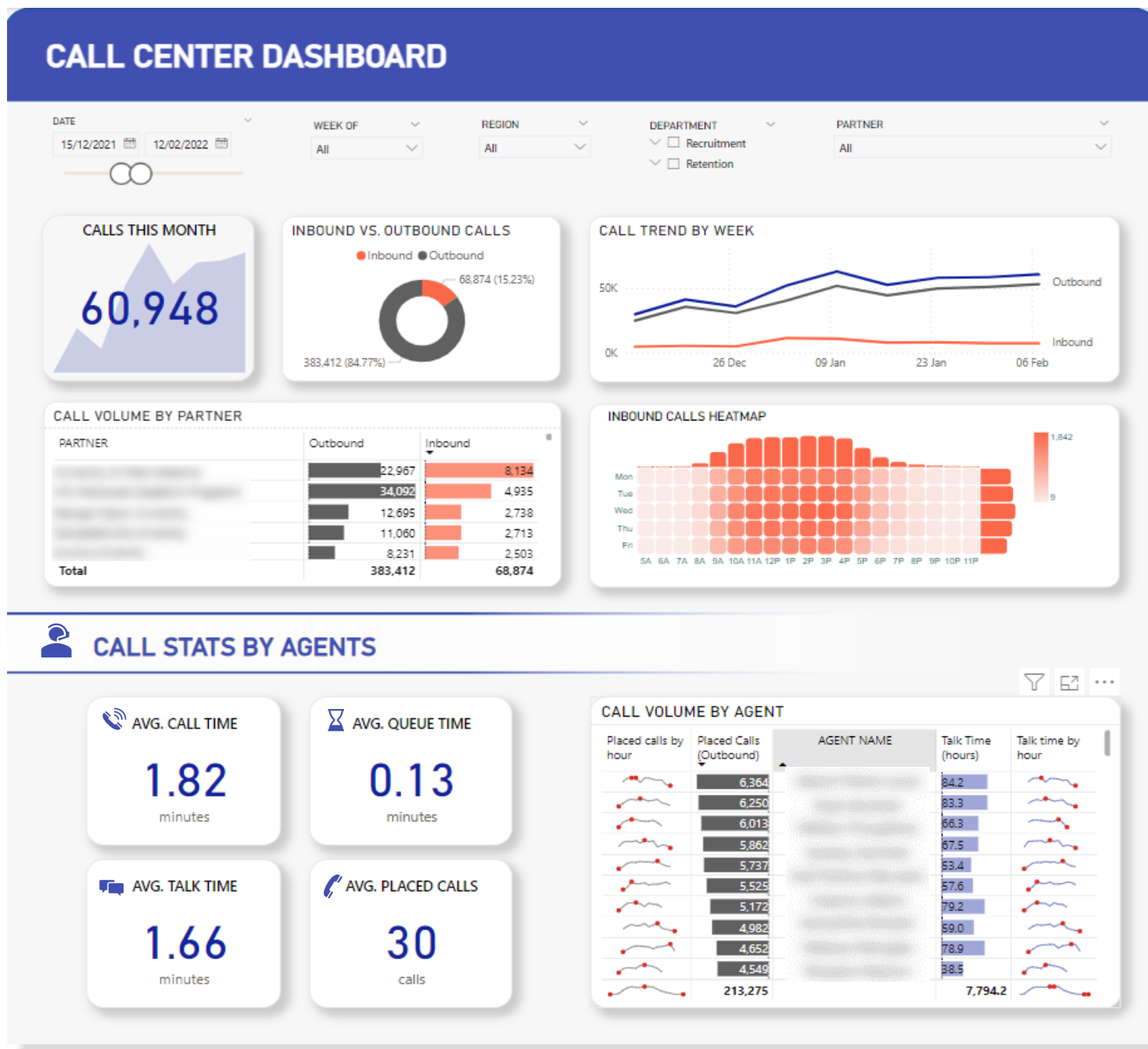
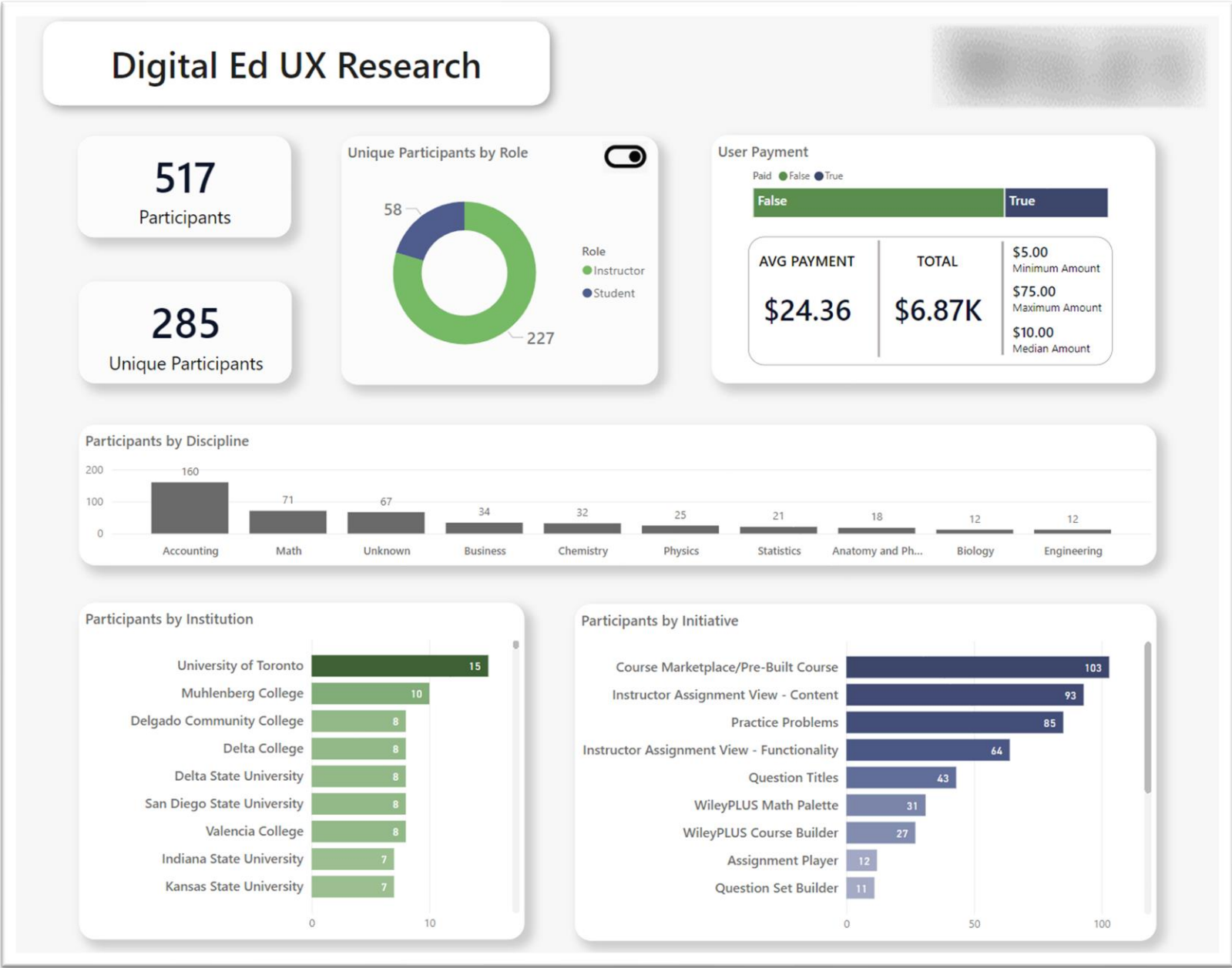


Call center dashboard – built by integrating data from Five9 call system and Salesforce CRM system.

Heatmap created with Deneb custom visual.



This dashboard (with drill through feature) serves as a repository for UX Research initiatives.



12/01/2021 18/01/2023

12/01/2021 18/01/2023

☐ Select All

138,283✓

2,126✓

2.8

1.21%!

The chart displays the monthly growth of users, categorized by First Time Users, Returning Users, and Total Users. The Y-axis represents the number of users, ranging from 0 to 2,000. The X-axis shows the months from June 2021 to January 2023. The chart shows a steady increase in users over time, with a significant peak in December 2022.

Month	First Time Users	Returning Users	Total Users
2021 Jun	100	100	200
2021 Jul	100	100	200
2021 Aug	100	100	200
2021 Sep	100	100	200
2021 Oct	100	100	200
2021 Nov	100	100	200
2021 Dec	100	100	200
2022 Jan	100	100	200
2022 Feb	100	100	200
2022 Mar	100	100	200
2022 Apr	100	100	200
2022 May	100	100	200
2022 Jun	100	100	200
2022 Jul	100	100	200
2022 Aug	100	100	200
2022 Sep	100	100	200
2022 Oct	100	100	200
2022 Nov	100	100	200
2022 Dec	100	100	200
2023 Jan	100	100	200

The chart displays two metrics over time: Total Logins (teal line) and Unique Users (orange line). The X-axis represents months from June 2021 to January 2023. The Y-axis represents the count, ranging from 0 to 5000. Total Logins shows a significant increase starting in late 2022, peaking in December 2022 at approximately 4800, and then slightly decreasing in January 2023. Unique Users shows a more steady, gradual increase, reaching approximately 1500 by January 2023.

Month	Total Logins	Unique Users
2021 Jun	~100	~100
2021 Jul	~150	~100
2021 Aug	~200	~100
2021 Sep	~250	~100
2021 Oct	~300	~100
2021 Nov	~350	~100
2021 Dec	~400	~100
2022 Jan	~450	~100
2022 Feb	~500	~100
2022 Mar	~600	~100
2022 Apr	~550	~100
2022 May	~1000	~100
2022 Jun	~1200	~100
2022 Jul	~1000	~100
2022 Aug	~1200	~100
2022 Sep	~1500	~100
2022 Oct	~1800	~100
2022 Nov	~4500	~100
2022 Dec	~4800	~100
2023 Jan	~4500	~1500

Month	Percentage
2021 Jun	2.2%
2021 Jul	2.8%
2021 Aug	3.5%
2021 Sep	2.5%
2021 Oct	2.6%
2021 Nov	2.4%
2021 Dec	2.6%
2022 Jan	2.8%
2022 Feb	3.2%
2022 Mar	3.6%
2022 Apr	2.2%
2022 May	3.9%
2022 Jun	3.8%
2022 Jul	1.6%
2022 Aug	1.7%
2022 Sep	2.5%
2022 Oct	1.4%
2022 Nov	1.6%
2022 Dec	1.7%
2023 Jan	1.4%

Report on User Activity on a platform for an Employee Educational Benefits program.

Quick Access

Report on Student Activity, built on Moodle Learning Management System data.

Category Start Course Student	Email	Last Access	Days Ago	Assignment	Discussion	Feedback	Lesson	Quiz	Msg Sent	Msg Read	Other	Submitted Grade %	Overall Grade %	vs. Median
CA1005A2105														
		09/07/2021	[END]	27/06/2021	03/07/2021	28/06/2021		17/06/2021	20/06/2022			93%	91%	1%
		06/07/2021	[END]	27/06/2021	01/07/2021	30/06/2021		17/06/2021				94%	94%	5%
		10/07/2021	[END]	05/07/2021	05/07/2021			30/06/2021	19/12/2021			92%	90%	0%
		16/01/2022	[END]	02/07/2021	02/07/2021	02/07/2021		20/06/2021	25/07/2022			88%	80%	-9%
		06/07/2021	[END]	04/07/2021	04/07/2021			19/06/2021	12/05/2021			97%	97%	7%
		28/10/2021	[END]	27/06/2021	03/07/2021	03/07/2021		19/06/2021	10/10/2022			94%	91%	2%
		27/07/2022	[END]	27/06/2021	02/07/2021	02/07/2021		20/06/2021	02/10/2022			93%	90%	0%
		18/07/2021	[END]	27/06/2021	04/07/2021	04/07/2021		20/06/2021	24/01/2022			90%	85%	-5%
		09/05/2022	[END]	27/06/2021	09/05/2022			20/06/2021	25/09/2022			95%	96%	6%
		06/09/2021	[END]	03/07/2021	05/07/2021			19/06/2021	22/06/2021			61%		-29%
		08/09/2021	[END]	27/06/2021	02/07/2021	28/06/2021		19/06/2021	28/06/2021			68%		-21%
		05/07/2021	[END]	27/06/2021	01/07/2021	01/07/2021		17/06/2021	05/06/2021			96%		7%
		21/05/2021	[END]		17/05/2021			17/05/2021	19/01/2021			3%		-87%
CH2205A2105														
		07/07/2021	[END]		04/07/2021	04/07/2021		03/07/2021	23/10/2021					
		05/07/2021	[END]		02/07/2021			02/07/2021	02/10/2021					
		31/08/2021	[END]		06/07/2021	29/06/2021		02/07/2021	31/08/2021					
		20/06/2021	[END]		20/06/2021			20/06/2021	10/10/2021					
		06/07/2021	[END]		03/07/2021	03/07/2021		03/07/2021	07/03/2021					
		04/07/2021	[END]		04/07/2021			04/07/2021	05/09/2021					
		04/07/2021	[END]		04/07/2021			04/07/2021	28/06/2021					
CH2215A2105														
		07/07/2021	[END]	04/07/2021		04/07/2021		10/05/2021	23/10/2022			95%	95%	72%
		06/07/2021	[END]	02/07/2021				09/05/2021	02/10/2022			98%	98%	75%
		29/08/2021	[END]	30/06/2021		29/06/2021		06/05/2021	31/08/2021			99%	99%	76%
		30/05/2021	[END]	24/05/2021				10/05/2021	10/10/2022			30%	23%	-0%
		06/07/2021	[END]	04/07/2021		03/07/2021		08/05/2021	07/03/2022			73%	73%	50%
		04/07/2021	[END]	04/07/2021				10/05/2021	05/09/2022			88%	77%	54%
		04/07/2021	[END]	04/07/2021		04/07/2021		12/05/2021	28/06/2021			29%	22%	-1%
CV1005A2105														

Attained Course Points	Available Points on Submitted Items	Submitted Grade %
515	735	70%

Attained Course Points	Available Course Points	Overall Grade %
515	850	61%

Course Median Grade
762

Report on Instructor Activity, built on Moodle Learning Management System data.

Distribution of Average Course Grade

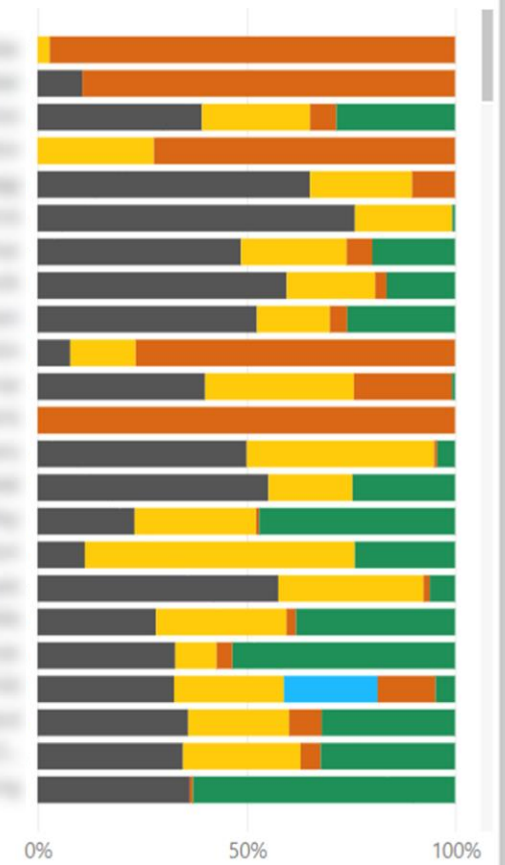


Overall Course Grade Metrics

Instructor	Max % Scored	Median % Scored	Average % Scored	Instances Graded	Graded Activities
	99.60%	98.20%	96.26%	15	17
	100.00%	99.50%	98.94%	14	19
	99.80%	96.35%	91.73%	18	19
	98.80%	93.10%	78.59%	21	26
	95.49%	85.01%	71.55%	21	33
	100.00%	80.46%	75.85%	10	28
	99.65%	98.78%	87.44%	11	13
	77.59%	71.75%	67.32%	26	19
	18.82%	17.74%	17.57%	73	26
	69.57%	66.13%	63.24%	97	28
	75.59%	67.60%	60.02%	45	30
	100.00%	100.00%	97.24%	14	14
	99.80%	98.30%	96.97%	18	24

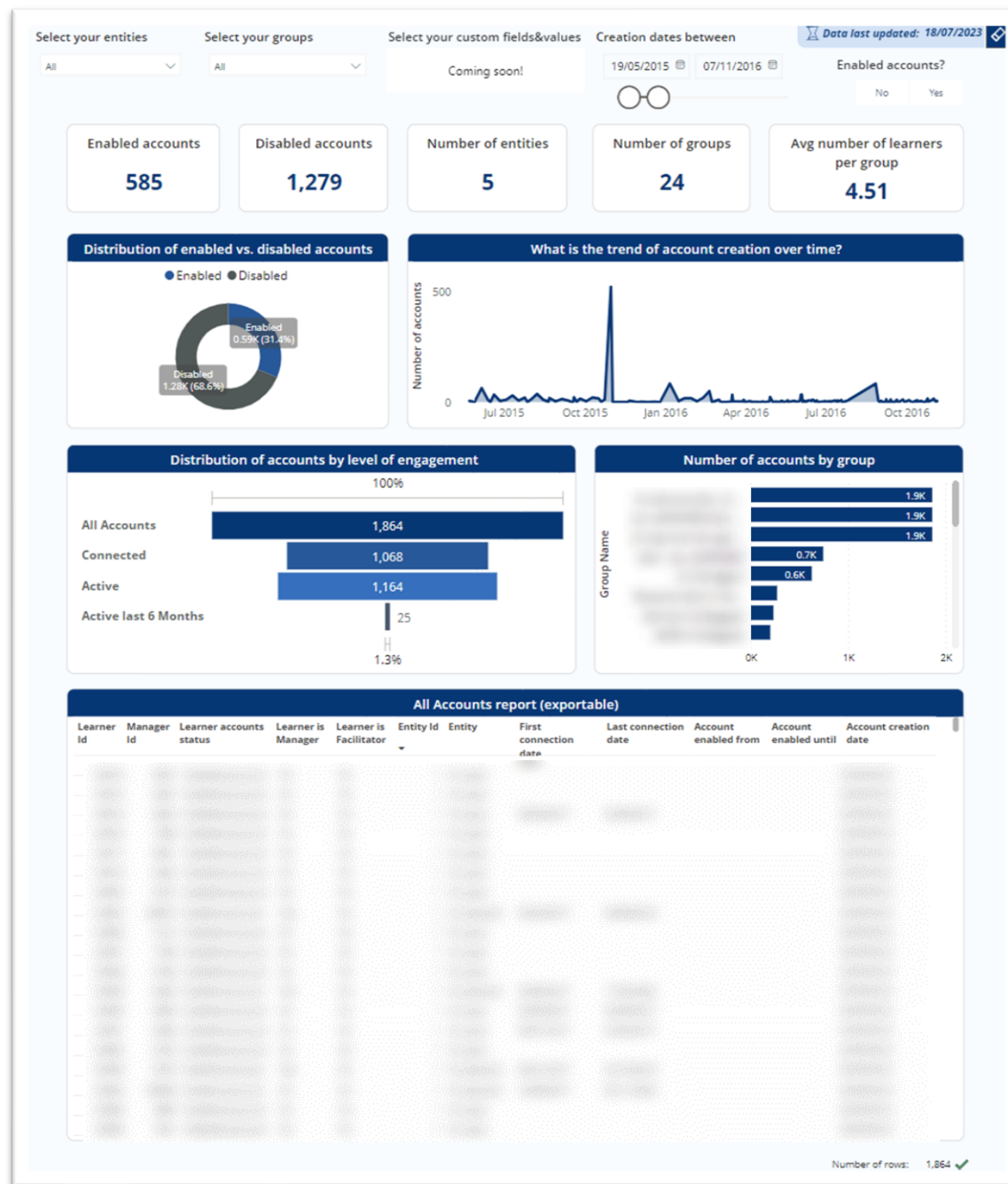
Activities by Type

Type ● Assignment ● Forum ● Journal ● Other ● Other Assessable ● Quiz



Report on Account statuses, built on an internal Learning Management System data.

This platform serves accounts across multiple countries.



Report on Connections status to a learning platform, built on an internal Learning Management System data.

This platform serves accounts across multiple countries.

