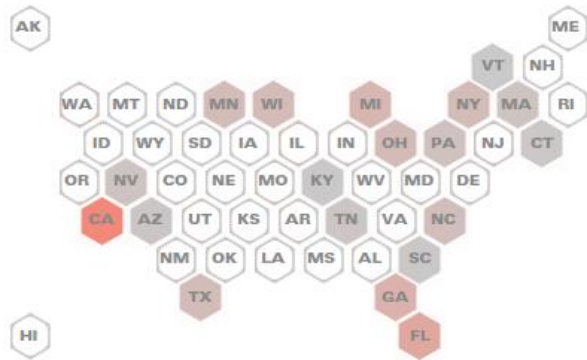
1. The key performance indicators are also a

Complaints Dashboard

Total Complaints: **Closed 288** **Open 39** **Total 327**

2. The map is a value-added filter.

Open Complaints by State *(click to filter)*



3. The stacked bar chart is perfect for comparing proportions of open to closed and showing totals.

Complaints by Month

