

## Dashboard Design

### Real-time visibility into important service and support metrics.

A Specialist will help you define Key Performance Indicators for service and support through a custom dashboard that will give real-time visibility into the associated metrics.

### What it can do for you.

- Helps improve contact center efficiency through instant insights into performance metrics
- Identify where resources should be directed to manage high priority and high volume of cases
- Streamline and automate data capture and reporting, increase data accuracy

### How it works.

A Certified Specialist will guide you through the process via five calls totaling 5 hours over 4 to 6 weeks.

#### Discovery

- Discuss and review your current implementation and usage
- Review and finalize quantifiable success criteria
- Selection of pattern

#### Analysis

- Configure reports and dashboards in your Production Org
- Iterative review with your service & sys admin teams
- Summarized discovery learnings
- Review final dashboard

#### Outcomes

- One dashboard with maximum 20 components or underlying reports

### ADDITIONAL INFORMATION

#### PREMIER OR SIGNATURE

Time you will spend on this Accelerator: 5 hours

#### GOAL

Reduce costs, gain business insights

#### INTENDED USER

Managers and Supervisors seeking real-time visibility into necessary Customer Service KPIs.

#### PREREQUISITES

- Must have Premier or Signature Success Plan.
- Services executive sponsor who will confirm business objectives and champion adoption
- System admin to lead configuration with guidance from the Salesforce facilitator
- Access to appropriate Salesforce Org and data to build and customize dashboard

.....

To schedule your 1-on-1 Accelerator, [visit our Help Portal](#), or contact your account executive or success team today!

#### Corporate Headquarters

The Landmark @ One Market Street  
Suite 300  
San Francisco, CA 94105  
United States  
1-800-NO-SOFTWARE  
[www.salesforce.com/services-training/add-ons/accelerators](http://www.salesforce.com/services-training/add-ons/accelerators)

#### Global Offices

Latin America +1-415-536-4606  
Japan +81-3-5785-8201  
Asia / Pacific +65-6302-5700  
EMEA +4121-6953700

