

Business Intelligence with Uboss Dashboard Widgets

ESP Systems Mobile is the solution for today's mobile based users and organisations that need to encourage team working and greater productivity from geographically diverse and mobile teams.

Uboss Dashboard is a home screen for every user that can be configured with Widgets to display information relevant to that user. Each widget is a tile and can be clicked to drill into that part of Uboss for deeper analysis. For example, clicking on Calls and Users Live Status will take the user into the live registrations within Uboss Packet Analyzer

In this way Uboss Dashboard provides personalised business intelligence based on a user's roles and requirements. There is business logic ties to the roles and permissions in Uboss so that users can only access widgets that they have permission to. For example, Resellers could stop staff being able to access the Revenue widget

AVAILABLE WIDGETS

- **Users** – Displays the total count of the different types of users on platform
- **Ticket Updates** – Provides a feed of the latest submitted tickets
- **Ticket Count** – Visual summary of the number of new and open tickets
- **Hardware Sales** – The value and count of hardware sales for the previous week
- **Revenue** – The last 6 months revenue totals by charge type
- **Call Volume Count** – Summary of call counts inbound and outbound for the previous 7 days
- **Call Volume Minutes** - Summary of call minutes inbound and outbound for the previous 7 days
- **Number Port Status** – Real-time summary of the number of port requests and their status
- **Calls and Users Live Status** – Summary of Uboss Packet Analyzer showing live calls and device registrations on platform



- **Reload** - When Uboss loads the widgets are populated. Some of them, such as Ticket Count and Call Volume can be refreshed for a real-time update.
- **Select Information Sources** – Within the widgets different data streams can be enabled or disabled. For example in Hardware sales, both Cost and Quantity are shown. Click either within the legend in the widget to enable or disable that element.

HOT BUTTONS

Hot Buttons within the Dashboard are user defined short cuts to specific areas. This is an extension of the widgets concept of personalising Uboss for an individual user. Hot Buttons can be used by a call centre supervisor to go straight to reports or by ops teams users to go straight to Packet Analyzer or Bulk Job, for example. Or if a user often needs to activate Call Forward Always, they can create a hot button direct to that service configuration as in the example below



KNOWLEDGE BASE

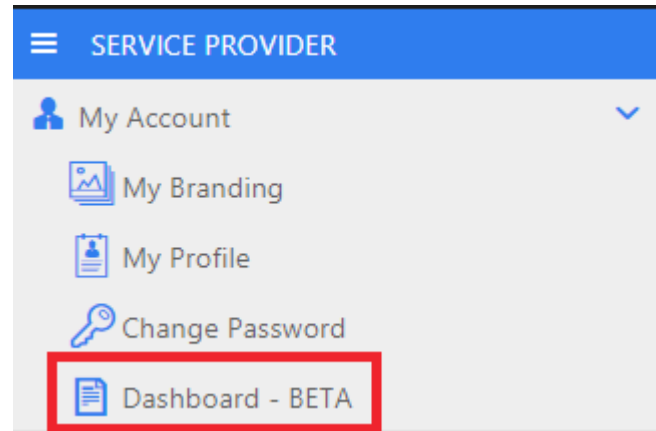
The Knowledgebase within Uboss is a central repository of supporting documentation. Users can now toggle their home screen between the Dashboard and the Knowledgebase using the buttons below. The Hot Buttons will always be available

KNOWLEDGE BASE

DASHBOARD

CONFIGURING UBOSS DASHBOARD

Each user can go to "My Account" > Dashboard to be able to configure their Widgets and Hot Buttons



ROLES AND PERMISSIONS

You can assign a Role type against a specific Uboss user and that Role will have certain permissions within it. One of those is which dashboard Widgets are available. If the Uboss user has a Role that does not allow the Widget to be assigned, they will not see it in the available list when they click the "Add Widget" button.



ROLES

ADD NEW

Include Removed

Showing 1 to 31 of 31 entries

ROLE NAME	APPLICABLE TO	DESCRIPTION
Account Manager	Platform Owner	This role allows the user to add, up
Account Manager	Business	This role allows the user to add, up
Account Manager	Reseller	This role allows the user to add, up
Account Manager	Distributor	This role allows the user to add, up
Account Manager	Business Site	This role allows the user to add, up

Click an individual Role – these are available at Reseller and customer business level. In this example we have a Reseller Administrator



EDIT ADMINISTRATOR

Role Name

* Administrator

Description

This role provides full control to all aspects of the company, which vary depending on the level the company exists at.

Applicable To

- Platform Owner
- Distributor
- Reseller
- Business
- Site

Looking down the permissions table we can see that the Revenue Widget is enabled for anyone that has the Administrator role assigned

RevenueDashboard	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
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