



The CYS Dashboard upgrade

Meet our new and improved dashboards



Introduction

- Welcome!
- Quick introduction
- Goal of the webinar
- Questions
- Available resources



Agenda

- New widget designs
- Color schemes & fonts
- Simplified setups
- Flexible reporting periods
- Additional reporting columns



Dashboard upgrade

Goals based on user feedback:

- Improved widget designs
- Consistency in colors
- Consistency in texts (sizes and fonts)
- Simplified set-ups
- More flexibility for period comparisons

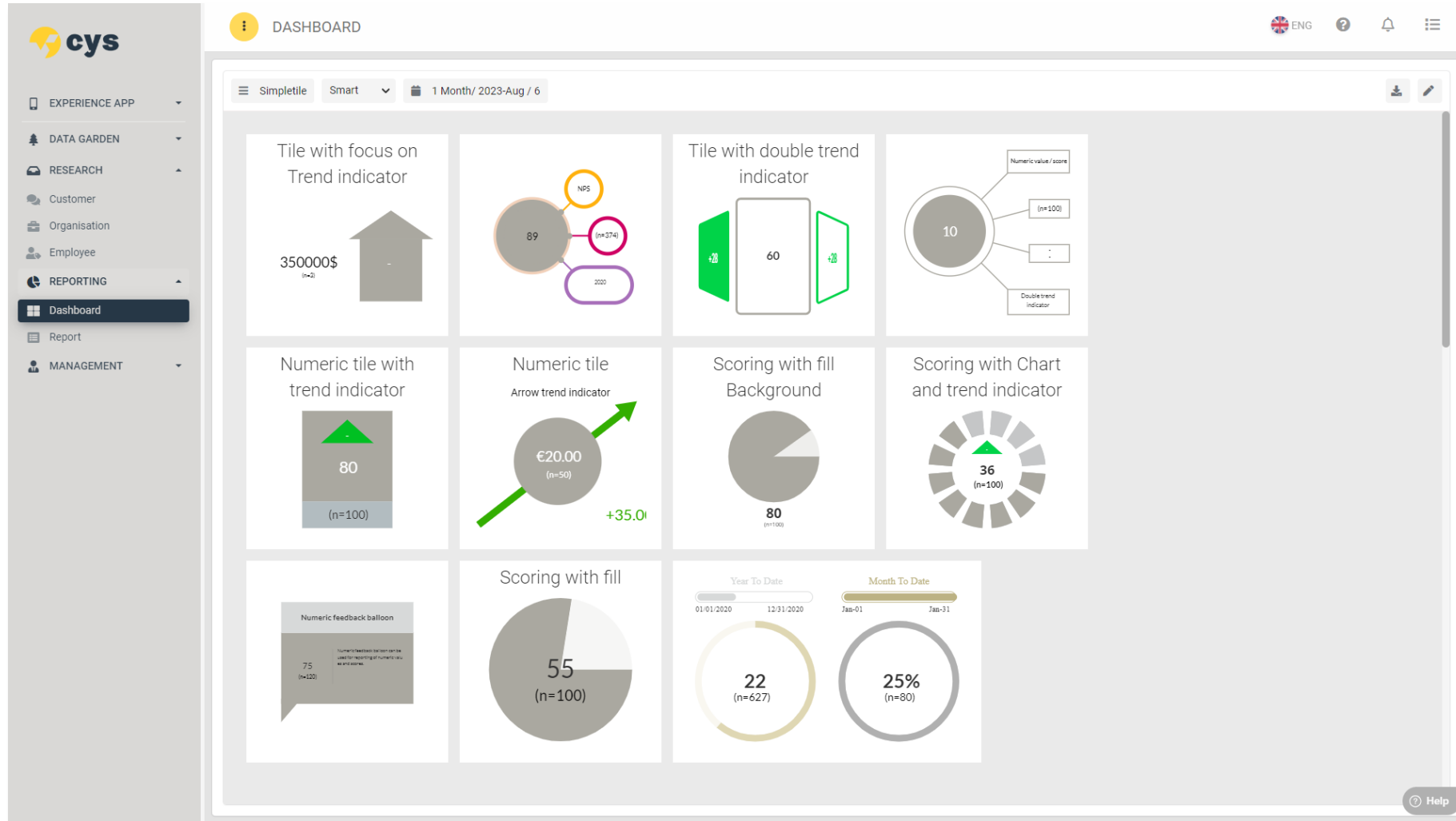


Widget designs

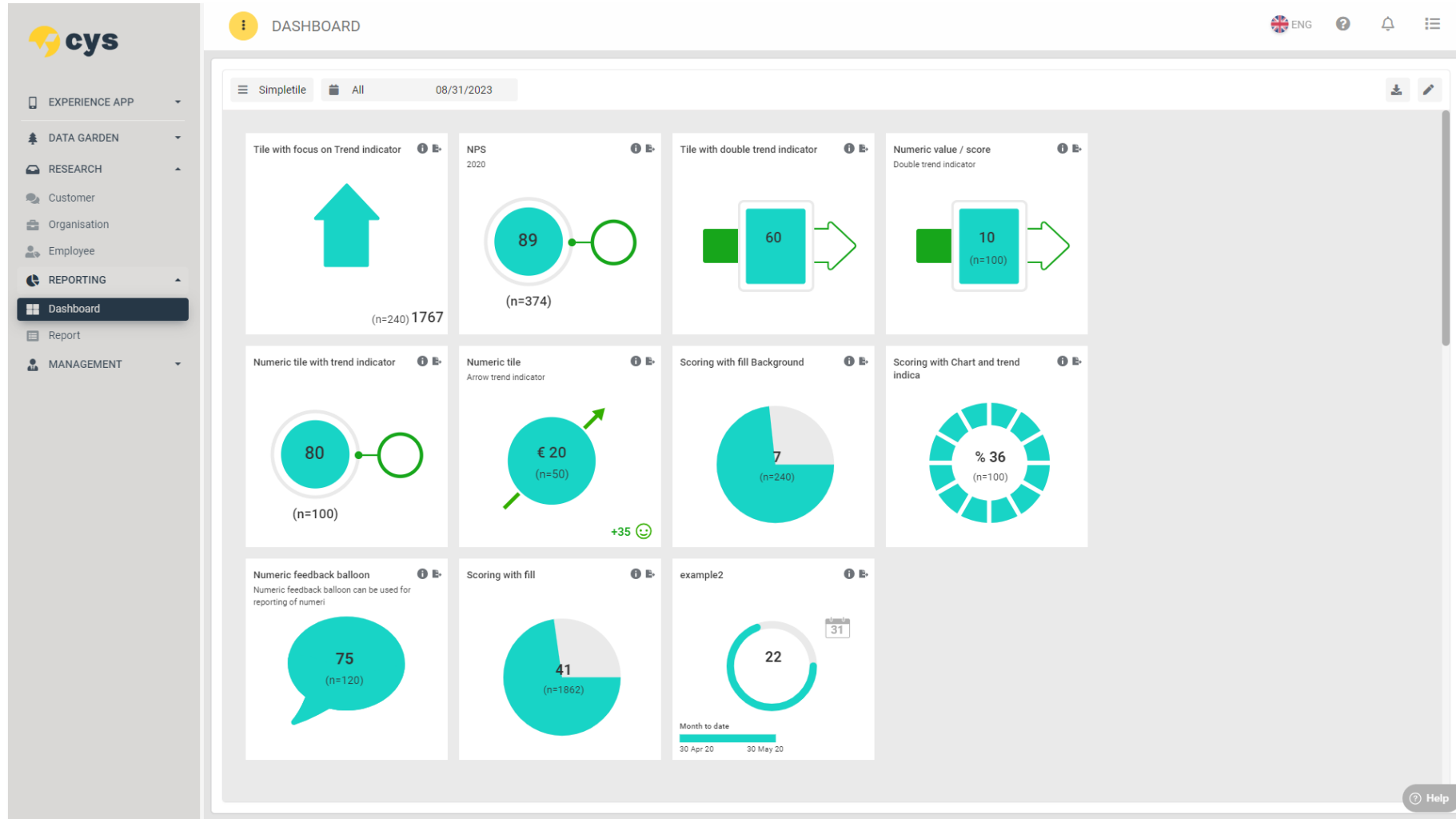
Introducing the new look & feel



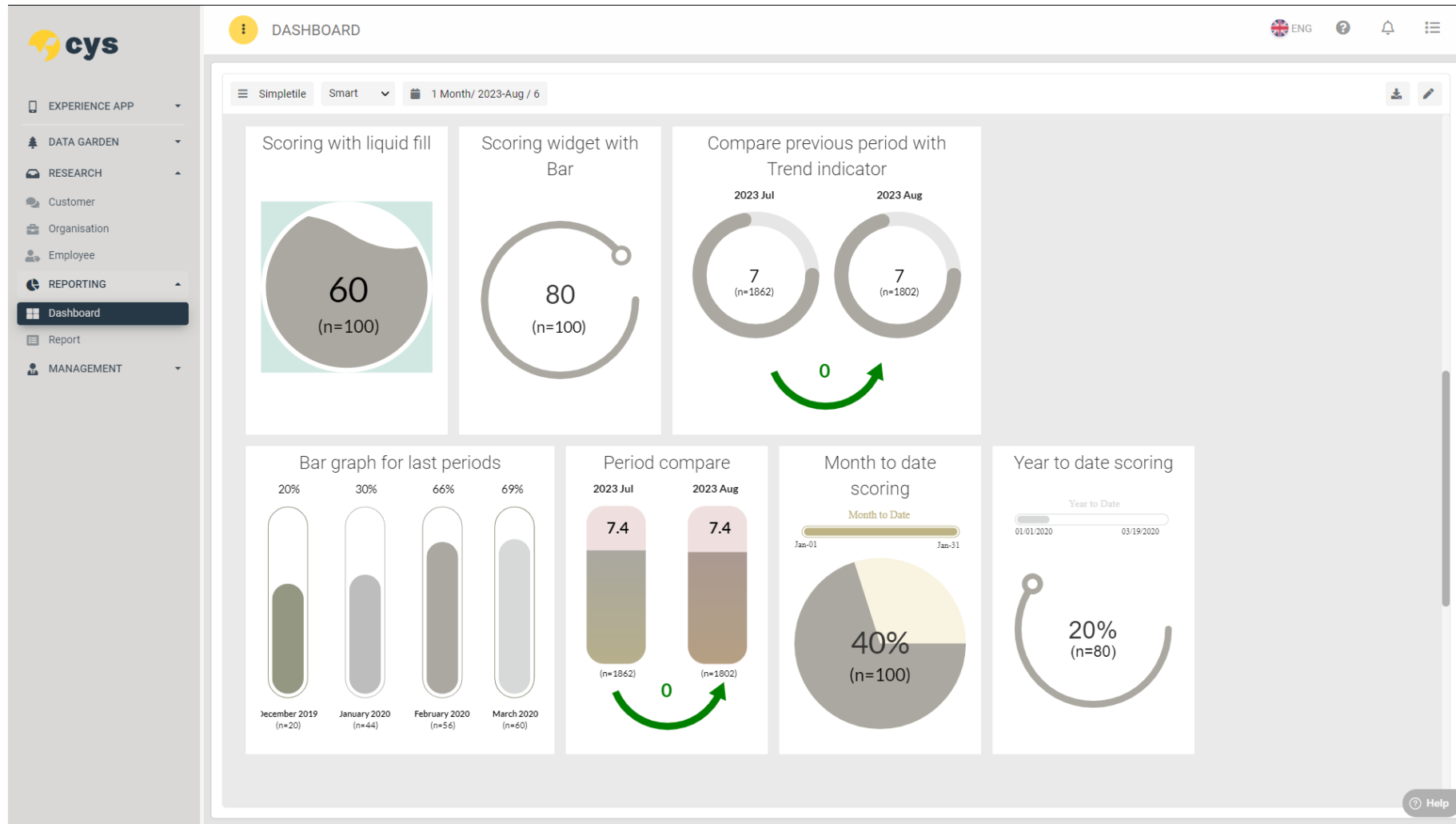
SimpleTile widgets



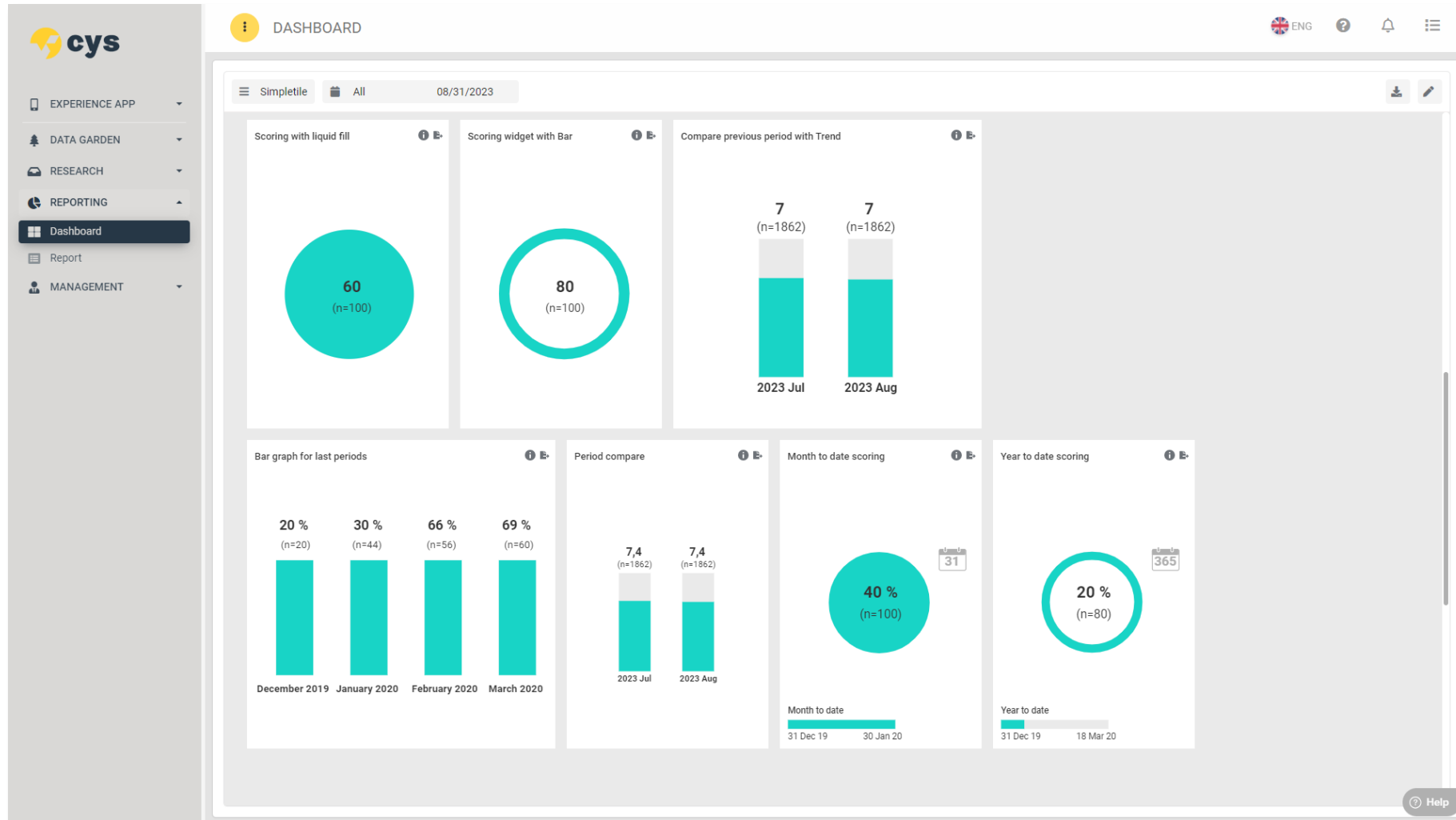
SimpleTile widgets



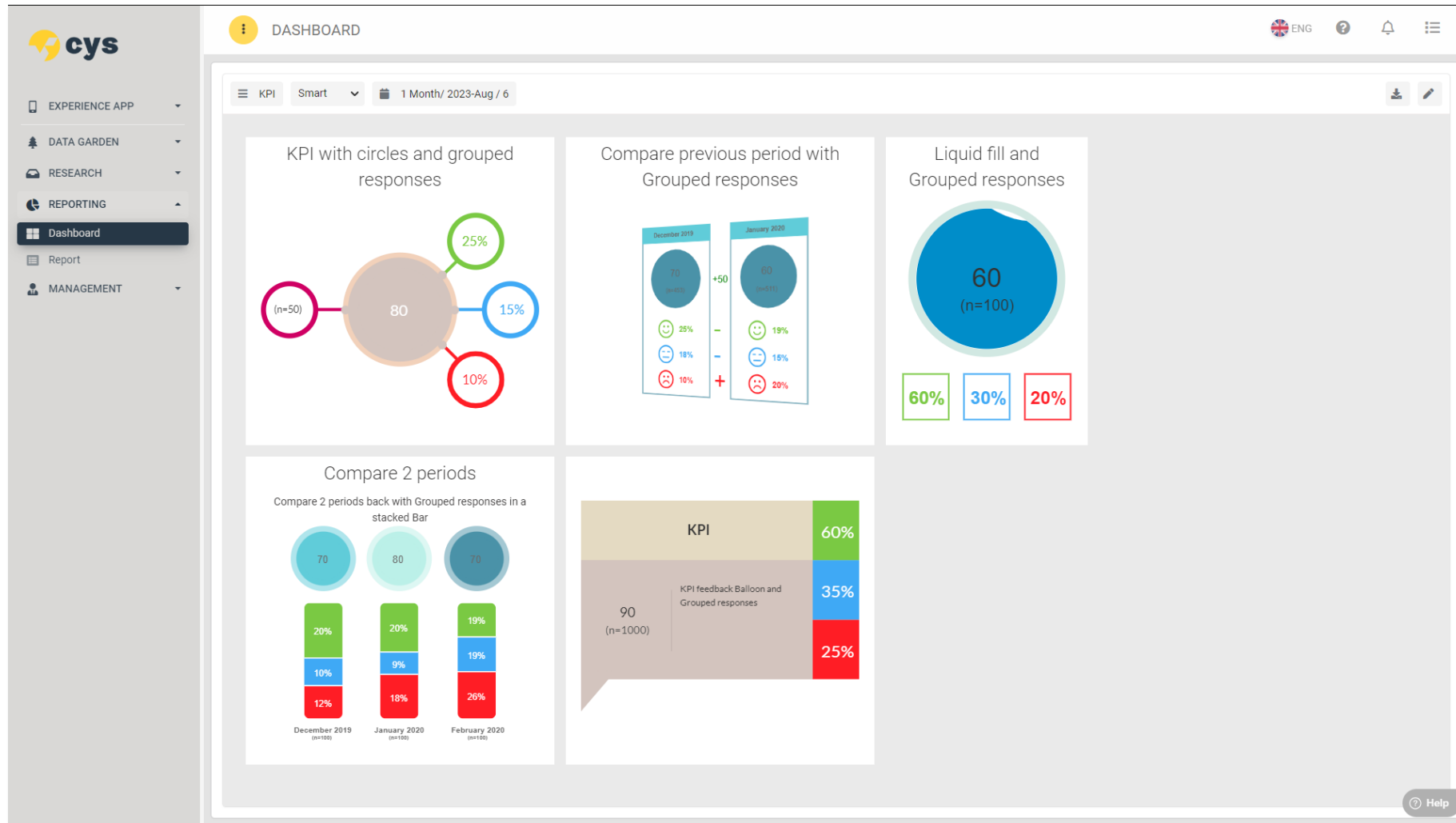
SimpleTile widgets



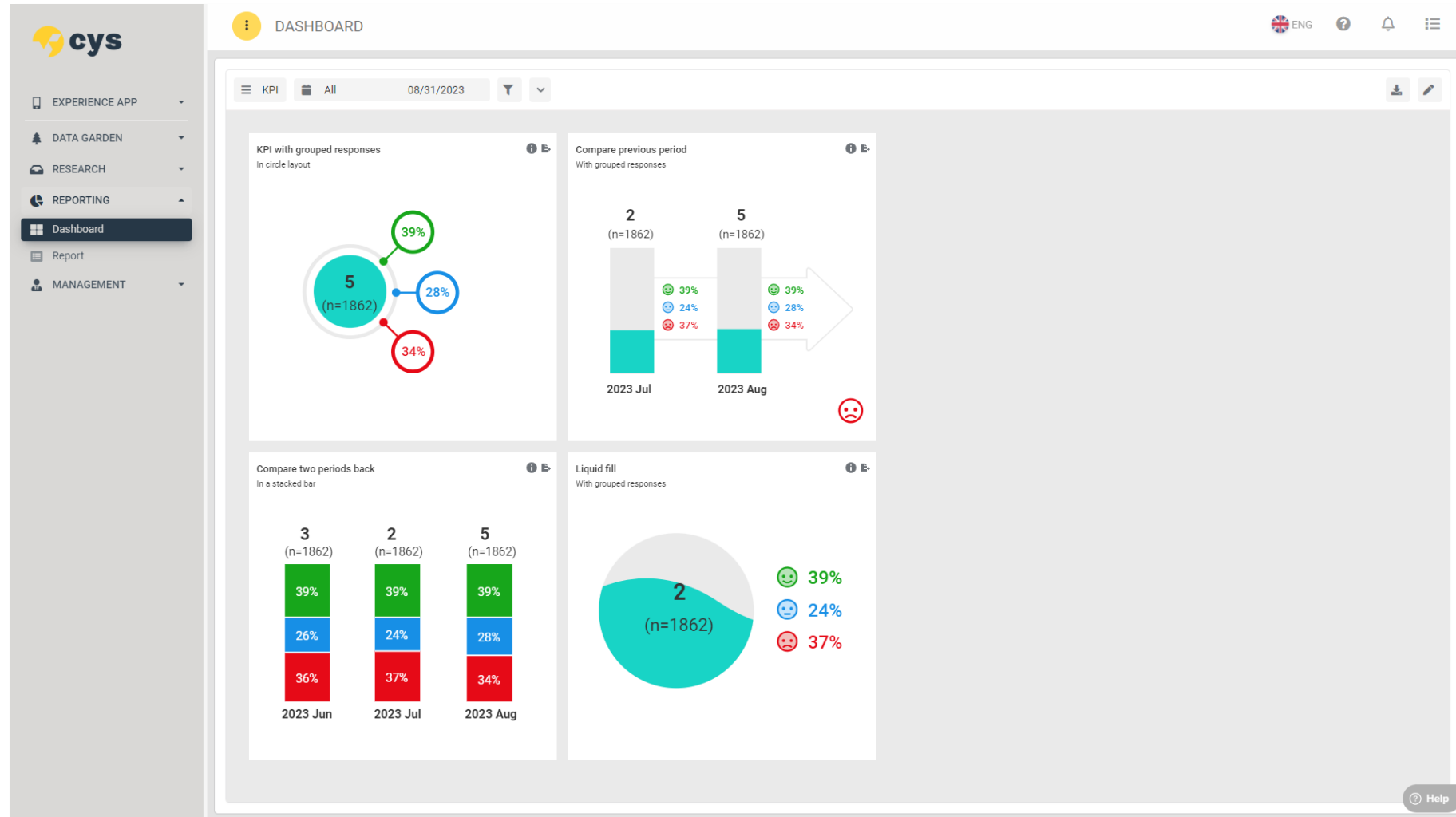
SimpleTile widgets



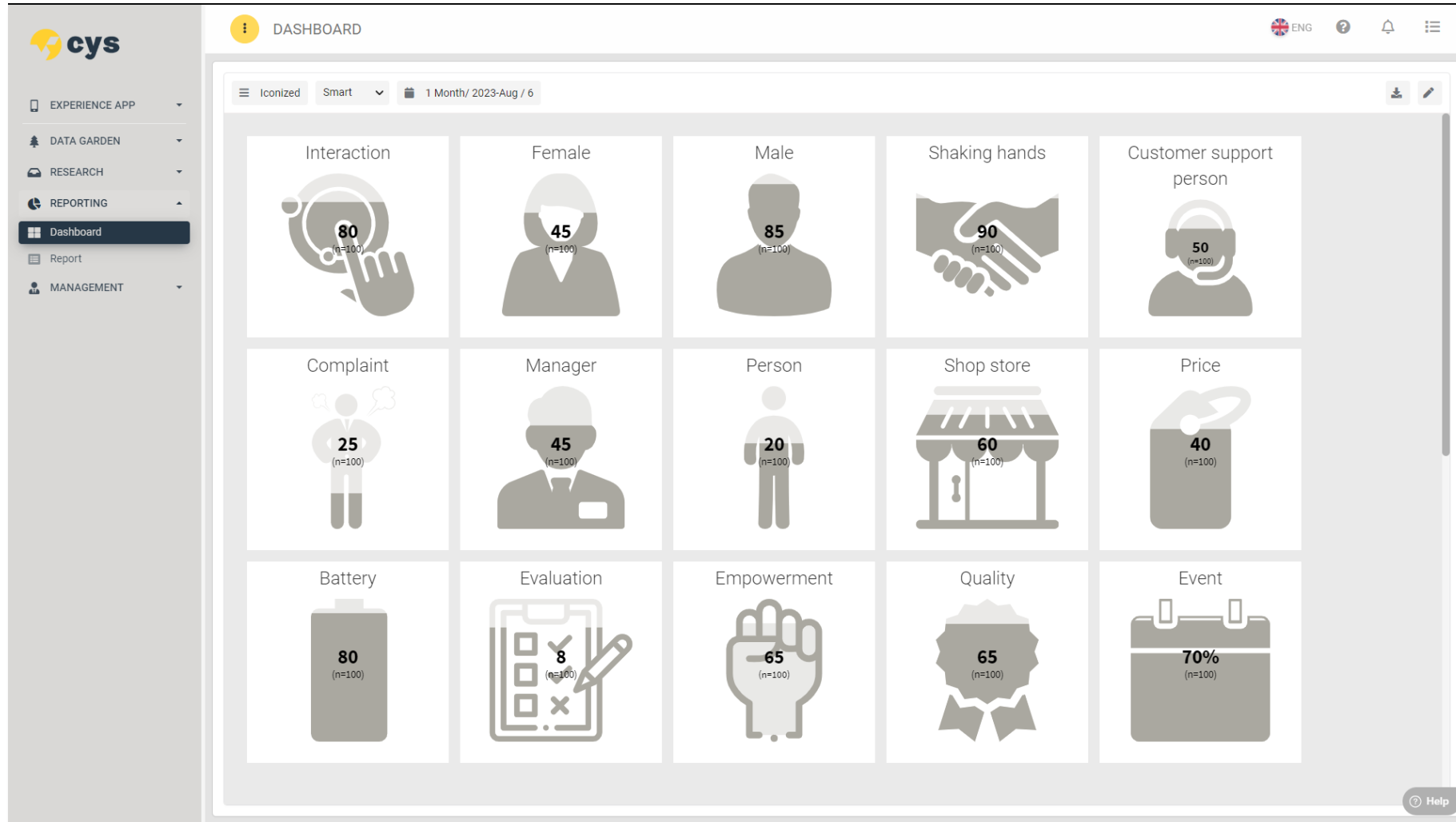
KPI widgets



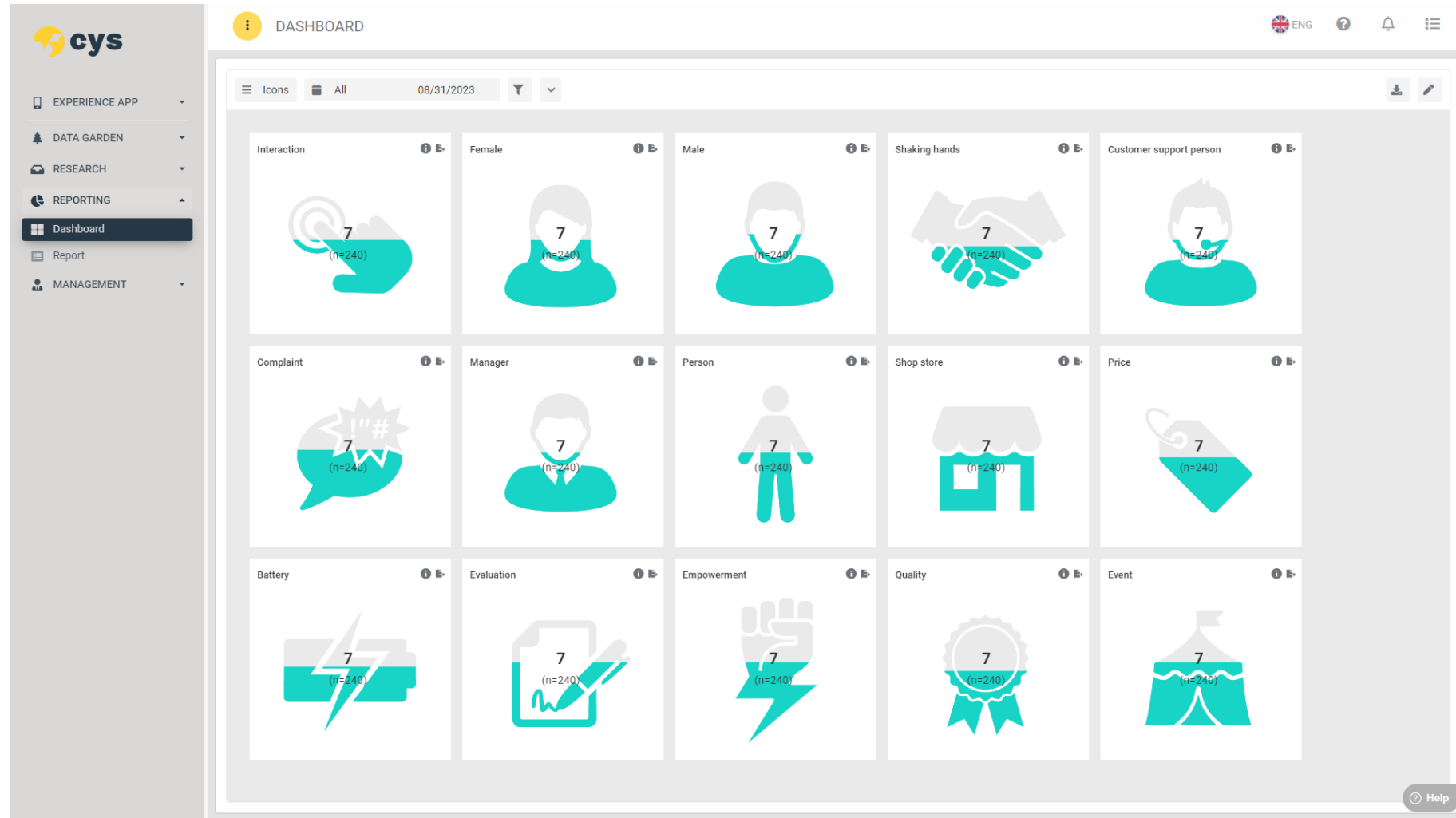
KPI widgets



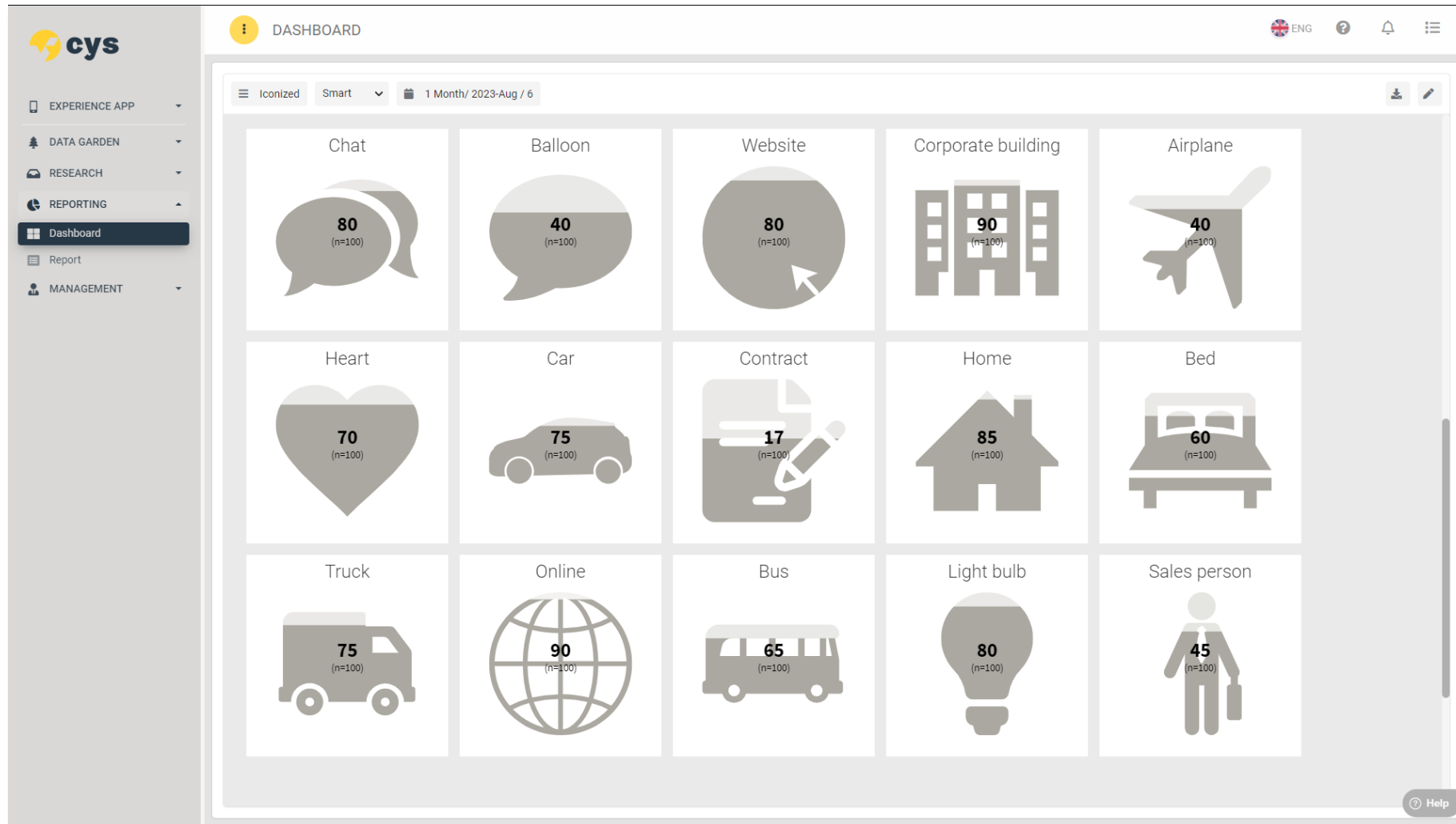
Iconized widgets



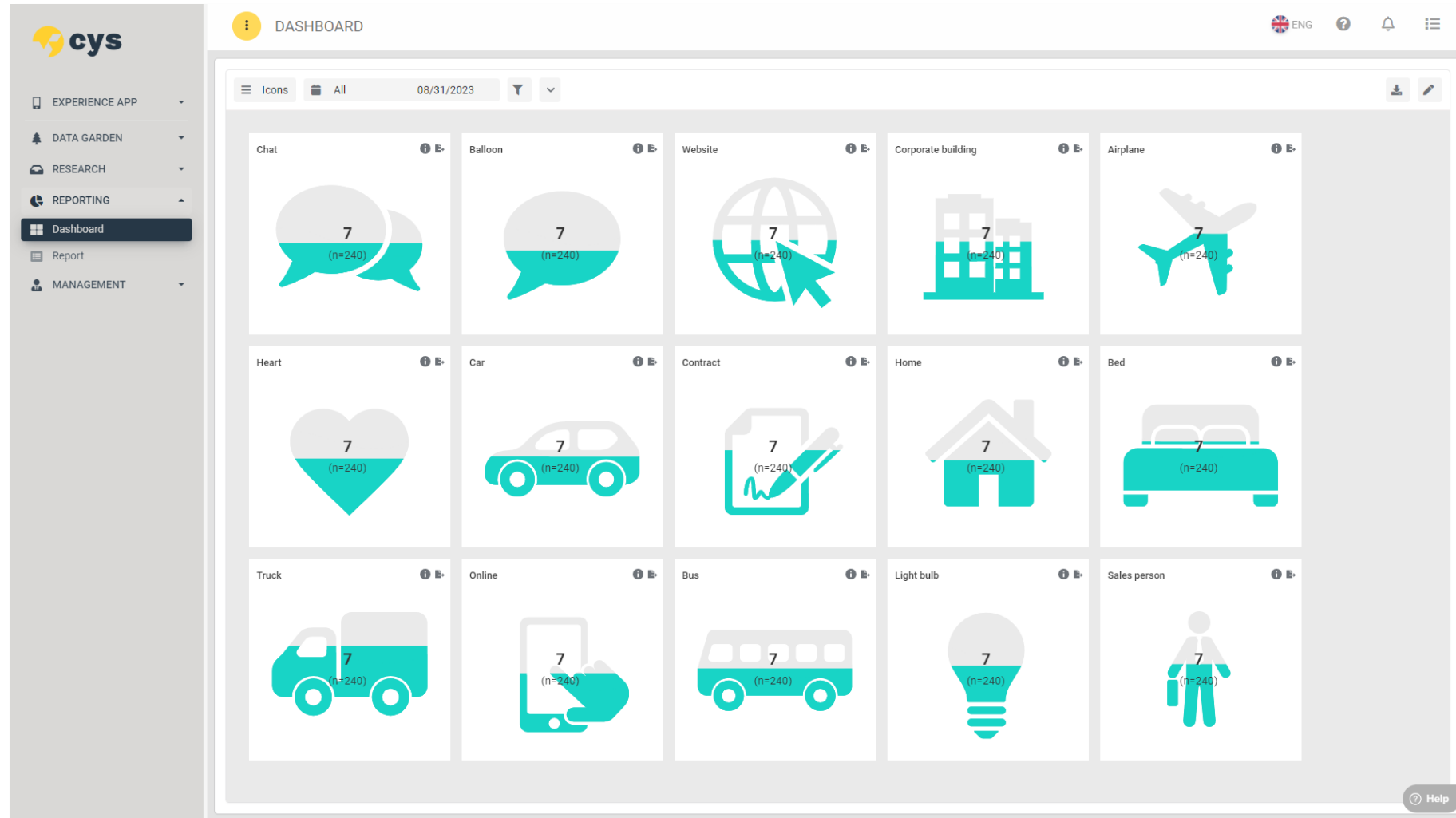
Iconized widgets



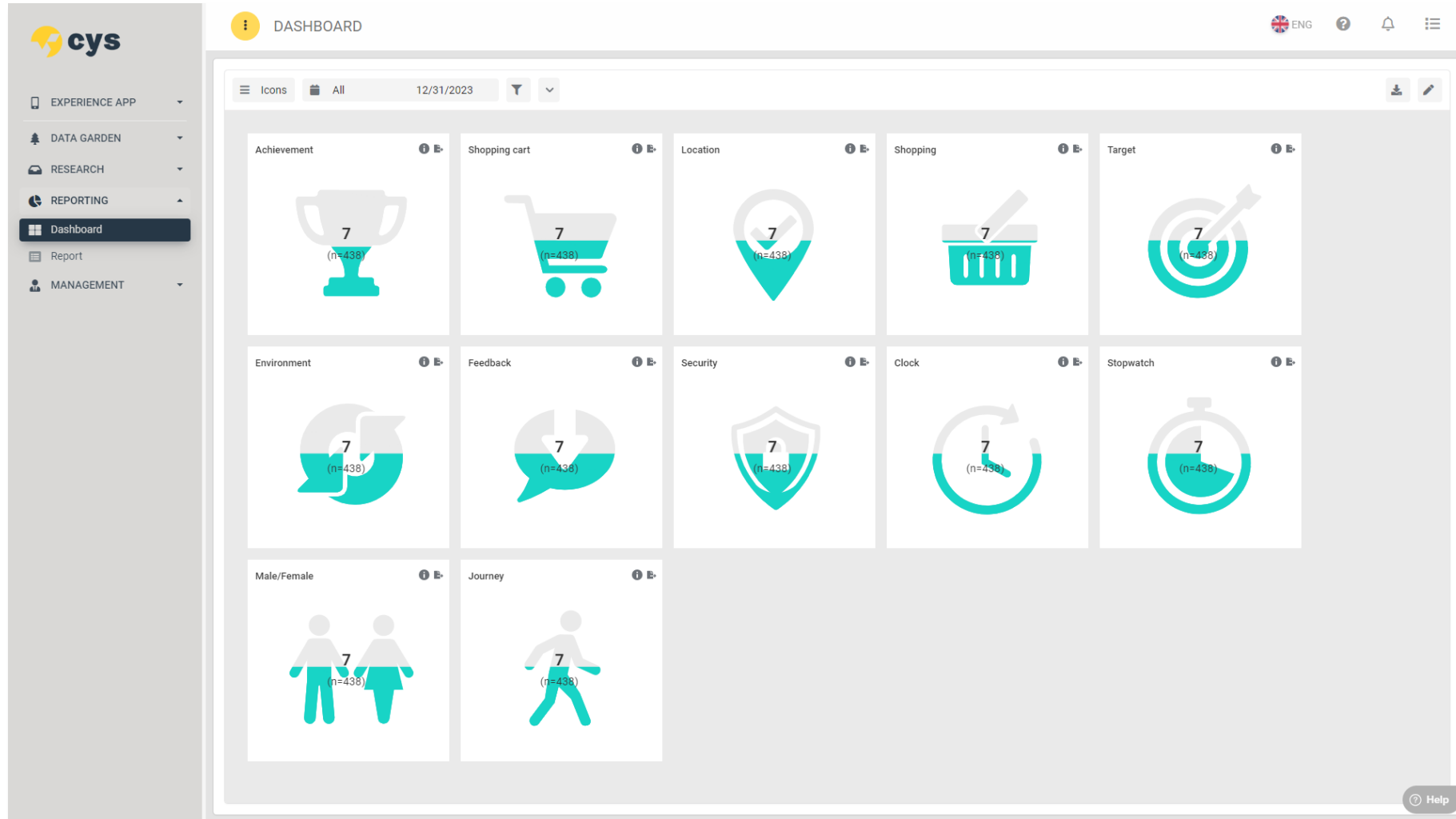
Iconized widgets



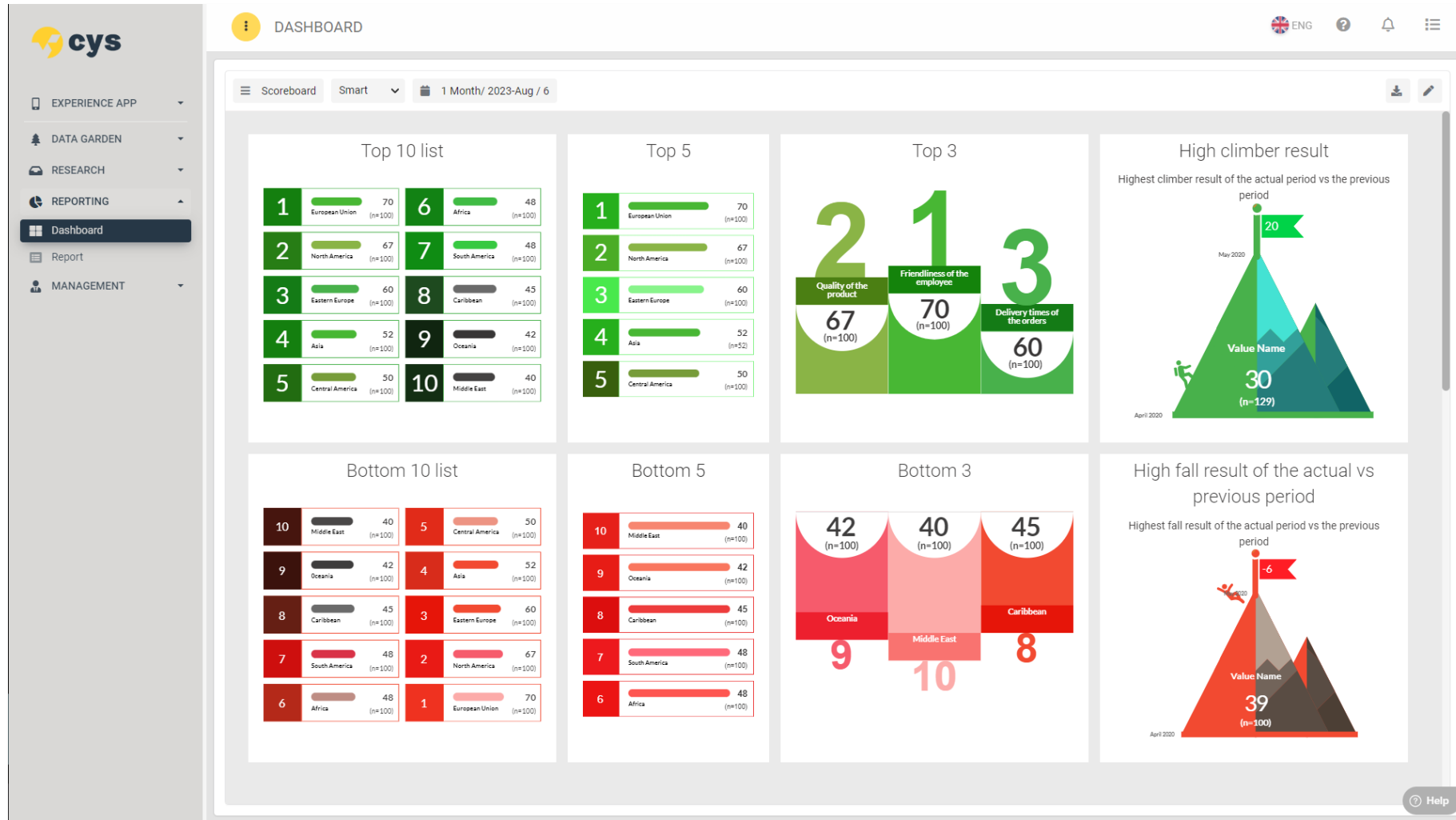
Iconized widgets



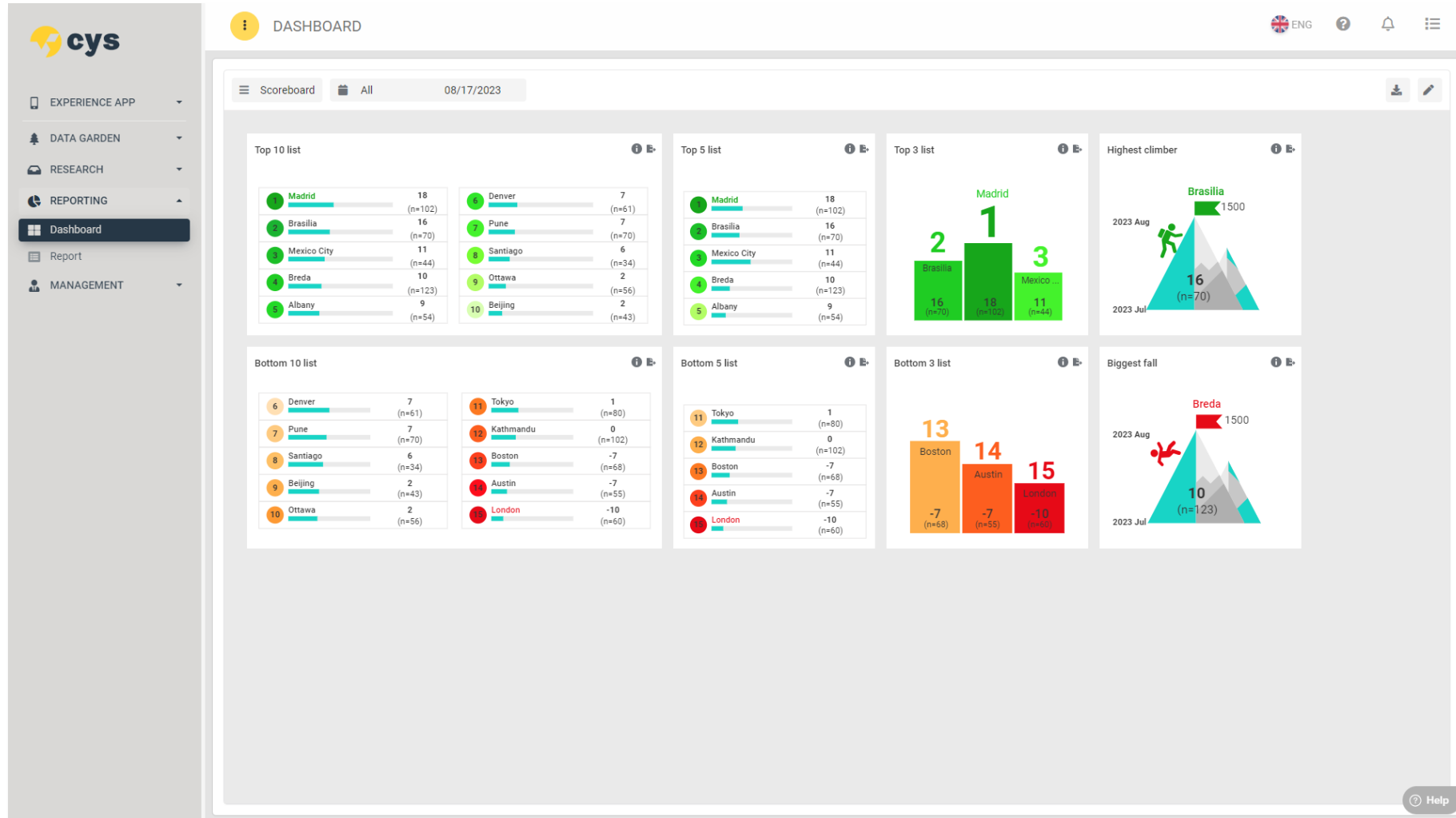
Iconized widgets (new designs)



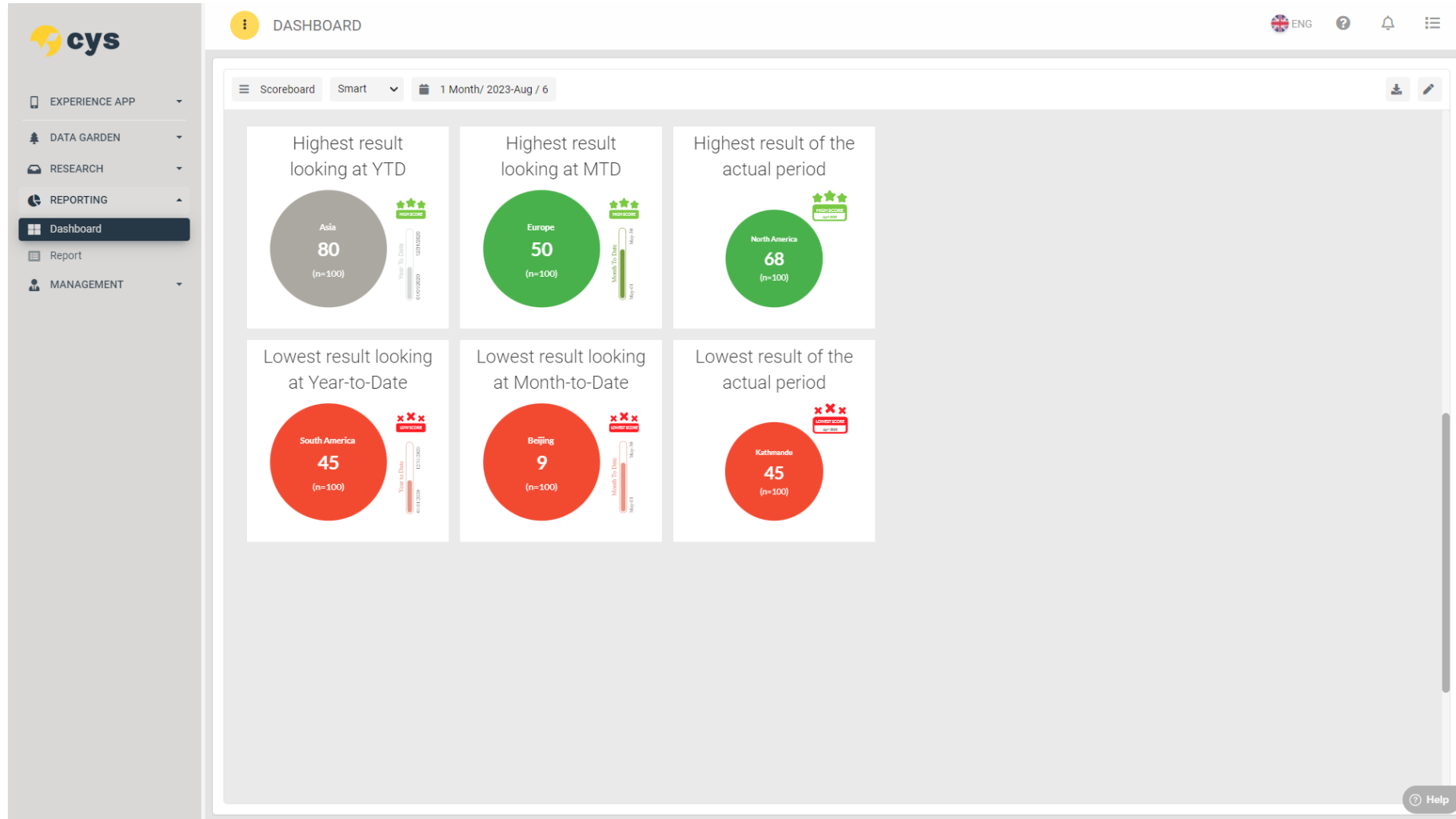
Scoring widgets



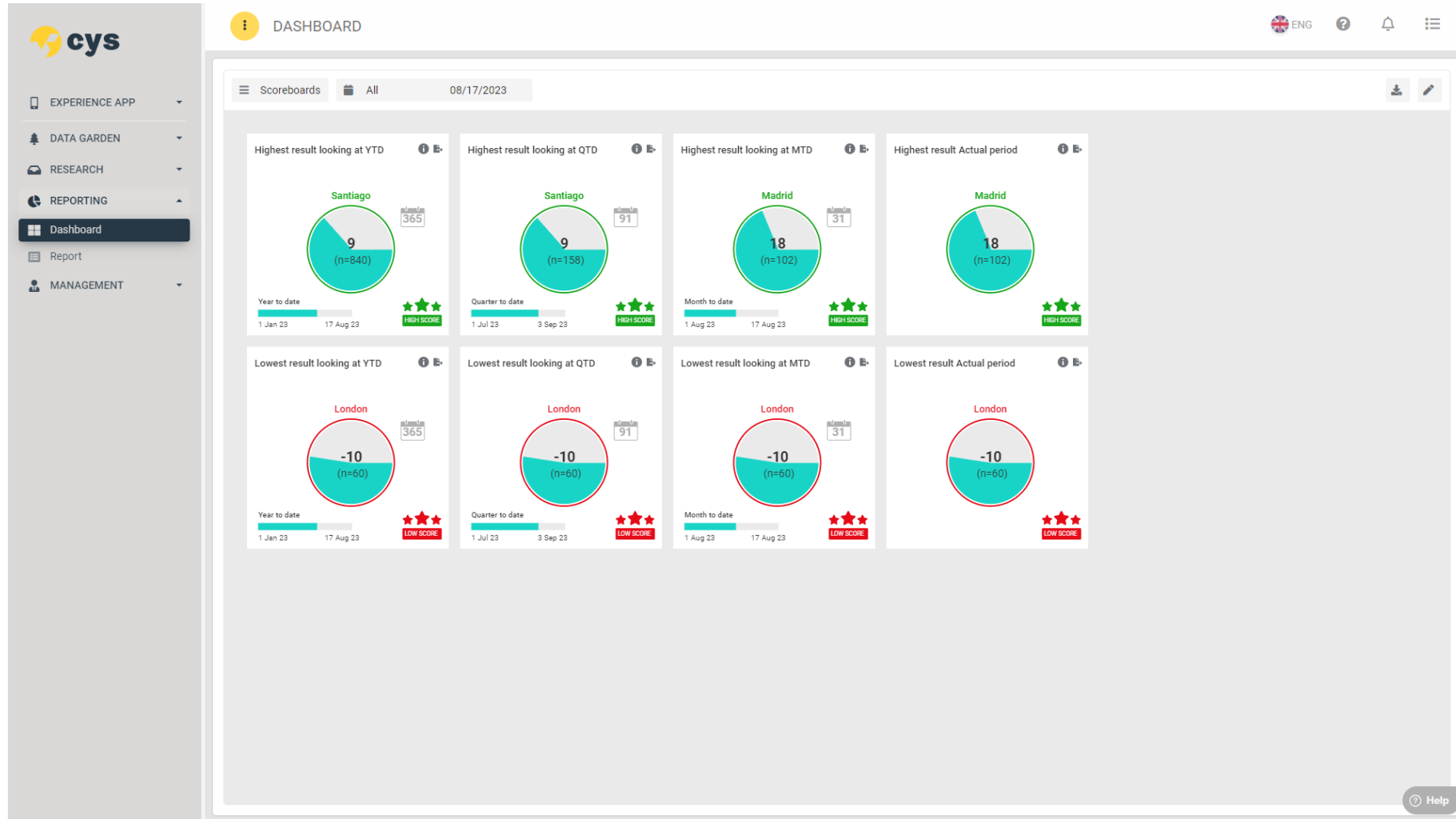
Scoring widgets



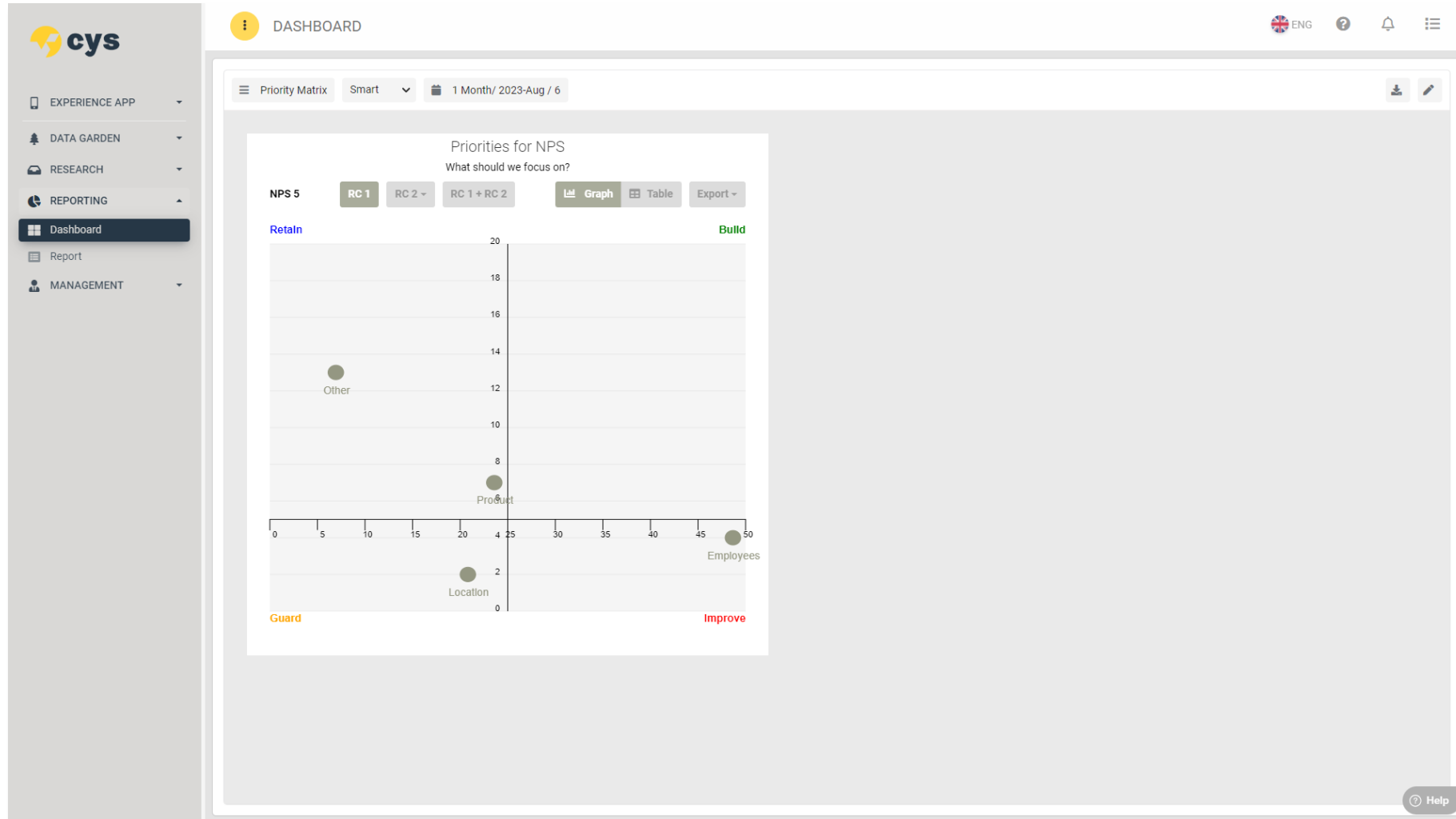
Scoring widgets



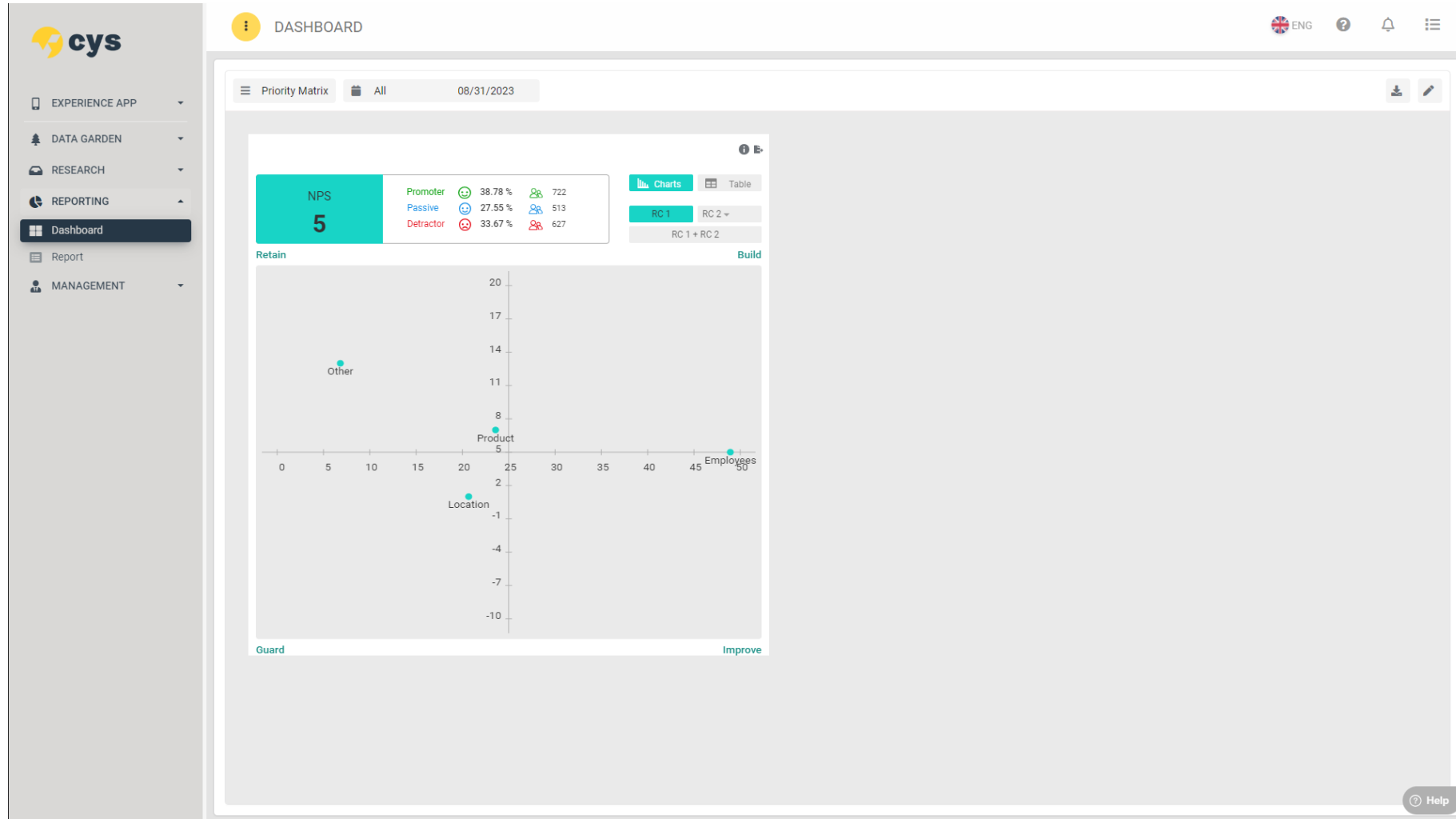
Scoring widgets




Priority matrix - graph



Priority matrix - graph



Priority matrix - Table



EXPERIENCE APP

DATA GARDEN

RESEARCH

REPORTING

Dashboard

Report

MANAGEMENT

DASHBOARD

ENG

Priority Matrix

Smart

1 Month/ 2023-Aug / 6

Priorities for NPS

What should we focus on?

NPS 5

RC 1

RC 2

RC 1 + RC 2

Graph

Table

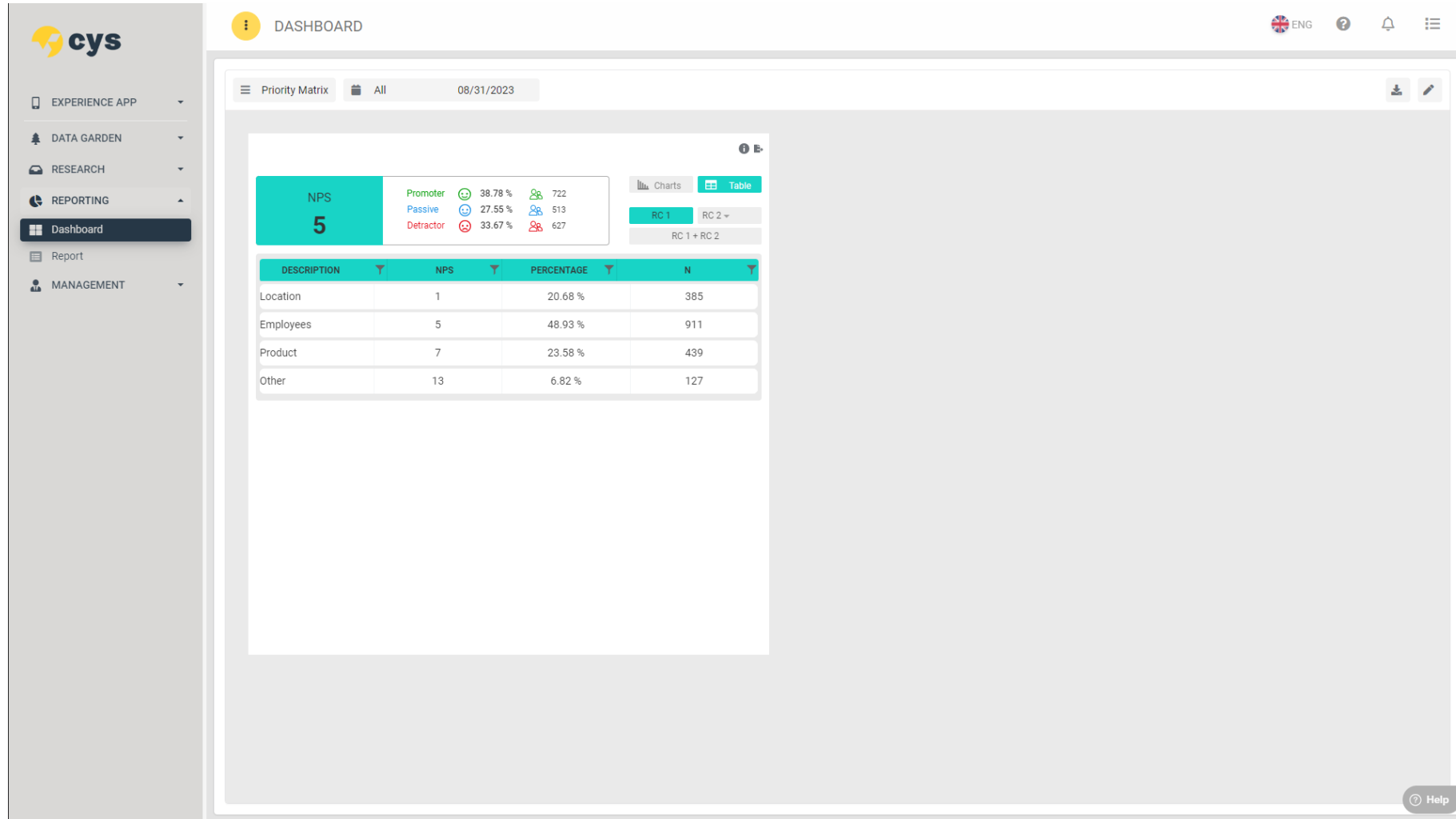
Export

Export to PDF

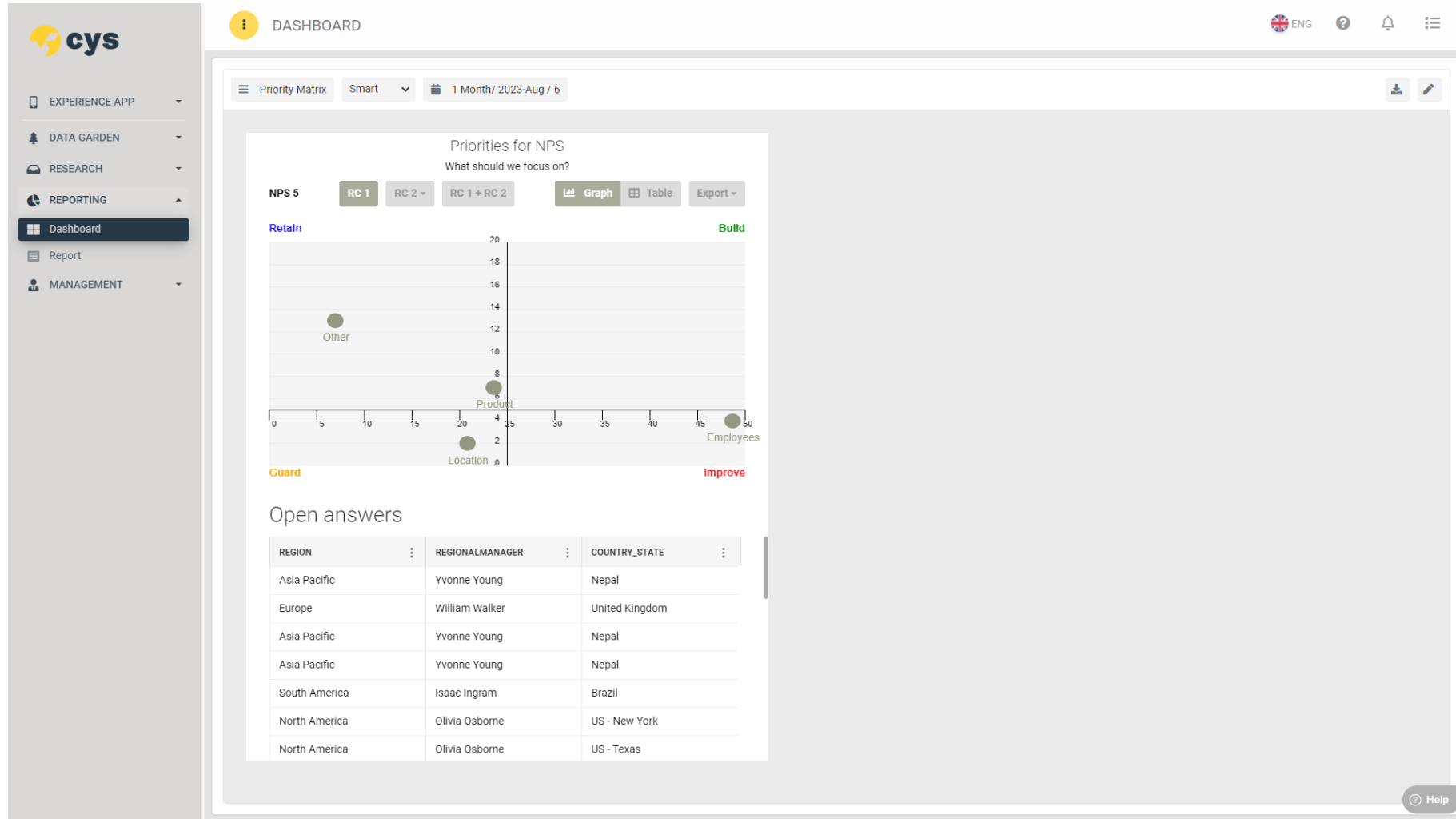
DESCRIPTION	NPS ↑1	PERCENTAGE ↑2	N ↑3
Location	2	20.81 %	375
Employees	4	48.67 %	877
Product	7	23.58 %	425
Other	13	6.94 %	125

Help

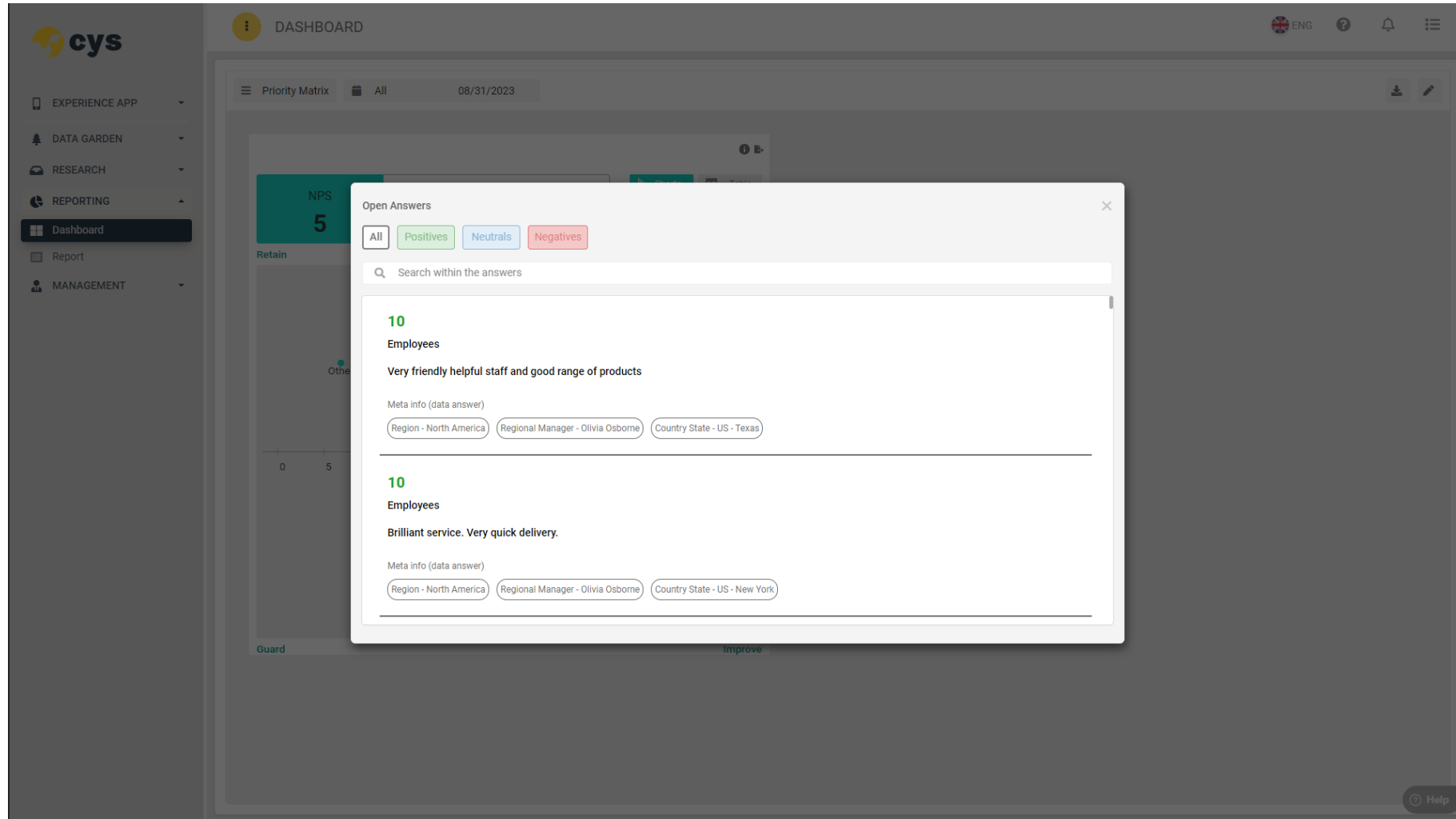
Priority matrix - Table



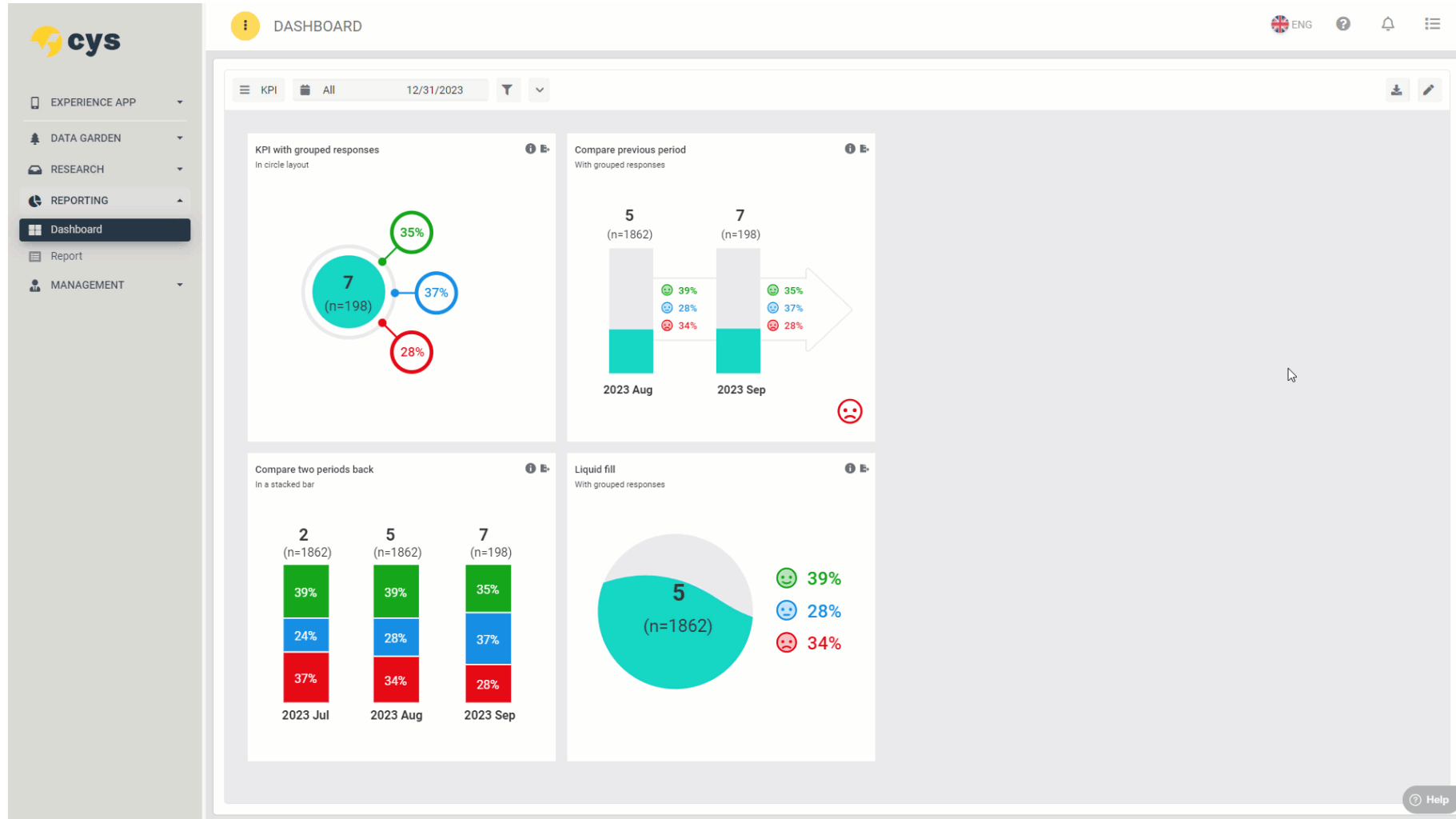
Priority matrix – Open answers



Priority matrix – Open answers

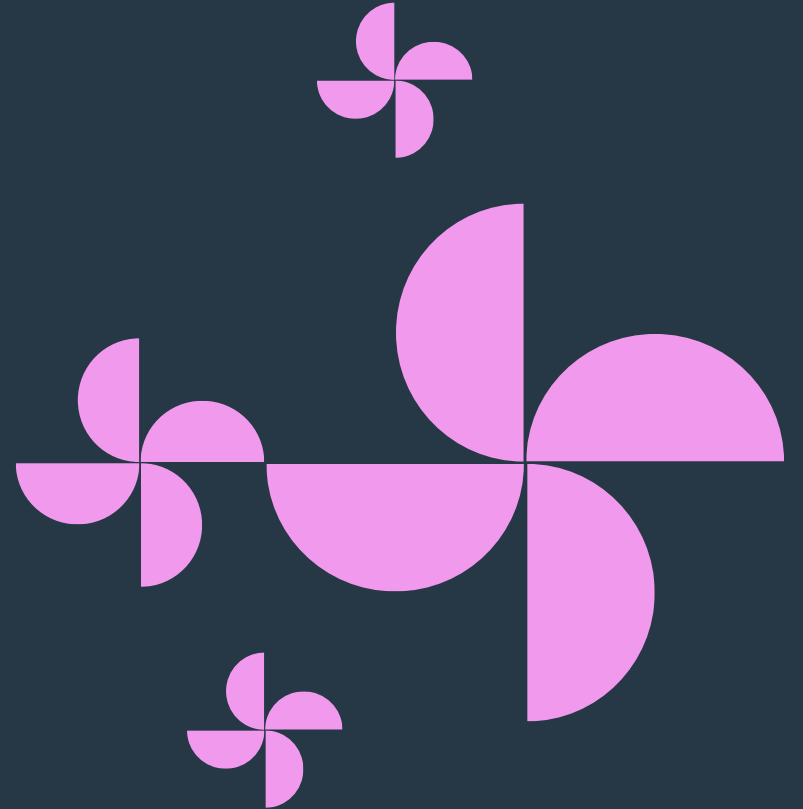


KPI Widgets – Open answers

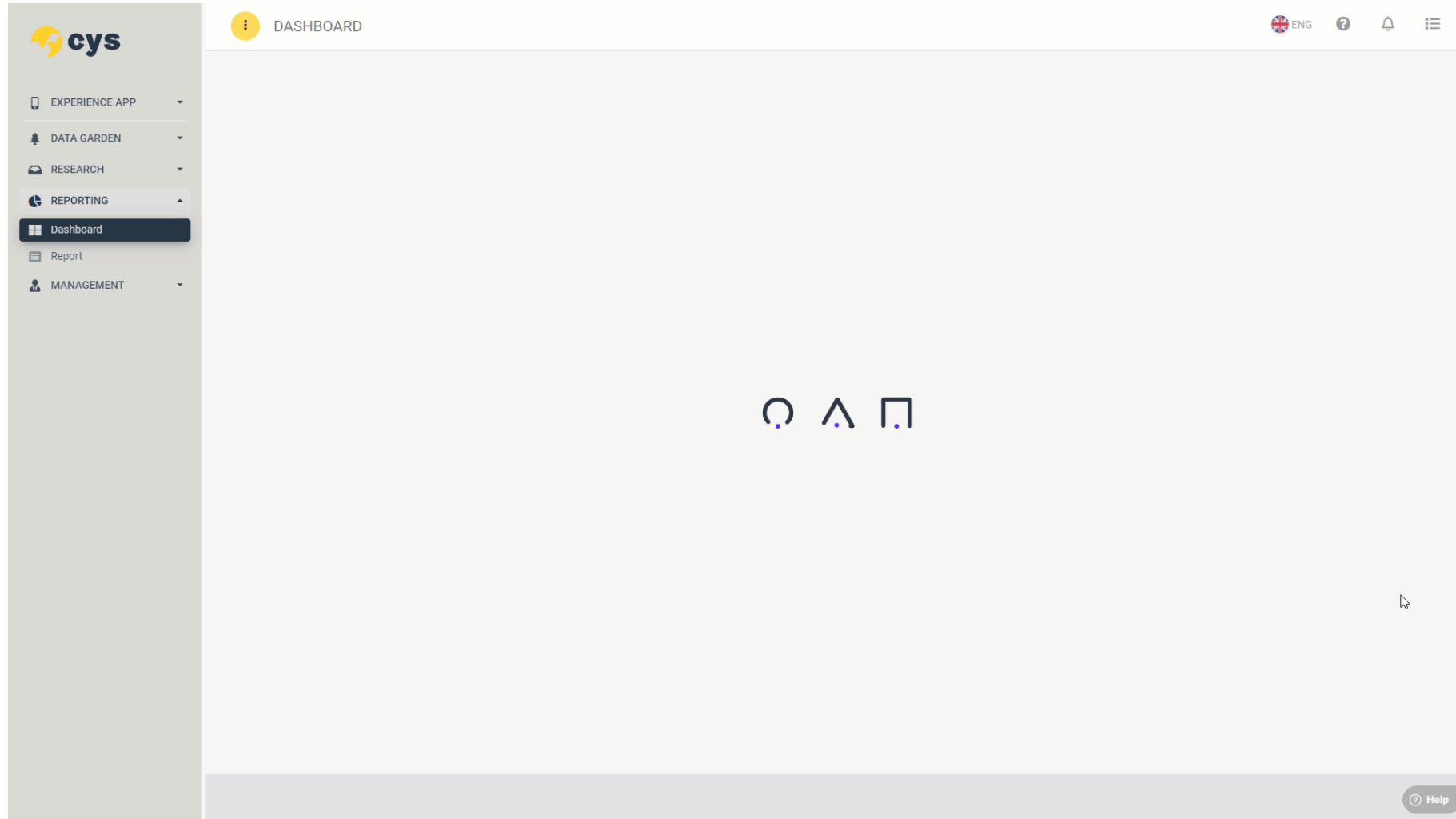


Individual loading

Per widget instead of tab



Individual loading per widget

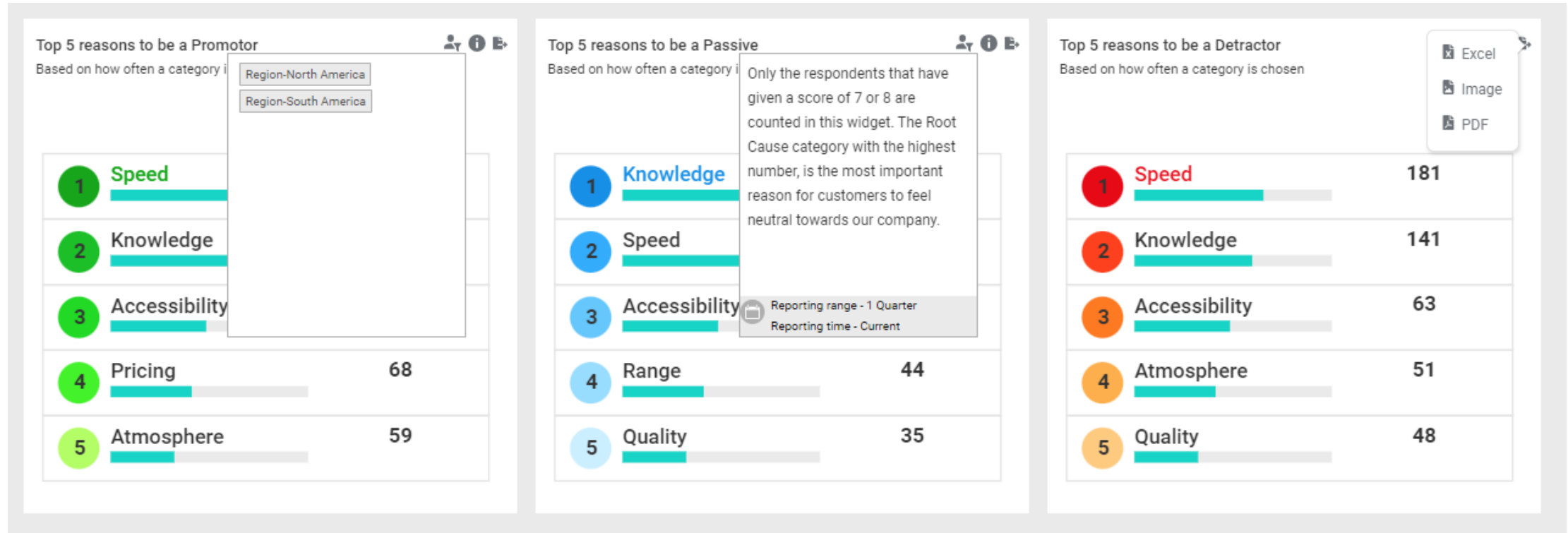


The top menu

Information and options



Improved top menu



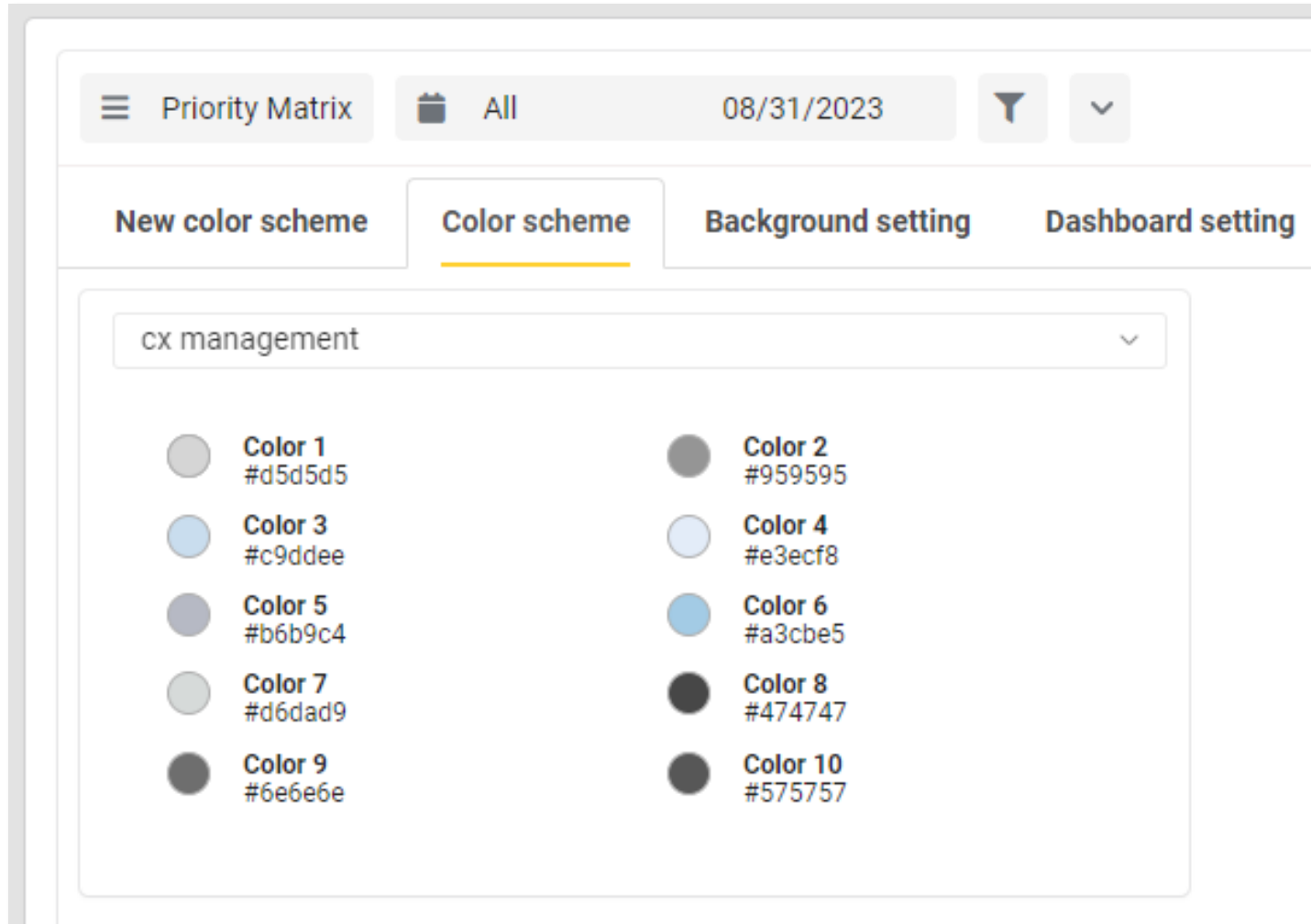


Colors & Fonts

For a custom Look & Feel



Color schemes



Color schemes

Priority Matrix

All

08/31/2023

New color scheme

Color scheme

Background setting

Dashboard setting

New color scheme

Main colors

Text color
#343434

Primary color
#18D4C6

Secondary color
#1D9188

Tertiary color
#F49124

Accent colors

Accent color 1
#199DD9

Accent color 2
#22D0D9

Accent color 3
#7CCA62

Accent color 4
#21CF9B

Accent color 5
#A5C248

Graph colors

Graph background
#EAEAEA

Graph lines
#AFAFAF

Fixed colors

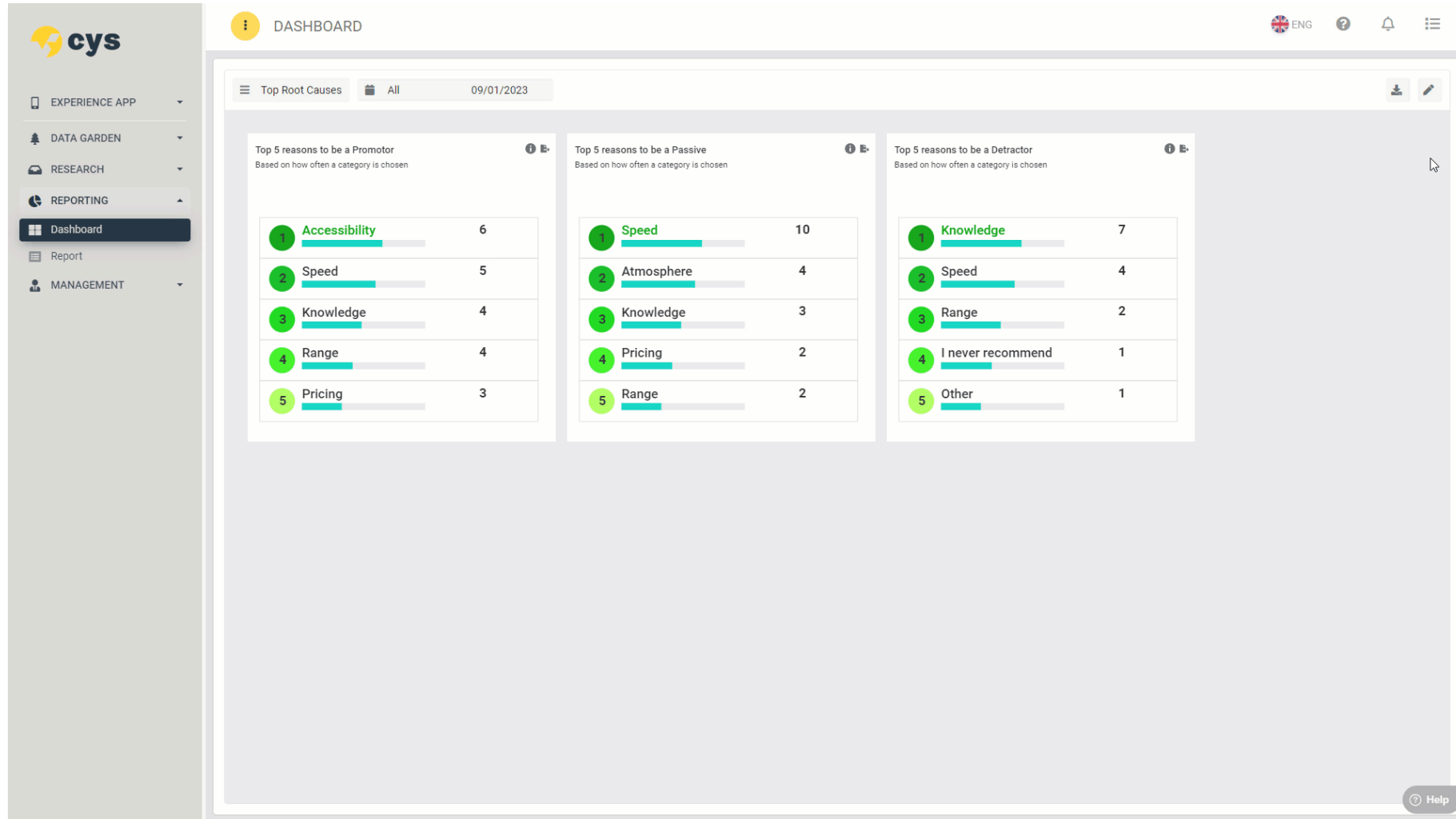
Green
#17A61B

Orange
#FF960D

Red
#E60A17

Blue
#178FE6

Color schemes – Fixed colors



Customize fonts

The screenshot displays the CYS dashboard customization interface. On the left is a sidebar with navigation options: EXPERIENCE APP, DATA GARDEN, RESEARCH, REPORTING, Dashboard (selected), Report, and MANAGEMENT. The main area has tabs for 'New color scheme', 'Color scheme', 'Background setting', and 'Dashboard setting'. The 'New color scheme' tab is active, showing options for Main colors, Accent colors, Fixed colors, and Graph colors. The 'Widget settings' panel on the right shows the 'Font' dropdown set to 'Roboto' and a 'Transparency' slider at 100%. Below these settings, three widget preview cards are shown: 'Top 5 reasons to be a Promotor', 'Top 5 reasons to be a Passive', and 'Top 5 reasons to be a Detractor'. Each card displays a list of categories with corresponding colored bars and numbers.

Top 5 reasons to be a Promotor
Based on how often a category is chosen

1	Accessibility	6
2	Speed	5
3	Knowledge	4
4	Range	4
5	Pricing	3

Top 5 reasons to be a Passive
Based on how often a category is chosen

1	Speed	10
2	Atmosphere	4
3	Knowledge	3
4	Pricing	2
5	Range	2

Top 5 reasons to be a Detractor
Based on how often a category is chosen

1	Knowledge	7
2	Speed	4
3	Range	2
4	I never recommend	1
5	Other	1



Simplified setups

For easier dashboard building

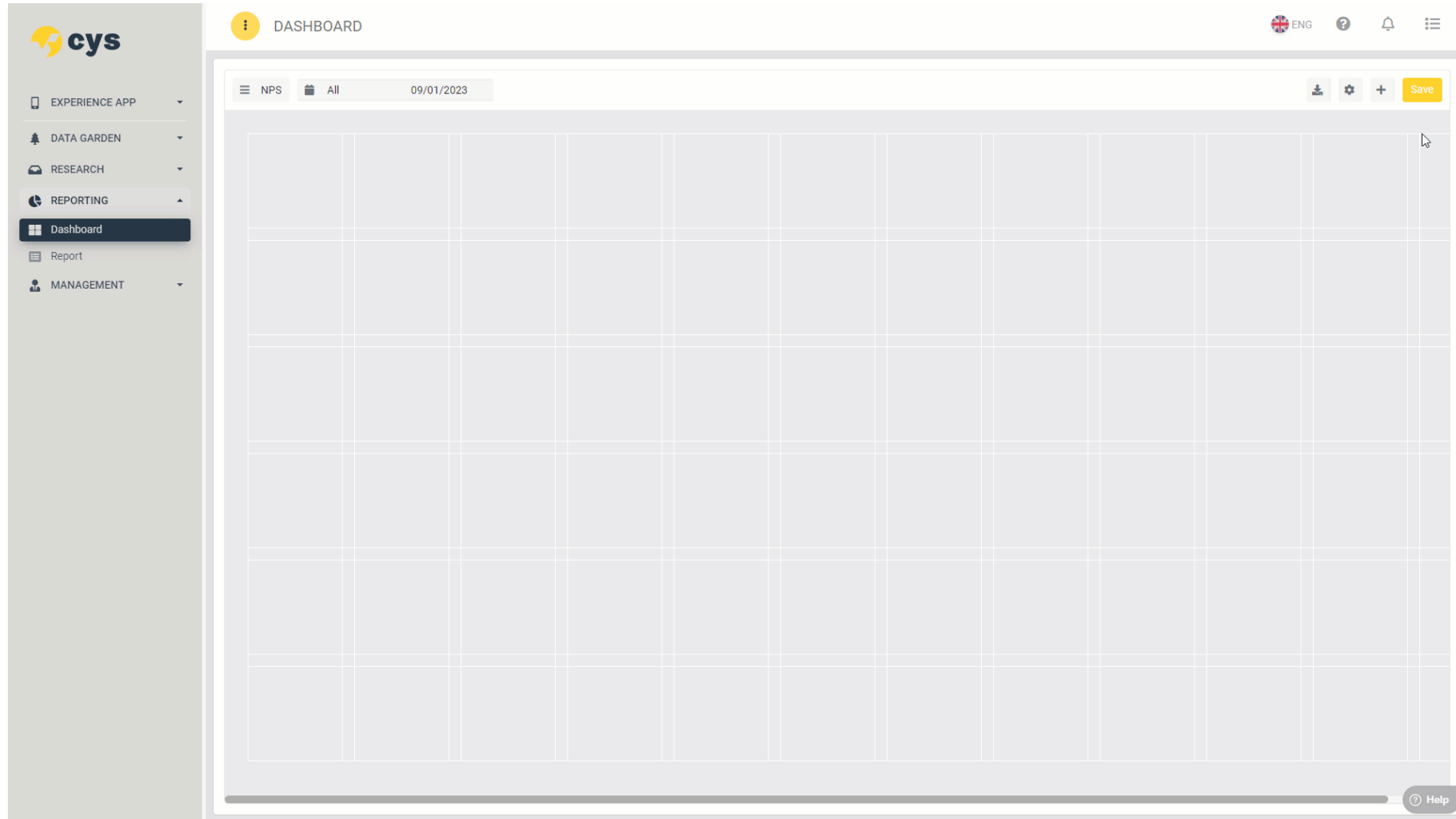




Simplified set-ups

- Preview while building
- Explanatory texts
- Calculation details
- Copy, move, change designs

Preview while building



Explanatory texts

The screenshot displays the CYS dashboard interface. A modal window is open, showing the 'Settings' tab for a datapoint. The modal is divided into two sections: 'DATA TYPE' and 'DATAPoint SETTINGS'. The 'DATA TYPE' section has three radio buttons: 'Manual', 'Calculated' (selected), and 'Individual Record'. The 'DATAPoint SETTINGS' section includes several toggle switches and dropdown menus. The 'Decimals KPI' dropdown is set to '1', and the 'Delimiter' dropdown is set to 'Comma(,)'. The 'Exclude from dashboard filter' toggle is off, 'Period settings' is on, 'Show growth' is off, 'Show trend indicator' is off, 'Show N (number of inputs)' is off, and 'Show symbol' is off. The 'Actual' radio button is selected under the 'Show growth' section. To the right of the settings is a 'PREVIEW' section showing a visual representation of the datapoint. It features a header 'Header 1-Max 35 characters', a subtitle 'Subtitle-text max 60 characters', and a large speech bubble containing the value '40,0'. A 'Save' button is located in the top right corner of the modal. The background dashboard shows a grid of empty slots and a sidebar with navigation options like 'EXPERIENCE APP', 'DATA GARDEN', 'RESEARCH', 'REPORTING', 'Dashboard', 'Report', and 'MANAGEMENT'.

Information **Layout** **Settings** **Datapoint**

DATA TYPE

☐ Manual ☒ Calculated ☐ Individual Record

DATAPoint SETTINGS

Decimals KPI: 1

Delimiter: Comma(,)

☐ Exclude from dashboard filter

☒ Period settings

☐ Show growth

☒ Actual ☐ Percent

☐ Show trend indicator

☐ Show N (number of inputs)

☐ Show symbol

PREVIEW


Header 1-Max 35 characters

Subtitle-text max 60 characters

40,0

Save

Calculation details



EXPERIENCE APP

DATA GARDEN

RESEARCH

REPORTING

Dashboard

Report

MANAGEMENT

DASHBOARD

09/01/2023

Save

InformationLayoutSettingsDatapoint

PROJECT, KPI AND VARIABLE SELECTION

Customer

Organisation

Employee

Select

Calculate KPI & formulaChoose

Choose calculation variableSelect

PERIOD SETTINGS

Reporting yearSelect

Reporting timeSelect

Reporting rangeSelect

FILTERS

PREVIEW

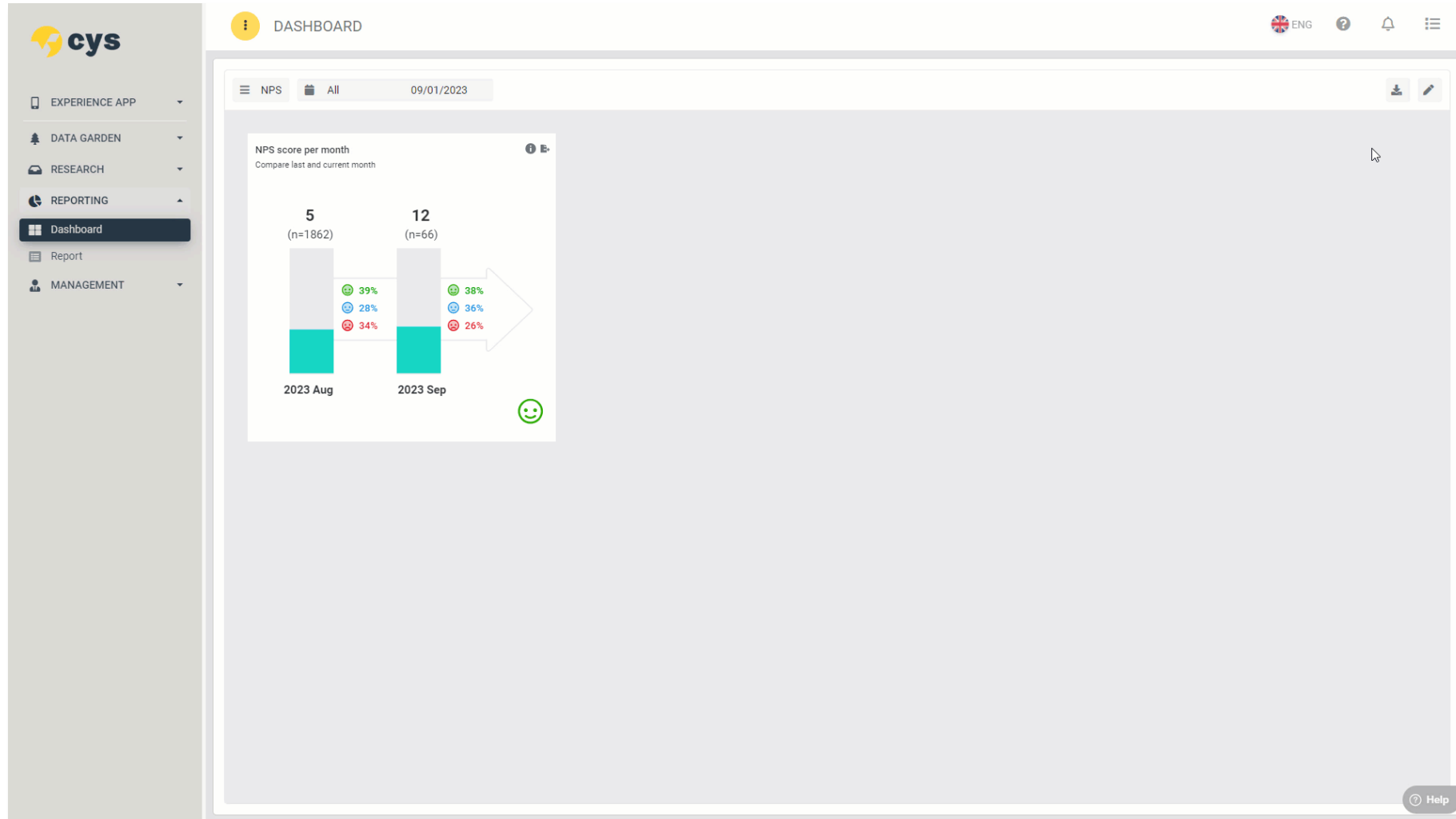
Save

Header 1-Max 35 characters

Subtitle-text max 60 characters

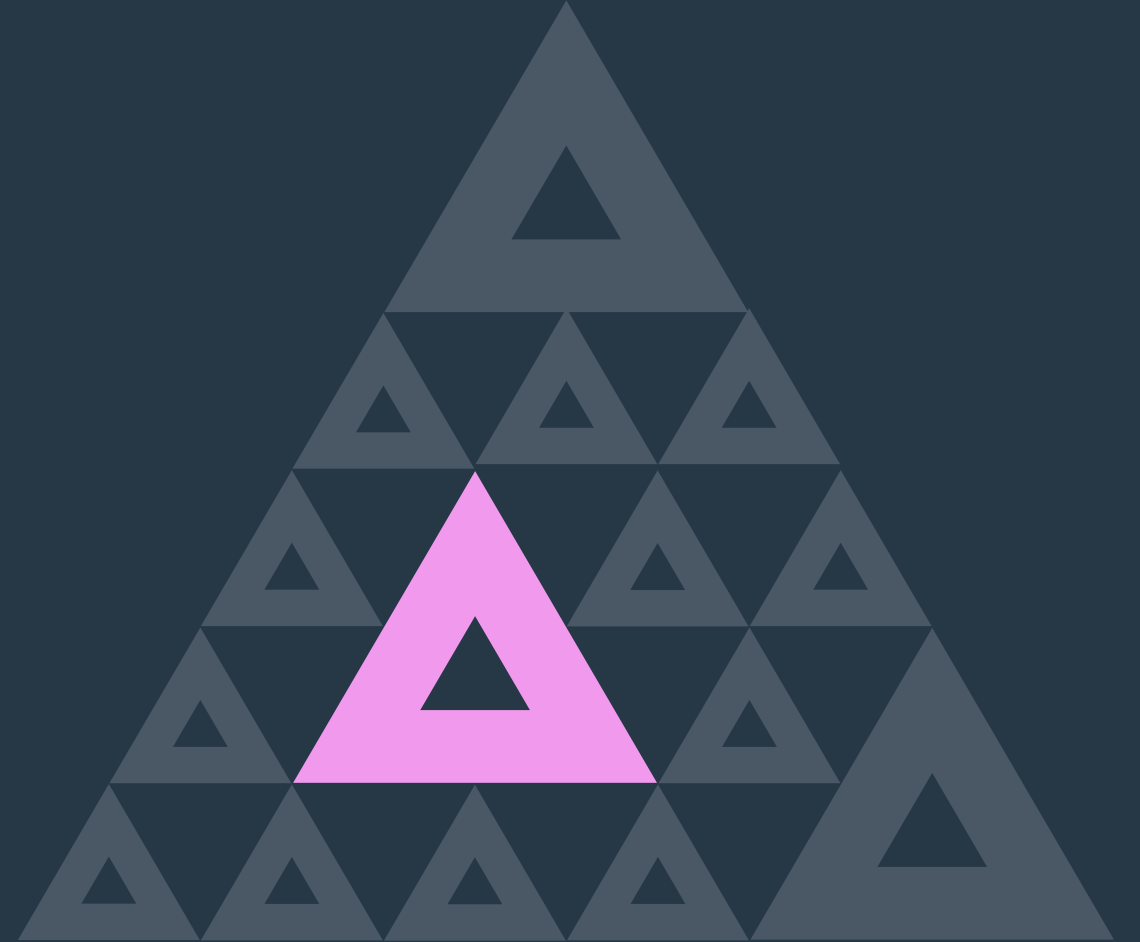
40

Copy, move, change design



Flexible periods

Combining periods in one view

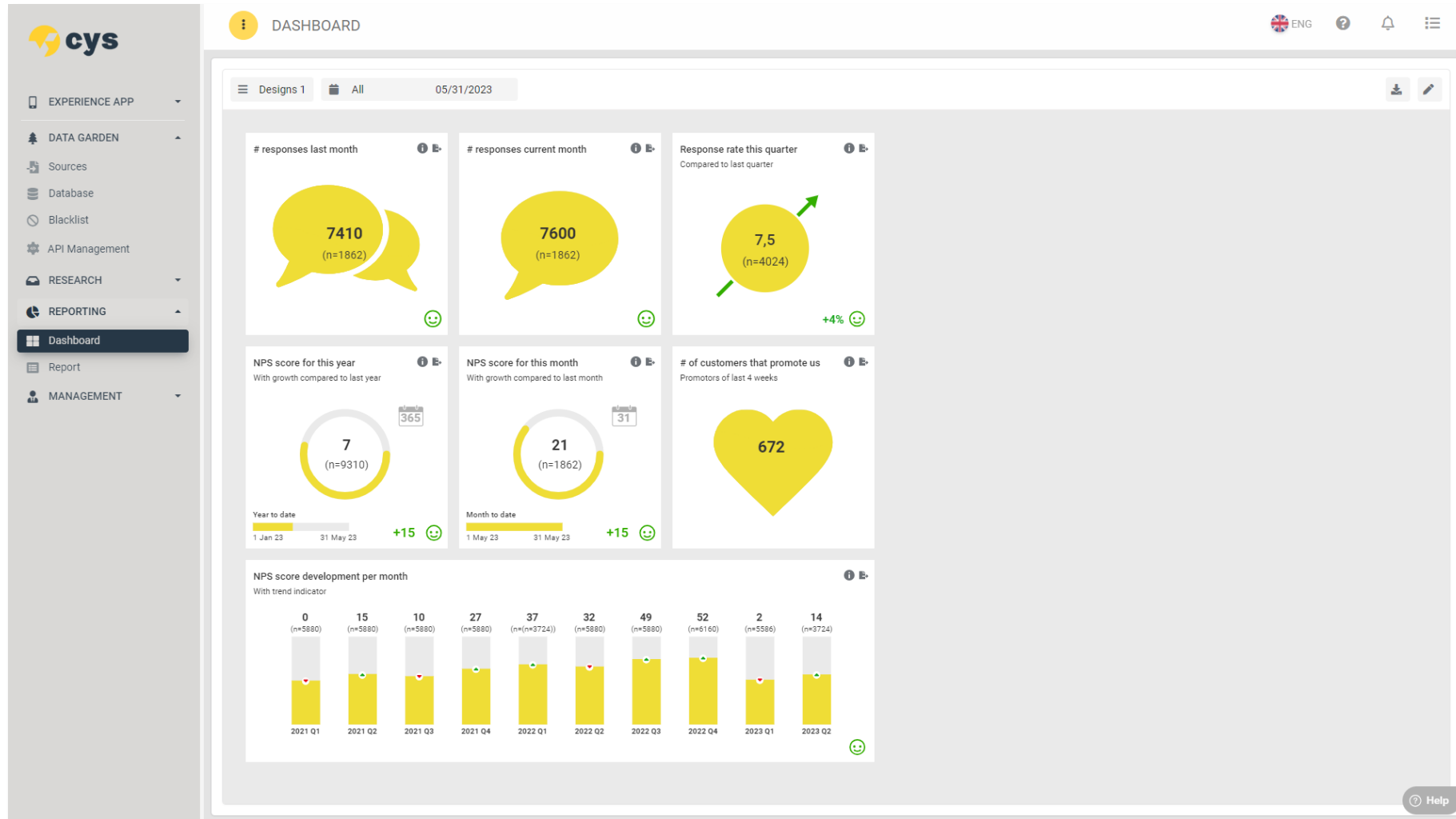




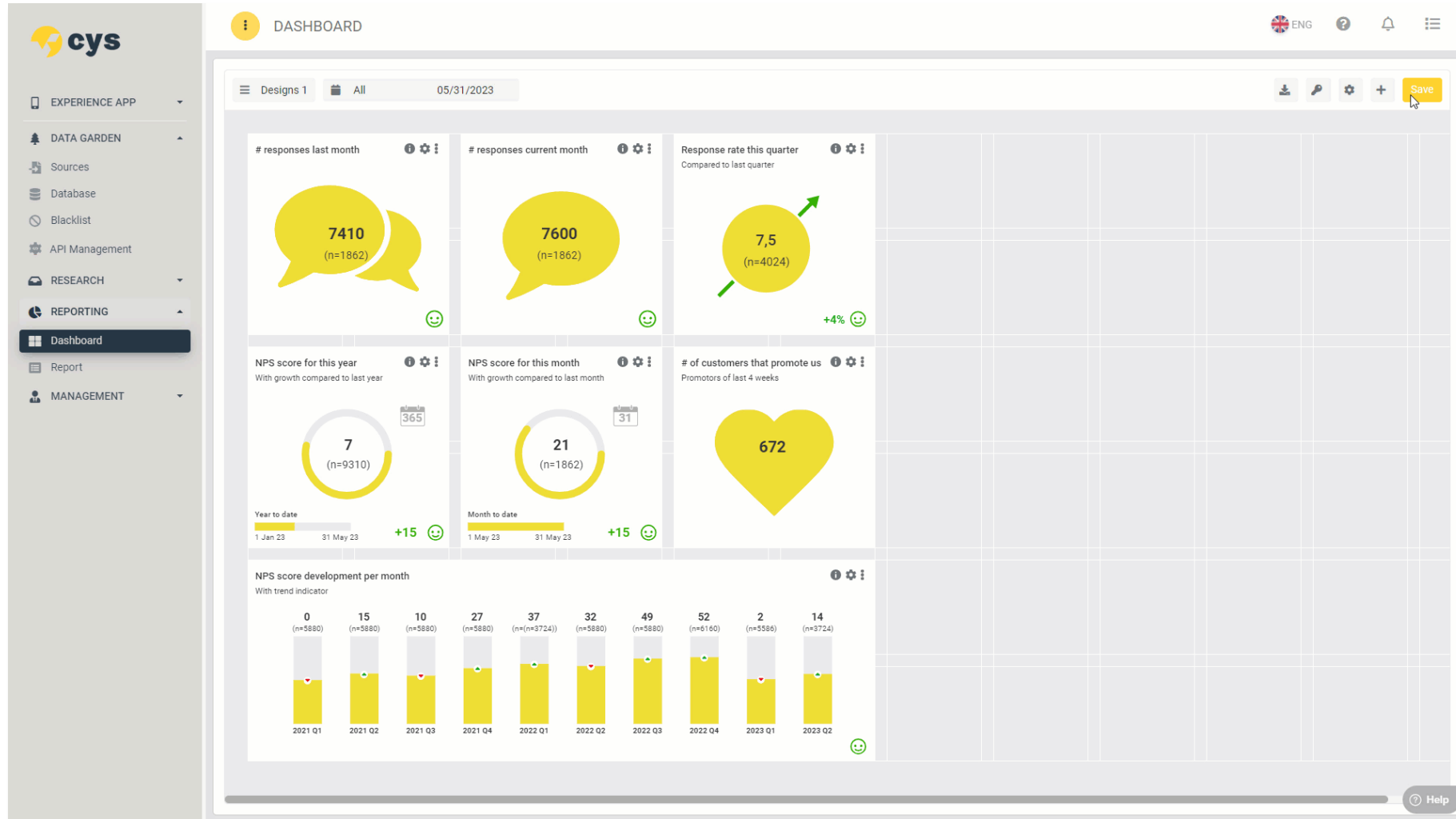
Flexible periods

- Period grouping per widget
- Current/previous period setting
- Easy calendar

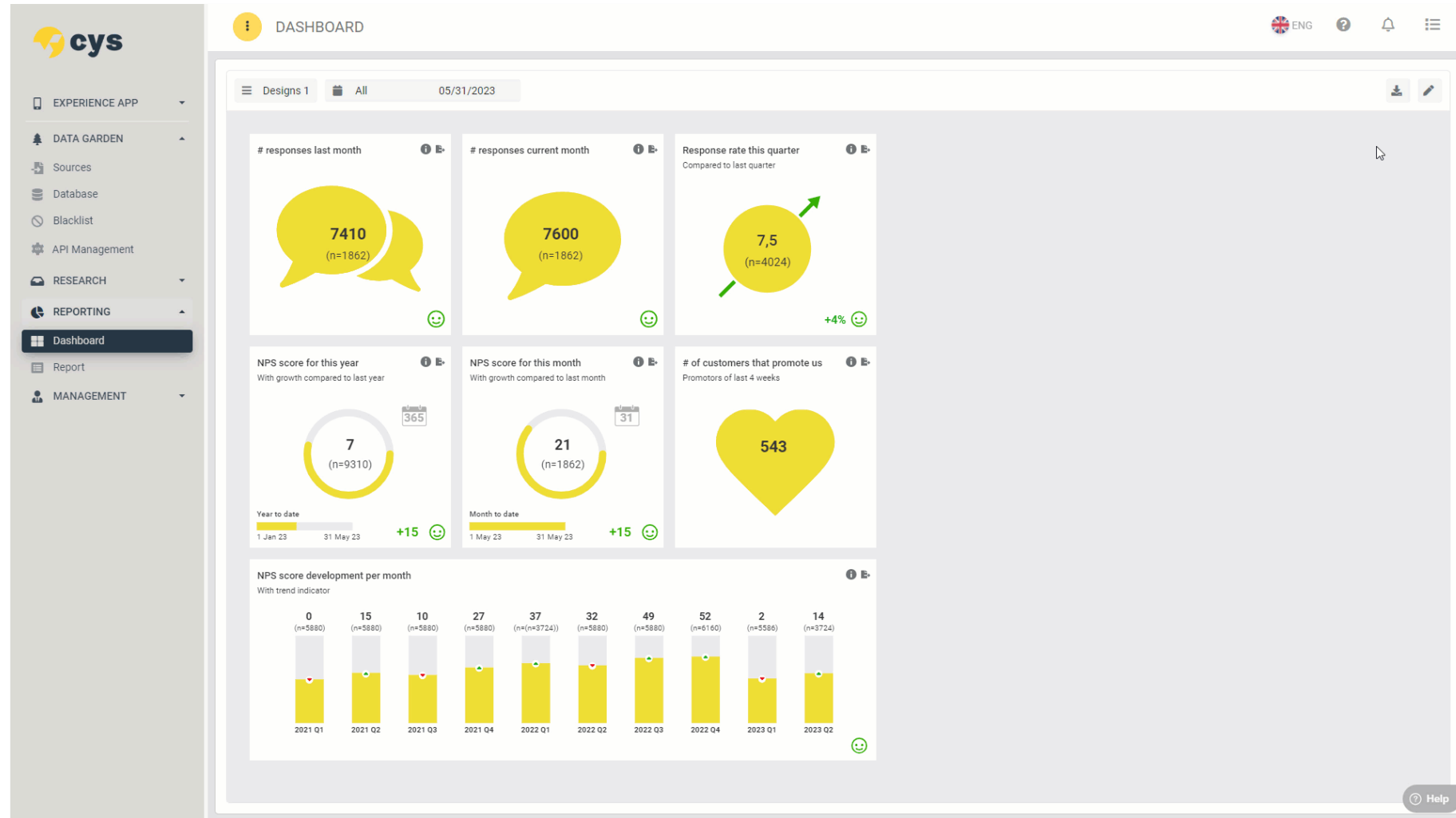
Period per widget



Current or previous periods



Easy calendar





New reporting columns

Additional data for analysis



New reporting columns

- Combination of RC1 and RC2 in a single column.
Eg. “Employee – Friendliness”
- Last question before end

Phase II

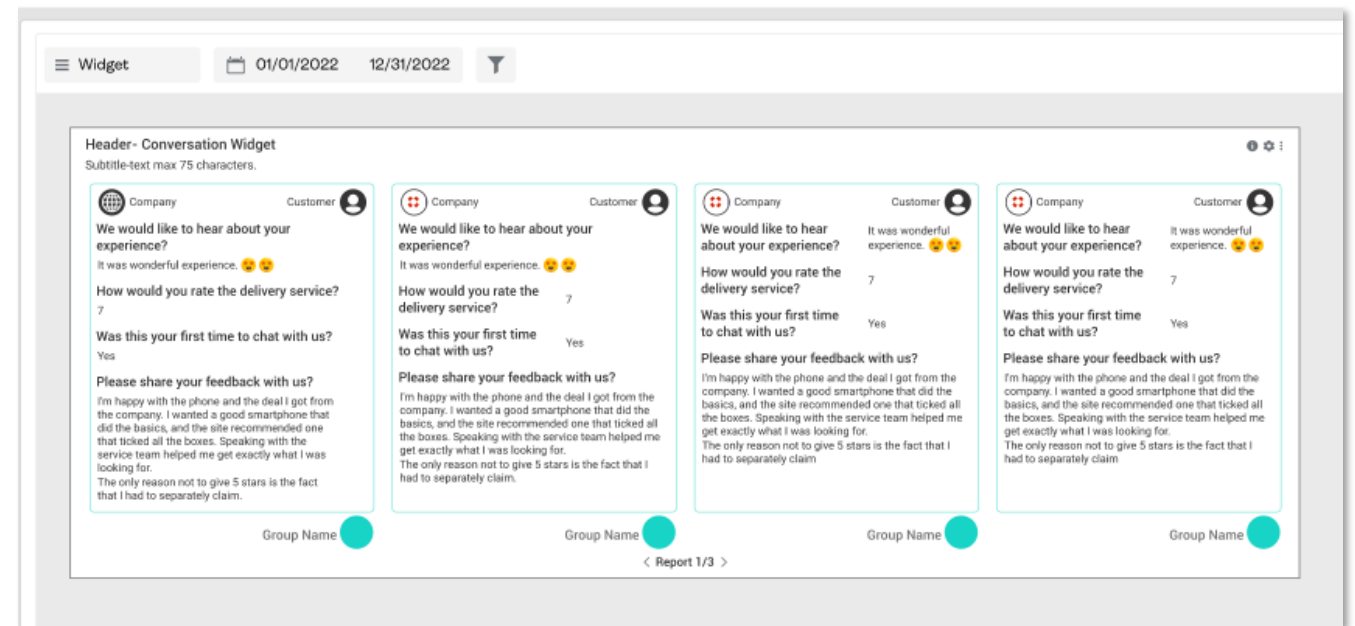
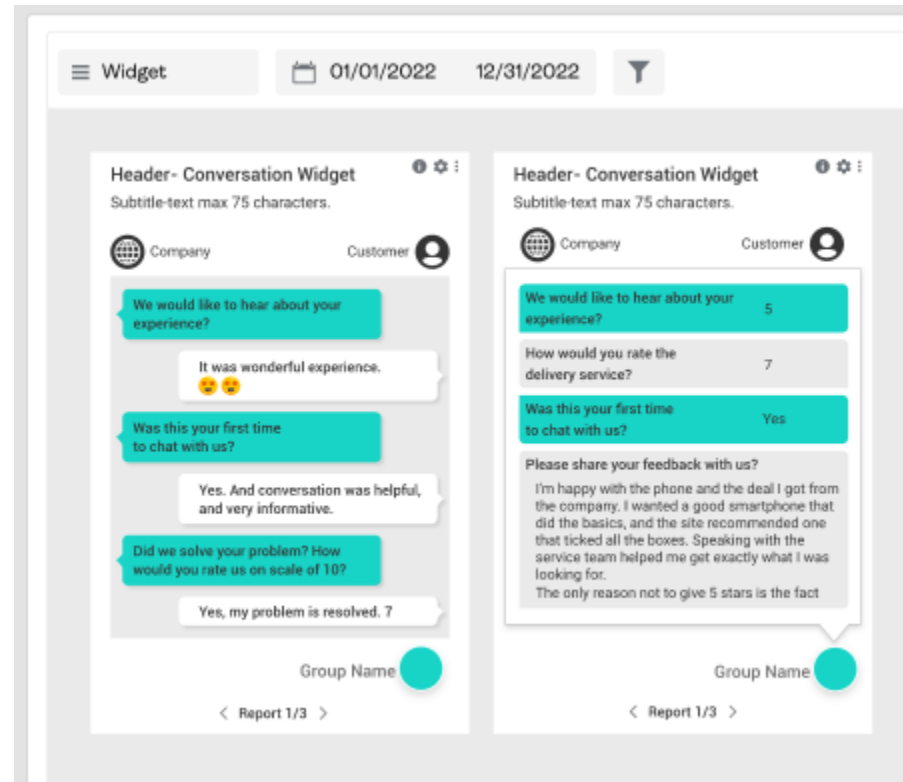
Update of remaining widgets



Upgrade of remaining widgets

- Conversation widget
- Follow up widget
- Datagrid
- Charts
- Tables

Upgrade of remaining widgets



Upgrade of remaining widgets

Table layout

Subtitle-text max 75 characters



	Week 10	Week 10	YTD	QTD	MTD
Name	NPS	NPS	NPS	NPS	NPS
Region 1	18	20	8.1	22	34
Region 2	18	20	8.1	22	34
Region 3	18	20	8.1	22	34
Region 4	18	20	8.1	22	34
Region 5	18	20	8.1	22	34
Region 6	18	20	8.1	22	34
Region 7	18	20	8.1	22	34
Region 8	18	20	8.1	22	34

Table layout

Subtitle-text max 75 characters



	Week 10			Week 11			Week 12		
Name	NPS	CSAT	Count	NPS	CSAT	Count	NPS	CSAT	Count
Region 1	18	7.1	287	20	8.1	34	22	4.5	34
Region 2	34	9	345	32	6.3	56	43	6.3	21
Region 3	33	7.3	454	43	4	65	55	7.3	44
Region 4	23	5.6	121	67	32	22	33	6.2	76
Region 5	23	8.1	287	54	7.4	22	54	5.3	344
Region 6	67	6	654	44	4.5	55	44	5.3	24
Region 7	67	6	654	44	4.5	55	44	5.3	24
Total N	-	-	2148	-	-	3232	-	-	4334

Upgrade of remaining widgets

Priorities on the NPS score of this quarter
This is a complete data dump in grid style

Drag a column header and drop it here to group by that column. (Or click the + button in the column header (only for mobile view))

NPS	Open Answer	Root cause 1	Root cause 2	Employee Name	Department name	Process Name	Contact ID	Product Name
9	Great customer service, helpful and prompt.	Employee training	Customer service	Sarah Johnson	Customer Support	Refunds	12345	Product A
6	Wait times were a bit long, but service was okay once reached.	Staffing	Process efficiency	Michael Brown	Sales	Order Process	67890	Product B
7	Product is reliable, but I had some difficulty reaching the support team.	Product quality	Staffing	Patricia Wilson	Production	Quality Control	23456	Product C
4	Support was less responsive than expected.	Staffing	Customer service	Thomas Harris	Customer Support	Inquiries	11111	Product D
8	Overall satisfied, but there's room for improvement in the billing process.	Billing	Process efficiency	Mark Robinson	Finance	Billing	22222	Product E
7	Product works well, but the setup was a bit confusing.	Product complexity	Instruction clarity	William Jackson	Product Design	Setup	55555	Product F
2	Waited for an hour to get support, not happy!	Staffing	Customer service	Mary Thomas	Customer Support	Support	33333	Product G
5	The product is a bit overpriced compared to its functionality.	Pricing	Product value	Elizabeth Moore	Sales	Pricing	44444	Product H
9	Excellent customer service, went above and beyond to help me.	Employee training	Customer service	James Anderson	Customer Support	Inquiries	66666	Product I
3	The delivery was delayed and the packaging was damaged.	Shipping	Product handling	Jessica White	Logistics	Delivery	77777	Product J
8	Good product overall, but a bit more user-friendly design would be great.	Product design	User experience	Daniel Thompson	Product Design	Design	88888	Product K
6	Support was okay, but the wait time was a bit long.	Staffing	Process efficiency	Nancy Clark	Customer Support	Support	212121	Product L

1 2 3 4 5 6 7 8 9 10 ... items per page 30 1-10 of 40979 items



Release of the upgrade

What to expect



Release of the upgrade

- Release over the weekend
- Updates of mobile apps
- Resources to share with users
- Questions, help or feedback: support@cys.group



Thank you!

