



Dashboard Guide

MIRACLE SERVICE DASHBOARD GUIDE

Overview

This document will describe the procedure to configure and use Dashboard feature.

Prerequisite

Miracle Service v7.0.0.0 (SQL Database) or later must be installed on the computer.

Setting-Up Permissions

All users set up with site admin permission (under User Security) will automatically be granted access to the Dashboard.

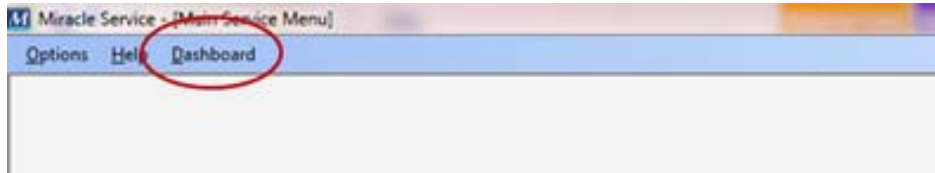
To grant non-site admin users permission to access the Dashboard, log into Miracle Service Administration, go to >13. Administration>Security>Security Groups, and Edit or Create a new User Group. You can then click on the Misc. Permission Group, and change the selection to YES.

Ensure each user requiring permission is assigned to a User Group which has been granted permission to 'Launch Dashboard'. You can check which group each individual user is assigned to by exiting out of Security Groups, and going into User Security.



Launching the Miracle Service Dashboard

You can launch the Dashboard from the Miracle Service Client, by clicking in the top left hand corner on the Dashboard menu, and selecting Launch.



The dashboard allows Users to quickly look at:

- Outstanding Tasks
- Average Repair time/Task
- Average Call/Technicians
- First Call Resolution
- Rescheduled Calls
- Parts Cost / Technician



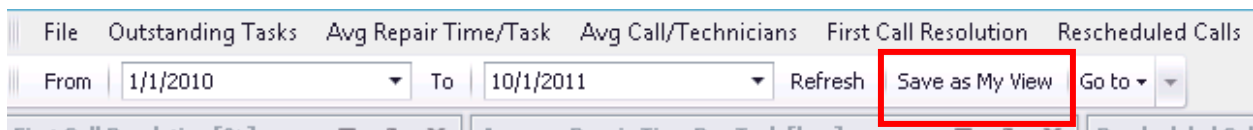
Dashboard Standard View

Standard View & Saving Your Own View

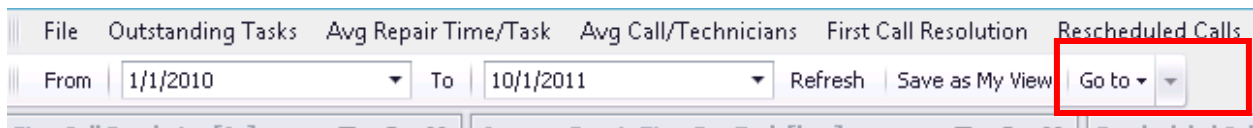
The dashboard comes with a Standard View. You can change the view, change the order of the charts and gauges, delete/remove dock and undock, save your view, or return to the Standard View. The dashboard also allows you to set the ranges for each gauge so that at a glance you can view all your company's metrics exactly how you want to view them.

Saving Views:

If you have formatted your Dashboard view to a configuration that you would like to save, you can do this by selecting the "Save as My View" button.



After that, anytime you want to return to view that Dashboard layout and configuration you can do so by selecting the Go to pull-down menu and select My View.

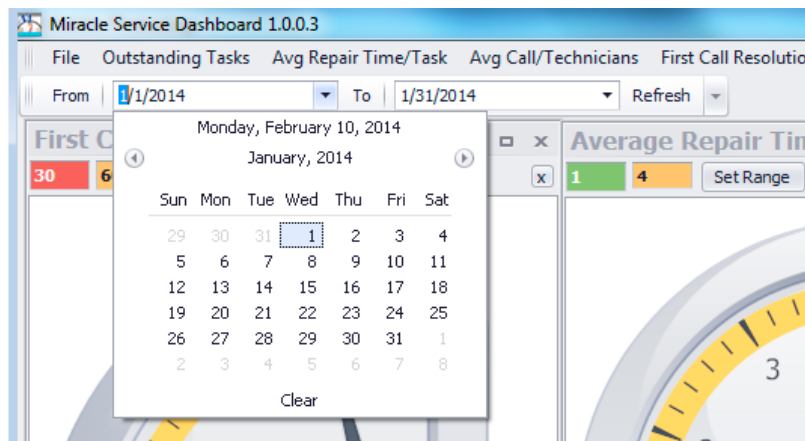


Returning to the Standard View:

If you would like to revert back to the Standard View, you can at any time by selecting the Go to > Standard View at any time.

Setting Date Ranges:

You can select Date Range, by either typing in the Dates in the From and To Date fields or by clicking on the down arrow beside each date in order to select the date range you want to view. Once you have selected the Date range, click on Refresh.



Changing the Gauge Ranges:

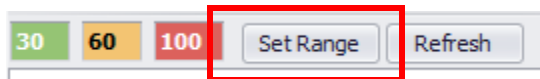
Each gauge allows you to put in a range that is in line with your company and your industry's standards.

Red: Depending on the gauge, this will either be the top number or the bottom end number showing in the red segment of the gauge. Red indicates non-acceptable levels of performance.

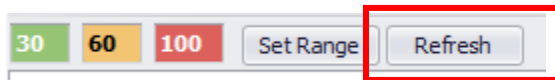
Yellow: Depending on the gauge, this will either be the top number or the bottom end number showing in the orange segment of the gauge. Yellow indicates levels of performance which should be more closely monitored.

Green: Depending on the gauge, this will either be the top number or the bottom end number showing in the green segment of the gauge. Green indicates levels of acceptable performance in accordance with your company's standards.

Enter the range in each gauge, and select 'Set Range' to save.



To refresh the data in the chart or gauge, select 'Refresh'.



Moving, Hiding, Docking, Un-Docking and Deleting Gauges

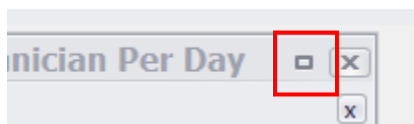
At any time, you can reset the view to its original settings by selecting Standard View in the Go-To drop down menu.

Un-Docking: You can undock a gauge from its location by clicking on the top portion of the box where the title resides, and moving it to whatever location you want.

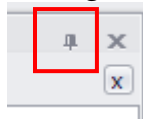
Resizing: You can also increase or decrease the size of the gauge to fit your needs. Hovering over the edge you wish to expand will show an arrow (either for expanding left or right, or for expanding up or down) or an arrow in the corner to expand the gauge to make it larger or smaller.



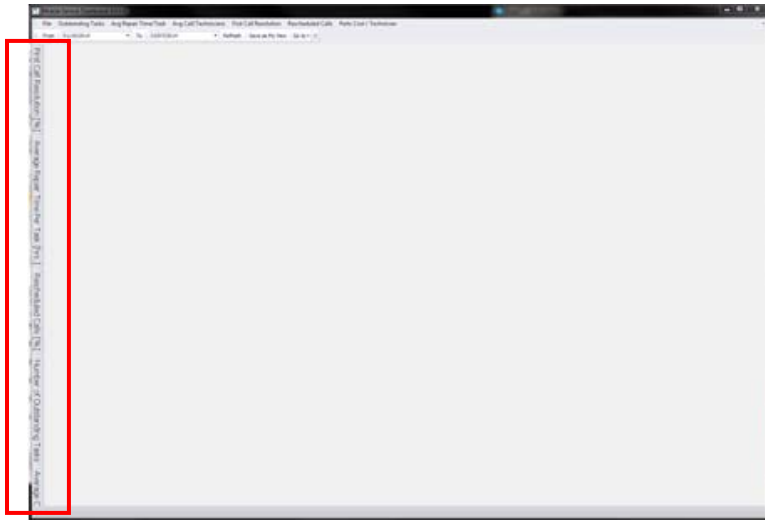
In the top right hand corner, you can choose to expand the gauge to maximum size by clicking on the square button.



Hiding: Clicking on the push pin icon will allow you to auto-hide the gauge.



Docking: Docking hides the gauges and you can access them by clicking on the left hand side to view each one.



Undocked View of Dashboard

To dock the gauges again, click the pushpin again. Or if you haven't Saved it, click on the go-to menu to return to My View.

Remember: At any time, you can reset the view to its original settings by selecting Standard View in the Go-To drop down menu.

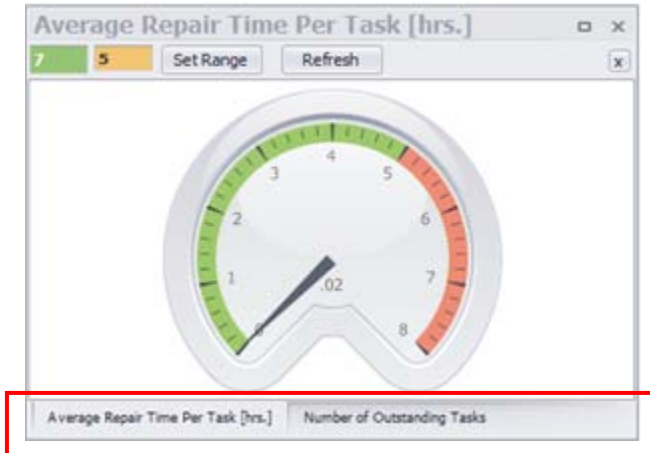
You can click Refresh on each individual gauge to refresh the screen, or click on the name of the gauge in the menu bar at the top of the screen.

Saving View: Once you have arranged your gauges in a certain way that you like, and you wish for them to remain this way, you can click the "Save as My View" button at any time to save the view.

If you have moved some gauges, and haven't saved them by clicking on the "Save as My View button", you can either return the gauges to your view or return them to the Standard View (original to Miracle Service), by clicking on the down arrow beside Go to, and selecting either My view, or Standard View.

Moving: Pick up one gauge, and place it over another in order to put two gauges in one display box.

You can put all the gauges in one box, and then select the name of the gauge at the bottom of the box in order to display the gauge.

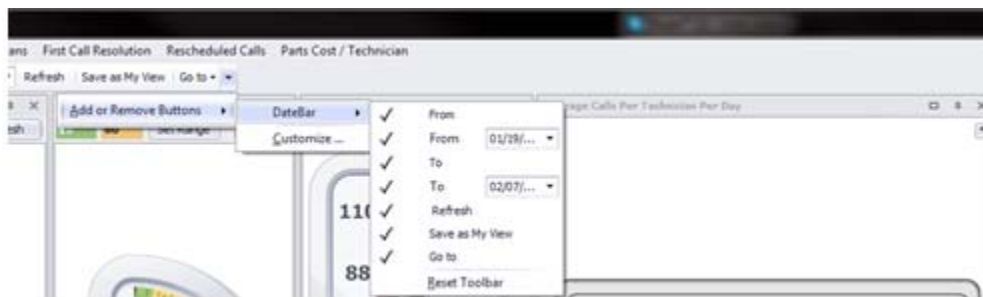


To Undo, right-click on the box to bring up the context menu and click on Float, or return to My View or Standard view from the Go to button.



Further Customization of Your Dashboard:

Click on the down arrow, located right beside the "Go to" down arrow. The Add or Remove Buttons feature, gives you access to customize the toolbar, and add or remove components of the tool bar as shown below.



Add or remove option

Default Settings

Your default settings will automatically populate based on the location of your Miracle Service database. If you want to modify the 'Auto Refresh' time for your Dashboard you can do this by going to File >Settings in the menu bar.

The screenshot shows a 'Settings' dialog box with the following fields and controls:

- Server:** NEXENTHOST\SQLEXPRESS
- Database:** SampleMS
- UserID:** Nexent
- Password:** Masked with asterisks
- Test Connection:** Button
- Date Range:**
 - From:** 01/Jan/2010
 - To:** 01/Oct/2011
- Automatically Refresh Data:**
 - Every 1 hour(s)
- OK:** Button