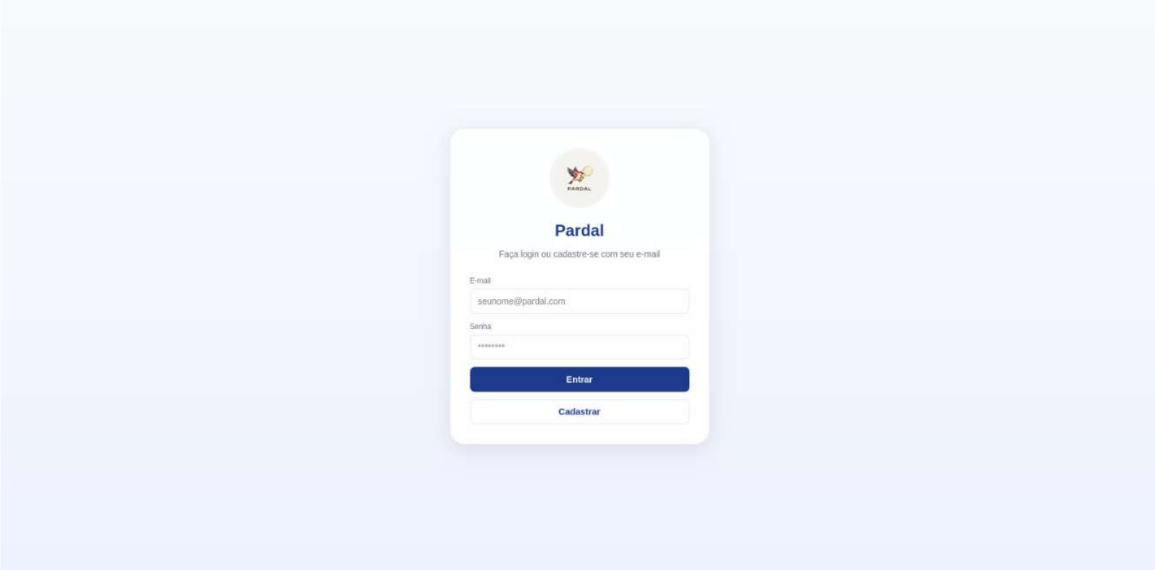
PARDAL

User Guide

Login Tab

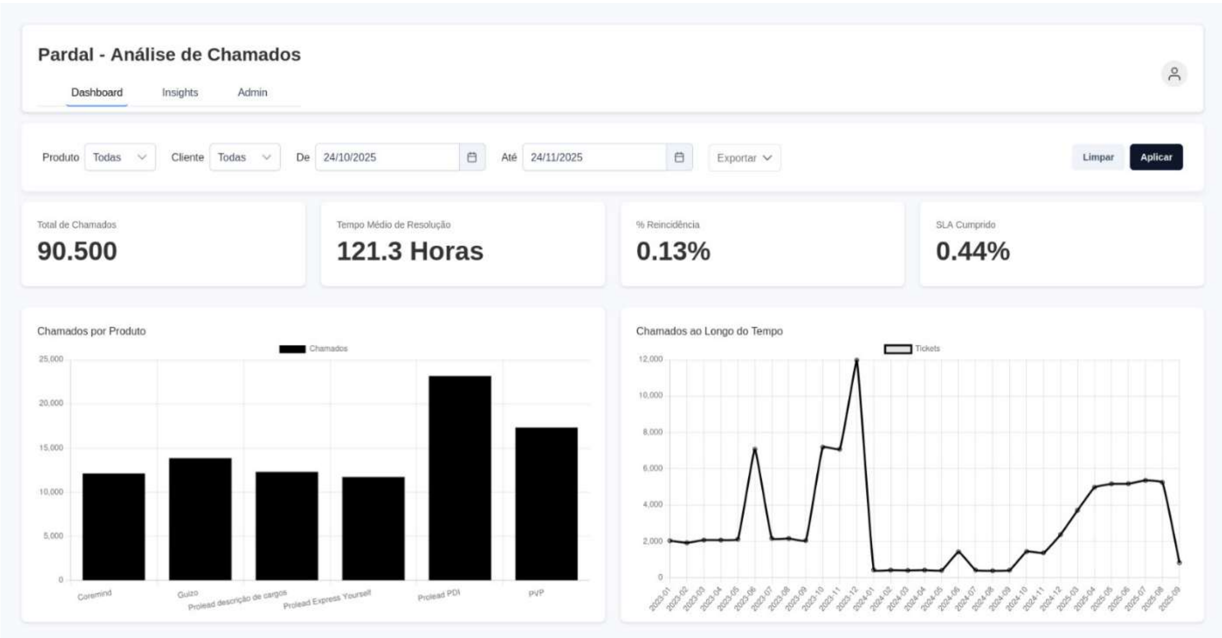


Login tab

Email: put your email

Senha: Your password

Or you can beguin your sign up



Dashboard tab

Purpose

Monitor ticket volume, resolution performance and SLA, with filters by product, client and date range. Export the data if you want to work outside the system.

How to use

1. **Navigate to this screen**
   - Top navigation: click **“Dashboard”**.
2. **Filter the data**
   - **Product**: use the *Produto* dropdown to select a specific product or keep **“Todas”** (All).
   - **Client**: use the *Cliente* dropdown to select a specific client or keep **“Todas”**.
   - **Date range**:
     - In **“De”**, pick the start date.
     - In **“Até”**, pick the end date.
   - Click **“Aplicar”** to update all metrics and charts.
   - Click **“Limpar”** to reset filters to default.
3. **Read the KPI cards**
   - **Total de Chamados** – total number of tickets in the selected period.
   - **Tempo Médio de Resolução** – average resolution time (in hours).
   - **% Reincidência** – percentage of recurring tickets.
   - **SLA Cumprido** – percentage of tickets solved within SLA.
     These four tiles always reflect the current filter.
4. **Analyze “Chamados por Produto” (Tickets by Product)**
   - Bar chart at the bottom-left.
   - X-axis: product names.
   - Y-axis: number of tickets.
   - Use it to quickly see which products generate more demand.
5. **Analyze “Chamados ao Longo do Tempo” (Tickets over Time)**
   - Line chart at the bottom-right.
   - X-axis: timeline (months/dates).
   - Y-axis: number of tickets (series “Tickets”).
   - Use it to identify peaks, trends and seasonality of tickets.

6. **Export data**
    - Click the **“Exportar”** dropdown.
    - Choose the available export format (e.g., CSV).
    - The exported file respects the current filters.

Pardal - Análise de Chamados

Dashboard | Insights | Admin

Cliente(s)

Todos

Produto(s)

Selecione um ou mais produtos

Exportar

Previsão de tickets estourarem o SLA

Previsão baseada no tickets abertos das subcategorias abaixo:

Exportação: **99.3%**

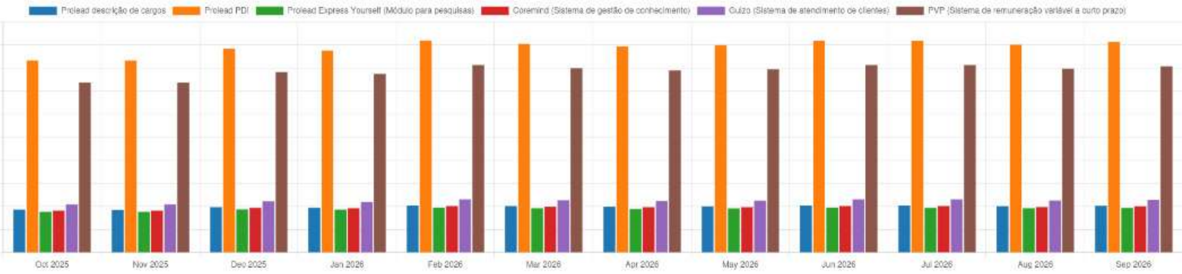
Funcionalidade indisponível: **99.3%**

Problemas de login: **99.3%**

Previsão de sazonalidade e volume de tickets por produto

Volume previsto (próximos 12 meses)

Com base na previsão, o mês de maior volume geral de chamados será **Fev de 2026**



Insights de Produto (Sugestões em Chamados)

- **Cliente: Nunes** - Produto: Prolead descrição de cargos

  Lentidão (39%)
  Ação sugerida: Realizar uma auditoria de performance abrangente (backend, frontend, banco de dados) para identificar gargalos em operações de carregamento e processamento de dados.

  Exportação (32%)
  Ação sugerida: Priorizar a correção do bug 'Exportação em PDF não está funcionando', garantindo a funcionalidade em todos os navegadores e dispositivos.

  Funcionalidade indisponível (29%)
  Ação sugerida: Conduzir uma triagem minuciosa dos tickets para categorizar os tipos específicos de indisponibilidade (salvar, editar, criar, atribuir tarefas) e identificar padrões.

- **Cliente: Nunes** - Produto: Prolead PDI

  Lentidão (33%)
  Ação sugerida: Investigar e otimizar a performance das operações de visualização, criação, edição e salvamento do PDI, que são frequentemente reportadas como lentas ou falhas.

  Erro de sistema (33%)
  Ação sugerida: Reforçar testes de regressão e integração para as funcionalidades críticas do Prolead PDI (carregamento de dados, salvamento, etc.), garantindo que novas implementações não introduzam bugs.

  Permissões (33%)
  Ação sugerida: Realizar uma auditoria completa do modelo de permissões do Prolead PDI para todas as ações (visualizar, criar, editar, salvar, anexar evidências) e perfis de usuário (colaborador, gestor, RH).

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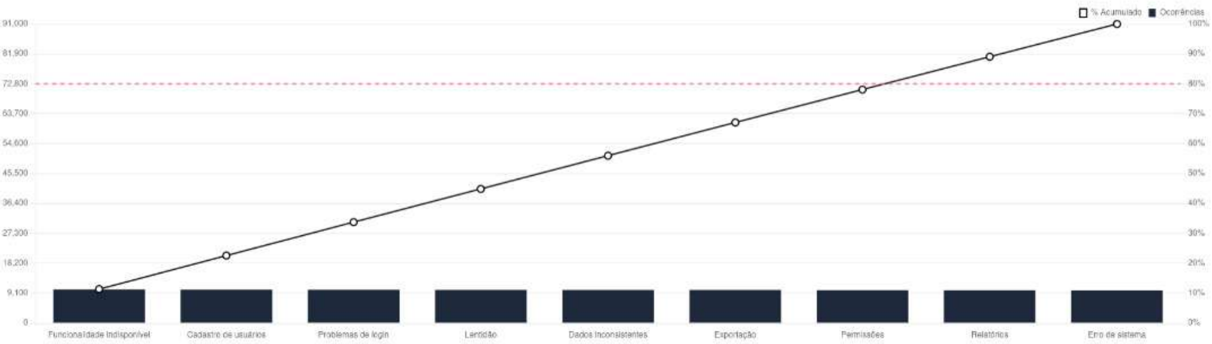
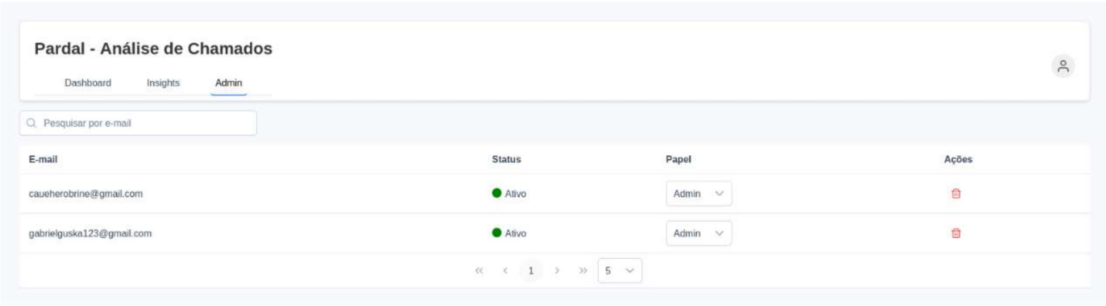
Análise de Causas Raízes

Pareto por Subcategoria (Ocorrências x % Acumulado)



Insights tab

In the **Insights** tab, you will have **the same filters and export button, less date filters**, but instead of charts you will see AI-generated insights based on the filtered period, product and client.



Admin Tab

Purpose

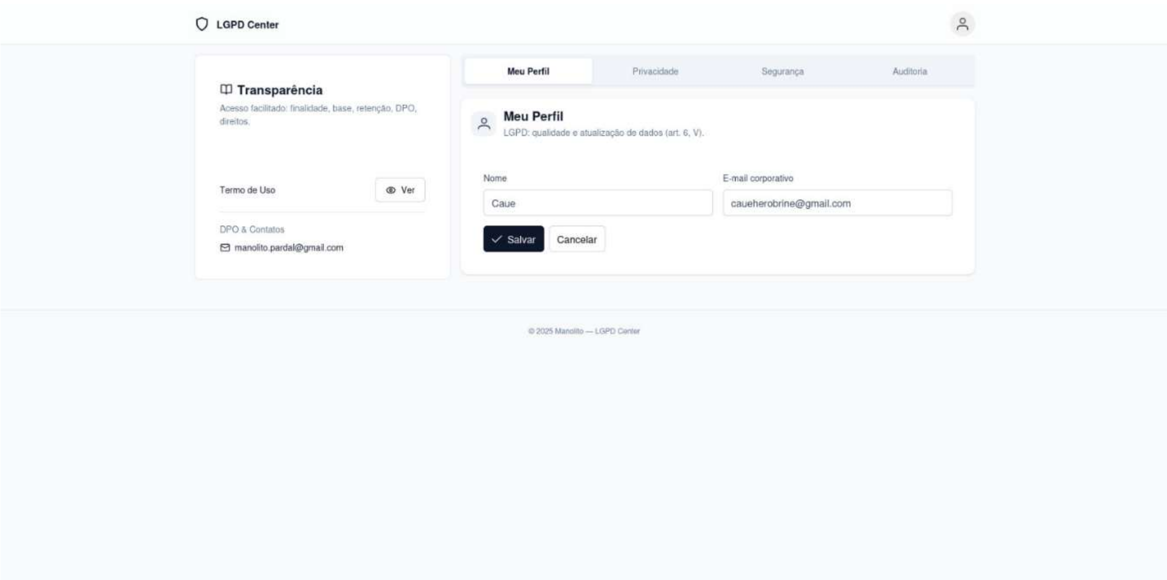
Let system administrators manage user accounts: search by e-mail, see status, change roles and delete users.

How to use

1. **Navigate to this screen**
    - Top navigation: click **"Admin"**.
2. **Search for a user**
    - Use the search bar **"Pesquisar por e-mail"**.
    - Type part or full e-mail; the list will show matching users.
3. **Understand the table**
    - **E-mail**: user's login.
    - **Status**: for example, "Ativo" (Active) with a green indicator.
    - **Papel**: role (e.g., *Admin*) in a dropdown.

  - **Ações**: trash icon to delete the user.

4. **Change a user role**
   - In the **Papel** column, open the dropdown.
   - Select the new role (e.g., User, Admin, etc.).
   - The change applies immediately after selection, following your backend rules.
5. **Approve new sign-ups**
   - New registrations will appear in this list with a status that indicates they must be approved (depends on your implementation).
   - Change the status/role as needed to grant access.
6. **Delete a user**
   - Click the **trash** icon in the **Ações** column.
   - Confirm the deletion in the confirmation dialog (if any).
   - The user will lose access to the system.
7. **Use pagination**
   - Use the arrows and page number at the bottom to move between pages.
   - Use the dropdown (e.g., “5”) to change how many rows are shown per page.



LGPD Center Window

Purpose

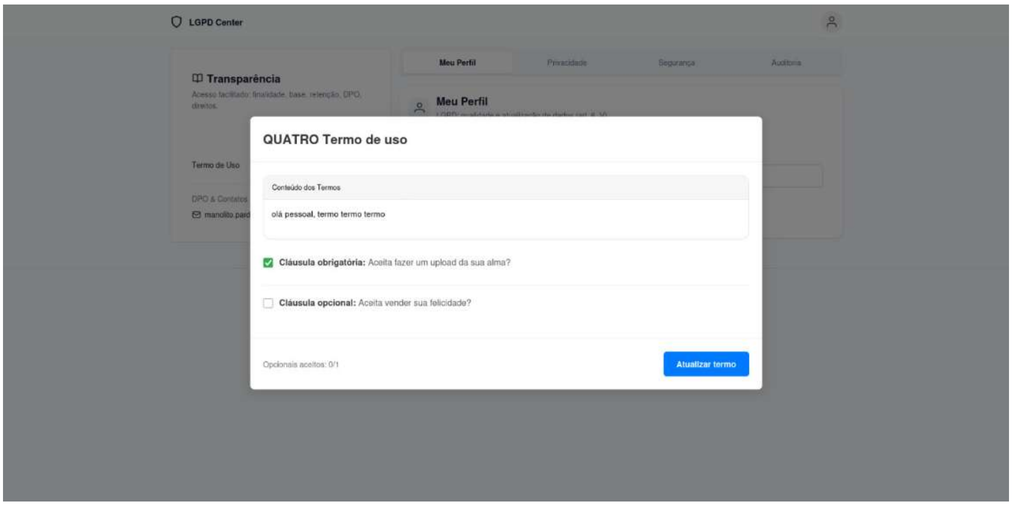
Allow the user to view and update basic profile data used for identification and contact, under LGPD (Brazilian data protection law).

How to use

1. **Navigate to LGPD Center**
   - Click the **LGPD Center** option in your global navigation (or icon).
   - Make sure the tab **"Meu Perfil" (My Profile)** is selected.
2. **View transparency information**
   - Left card **"Transparência"** summarizes purpose, legal basis, retention and DPO contacts.
   - **"Termo de Uso" – Ver** button: opens the Terms of Use (see Image 5).
3. **Update your profile**
   - In **"Nome"**, type your preferred display name.
   - In **"E-mail corporativo"**, check or edit your corporate e-mail.
4. **Save or cancel**
   - Click **"Salvar"** to persist changes.
   - Click **"Cancelar"** to discard changes and keep previous data.
5. **Contact DPO**

- At the bottom of the left card you see **DPO & Contatos** with an e-mail link.
- Use this address to send formal LGPD requests if needed.

Image 5 – LGPD Center: Terms of Use Modal



Purpose
Allow the admin or authorized user to configure and review the Terms of Use content and clauses (mandatory and optional).

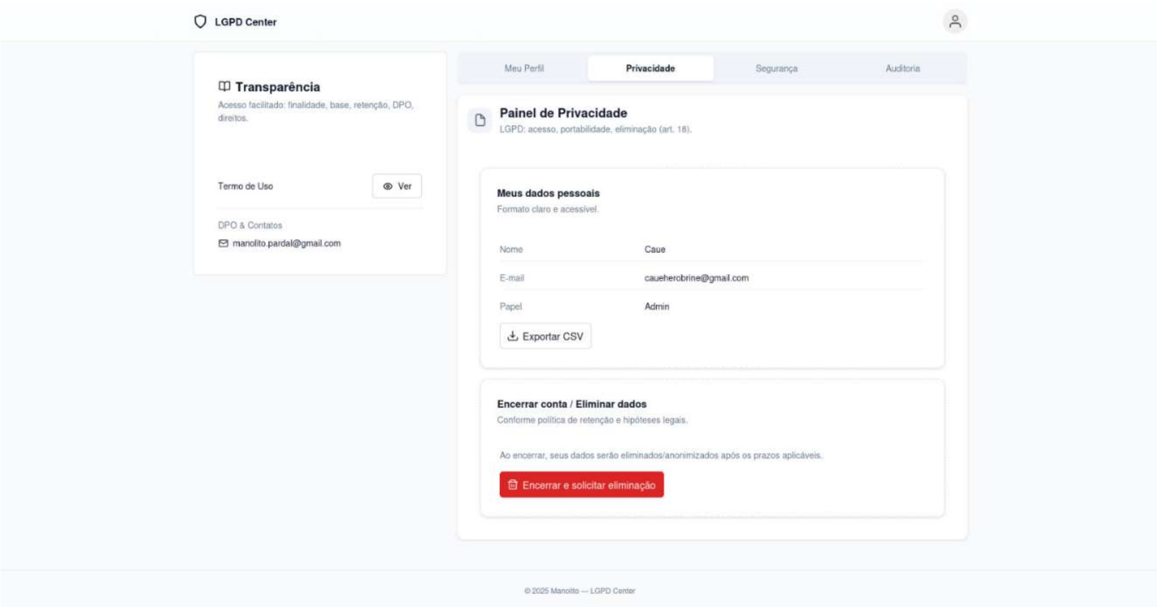
How to use

1. **Open the modal**
    - From the **"Termo de Uso – Ver"** button on the LGPD Center left card (Image 4).
2. **Edit the main terms content**
    - Field **"Conteúdo dos Termos"**: enter or update the full text of the Terms of Use.
3. **Configure clauses**
    - **Mandatory clause**:
        - Checkbox labeled **"Cláusula obrigatória"**.
        - The text defines the mandatory consent condition.
        - This clause must be accepted for the user to continue using the system.
    - **Optional clause(s)**:

        - Checkbox(es) labeled **“Cláusula opcional”**.
        - Each one represents an extra consent (e.g., marketing, analytics).
        - The counter **“Opcionais aceitos: 0/1”** indicates how many optional consents are granted.

4. **Update the terms**
    - After editing text and clause states, click **“Atualizar termo”**.
    - The new version of the Terms of Use becomes active according to your backend logic (e.g., versioning, logs).

Image 6 – LGPD Center: Privacy Panel



Purpose

Give the user access to their personal data, allow export and enable account closure/data deletion according to LGPD.

How to use

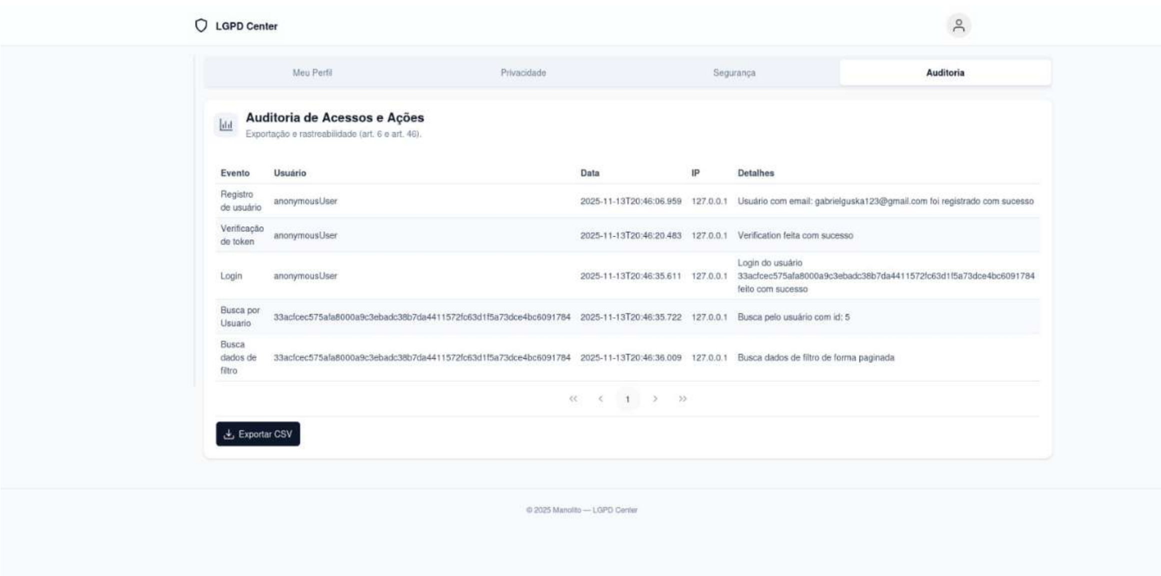
1. **Navigate to this tab**
    - In LGPD Center, click **“Privacidade”**.
2. **View your personal data**
    - Card **“Meus dados pessoais”** shows:
        - **Nome** (Name)

        - **E-mail**
        - **Papel** (Role)
    - This is the human-readable snapshot of what the system stores.

3. **Export your data**
    - Click **“Exportar CSV”**.
    - Download a CSV file containing your personal data in a clear and portable format.

4. **Request account closure / data deletion**
    - In the **“Encerrar conta / Eliminar dados”** card, read the explanation about retention policy and legal bases.
    - Click **“Encerrar e solicitar eliminação”** to start the process.
    - According to your implementation, the system will:
        - Mark the account for closure, and
        - Delete or anonymize data after the specified retention period.

Image 7 – LGPD Center: Security (Password Reset)

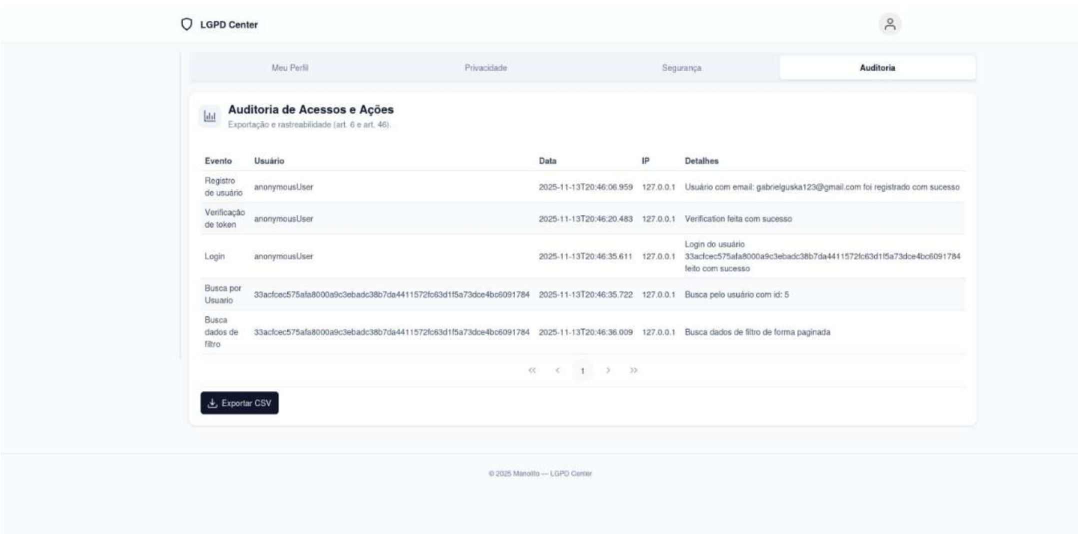


Purpose
Allow the user to manage their account security, specifically resetting the password in compliance with security requirements.

How to use

1. **Navigate to this tab**
   - In LGPD Center, click **“Segurança”**.
2. **Enter a new password**
   - In the **Senha (Password)** field, type the new password.
   - Follow the policy hint below (e.g., minimum length, numbers, symbols).
3. **Reset password**
   - Click **“Redefinir Senha”**.
   - The system validates the password against the policy and, if valid, updates it.
   - Next login must use this new password.
4. **Use transparency panel**
   - On the left, the **Transparência** card and **Termo de Uso – Ver** button work the same as in other LGPD Center tabs (Image 4).

Image 8 – LGPD Center: Audit – Access & Actions Logs



Purpose
Provide traceability of relevant events involving personal data: who did what, when, from which IP. Allow export for compliance.

How to use

1. **Navigate to this tab**

    - In LGPD Center, click **“Auditoria”**.

2. **Understand the audit table**
    - Columns typically include:
        - **Evento** – type of event (user registration, login, token verification, data search, etc.).
        - **Usuário** – who performed the action (user id or “anonymousUser”).
        - **Data** – timestamp of the event.
        - **IP** – IP address used.
        - **Detalhes** – extra information (e-mail, user id, filters used...).
3. **Review events**
    - Scroll through the list to inspect specific actions (e.g., who searched for a user, who logged in, who changed data).
4. **Use pagination**
    - Controls at the bottom let you move through pages and see earlier/later events.
5. **Export logs**
    - Click **“Exportar CSV”**.
    - Download the audit log as CSV to archive, investigate incidents or respond to LGPD requests.