

CX Analytics Dashboard

Customer Success Analytics

Last Updated: 2025-10-29 10:52

- [Executive Overview](#)
- [Health & Risk Monitor](#)
- [Adoption & Engagement](#)
- [User Flow & Timeline](#)
- [Retention Analysis](#)
- [Revenue Analytics](#)
- [CSM Workload](#)
- [Raw Data Tables](#)

User Flow & Event Timeline

Explore user journeys, event patterns, and activity over time

Active Status:

☐ All ☐ Active ☒ Inactive

Plan Type:

All Plans

Health Tier:

All Tiers

CSM:

All CSMs

Select User:

7185 | Premium | × Inactive | 46 events | Health: 0

Active Filters: × Inactive Only

2,959
of 10,000 users
match

\$7,375,884
Total ARR

19.1
Avg Health Score

0
Active Users

2,959
Signups

2,959
Cancellations

User Profile: 7185

Plan Type:
PREMIUM

Health Score: 0.0

ARR: \$18,818

NPS Score: -12

Signup: 2025-03-08

Cancelled: 2025-08-24

46
Total Events

1
Selected User

46.0
Events This User

169
Days of Activity

10
Event Types

31
Last 7 Days

Event Volume Over Time

Daily Event Volume - User 7185

localhost:8050/user-flow

1/5

[Executive Overview](#)

[Health & Risk Monitor](#)

[Adoption & Engagement](#)

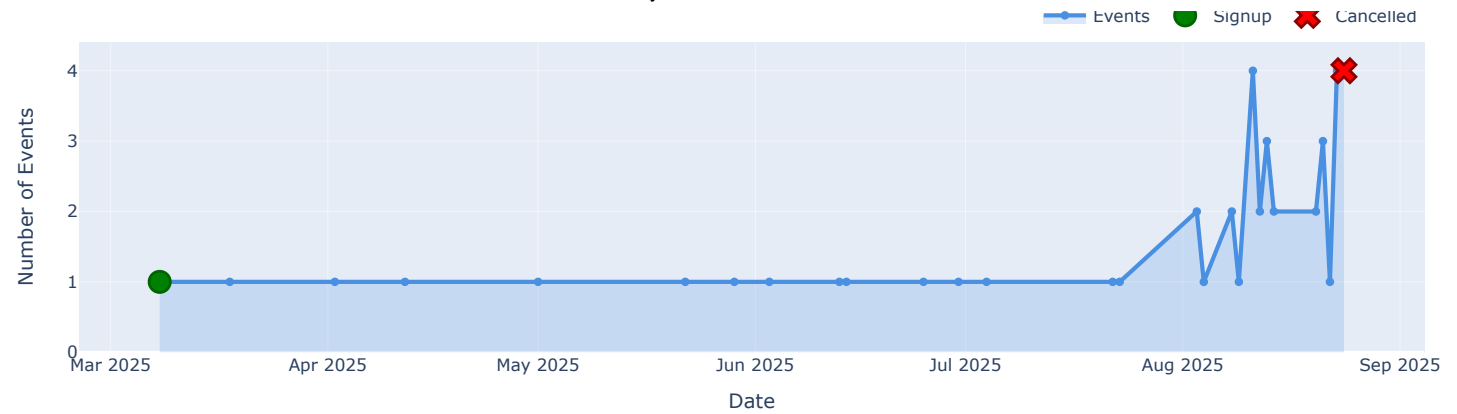
[User Flow & Timeline](#)

[Retention Analysis](#)

[Revenue Analytics](#)

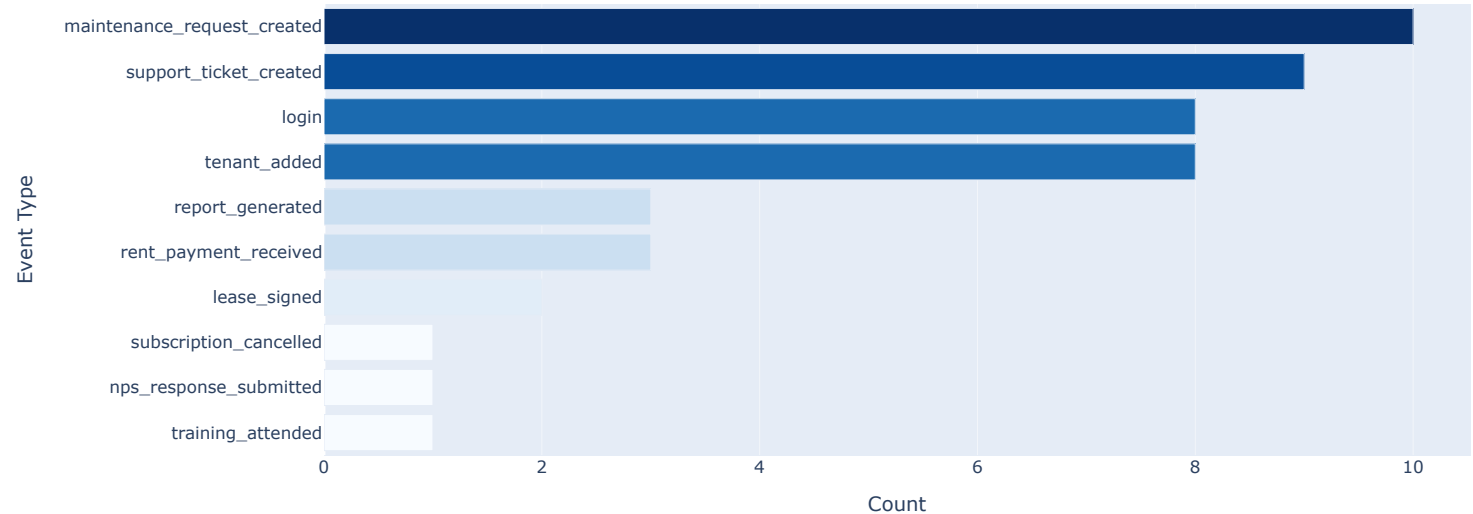
[CSM Workload](#)

[Raw Data Tables](#)



Event Types Distribution

Top Event Types - User 7185



User Journey Flow

First 3 events in user journeys

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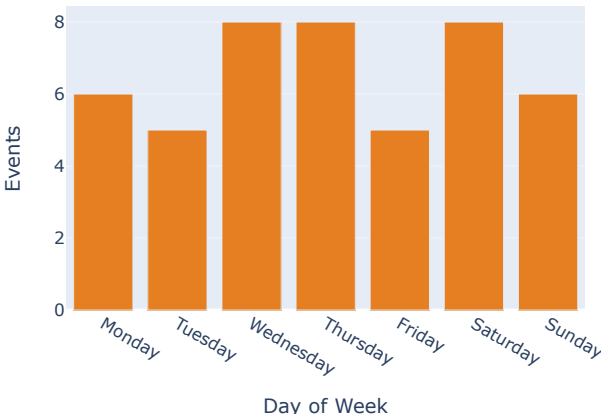
Raw Data Tables

User Journey (First 2 Events) - User 7185



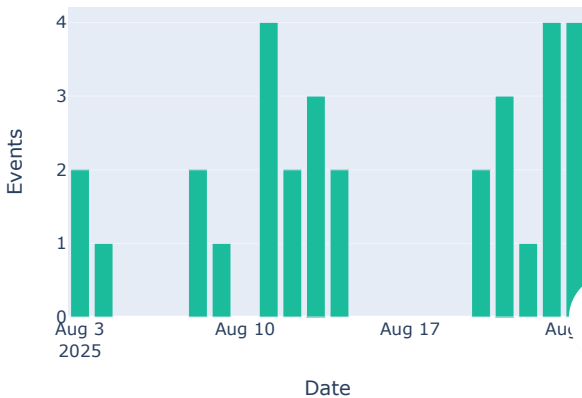
Activity by Day of Week

Activity by Day - User 7185



Recent Activity (Last 7 Days)

Last 7 Days - User 7185



Dashboard

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📅 Event Timeline - 7185 (Most Recent 100 Events)

⬆️Timestamp	⬆️Event Type	⬆️Value (Numeric)	⬆️Value (Text)
<div>🗑️ filter data...</div>	<div>🗑️</div>	<div>🗑️</div>	<div>🗑️</div>
2025-08-24 00:00:00	subscription_cancelled		
2025-08-24 00:00:00	rent_payment_received	1,482.39	
2025-08-24 00:00:00	maintenance_request_created		appliance
2025-08-24 00:00:00	lease_signed	18.00	
2025-08-23 00:00:00	login	12.64	
2025-08-23 00:00:00	maintenance_request_created		electric
2025-08-23 00:00:00	tenant_added		
2025-08-23 00:00:00	maintenance_request_created		electric
2025-08-22 00:00:00	tenant_added		
2025-08-21 00:00:00	tenant_added		
2025-08-21 00:00:00	maintenance_request_created		appliance
2025-08-21 00:00:00	maintenance_request_created		plumbing
2025-08-20 00:00:00	maintenance_request_created		appliance
2025-08-20 00:00:00	rent_payment_received	1,827.85	
2025-08-14 00:00:00	report_generated		occupancy
2025-08-14 00:00:00	login	4.14	
2025-08-13 00:00:00	support_ticket_created		medium
2025-08-13 00:00:00	login	21.16	
2025-08-13 00:00:00	login	31.22	
2025-08-12 00:00:00	maintenance_request_created		general

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📄 Raw Data Tables

 Executive Overview

 Health & Risk
Monitor

 Adoption &
Engagement

 User Flow & Timeline

 Retention Analysis

 Revenue Analytics

 CSM Workload

 Raw Data Tables