1. Best Visualization for Comparing Actual vs. Goal

Question:
Taylor is creating a visualization to compare actual average call time vs. a goal. What type of visualization should Taylor create?

- ❌ A line chart
- ❌ A pie chart
- ✅ **A scorecard**
- ❌ A dashboard

Feedback:
A **scorecard** is ideal for comparing actual performance against goals, making it perfect for tracking KPIs like average call time.

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2. Scorecard vs. Dashboard

Question:
What is the difference between a scorecard and a dashboard?

- ❌ Scorecards monitor performance, and dashboards track the progress of metrics.
- ❌ Scorecards track visualization feedback, and dashboards track the progress of metrics.
- ❌ Scorecards monitor performance, and dashboards monitor feedback.
- ✅ **Scorecards track the progress of metrics, and dashboards monitor performance.**

Feedback:
Scorecards focus on goal tracking, while **dashboards** provide a broader view of ongoing performance and operations.

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3. Dashboard for Executive Revenue Overview

Question:
You need to compare actual revenue to targets and last year's results for executives. Which dashboard type should you use?

- ❌ Tactical dashboard

- ✅ **Strategic dashboard**
- ❌ Operational dashboard
- ❌ Analytical dashboard

Feedback:
A **strategic dashboard** is designed for executives and focuses on high-level metrics like revenue trends and performance against goals.

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4. Best Visualization for Comparing Results to Goals

Question:
Jody needs a visualization that compares actual results to goals. What should Jody create?

- ❌ An operational dashboard
- ✅ **A scorecard**
- ❌ A strategic dashboard
- ❌ A tactical dashboard

Feedback:
A **scorecard** is the best tool for comparing actual results to targets, helping users quickly assess performance.

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5. Choosing the Right Dashboard Type

Question:
What information will help Taylor decide which type of dashboard to use?

- ❌ The data sources, the type of data, and the business goal
- ✅ **The user, their job role, and the business goal**
- ❌ The type of data, the business goal, and the stakeholders
- ❌ The business goal, the type of data, and the user

Feedback:
Understanding the **user's role** and the **business goal** helps tailor the dashboard type to their needs—whether strategic, operational, analytical, or tactical.