

Dashboard

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Reporting: Dashboard

Efficiency: Track Service Performance at Every Level

What is it (in Gomocho)?

Service Performance Indicators Dashboard

What does it do?

Provides a drillable view of service performance from organization-wide metrics down to individual technician data.

Why does it matter?

Broad metrics hide individual issues. Granular, real-time performance tracking pinpoints problems and opportunities fast.

Real-World Narrative:

You've heard the mantra: what's measured gets done. In field service, that couldn't be more true.

The Gomocho Service Performance Indicators Dashboard gives you a bird's-eye view of your entire operation. Spot a dip in efficiency? Drill down from company-wide to regional to individual tech performance.

Always put your best foot forward...with Gomocho.

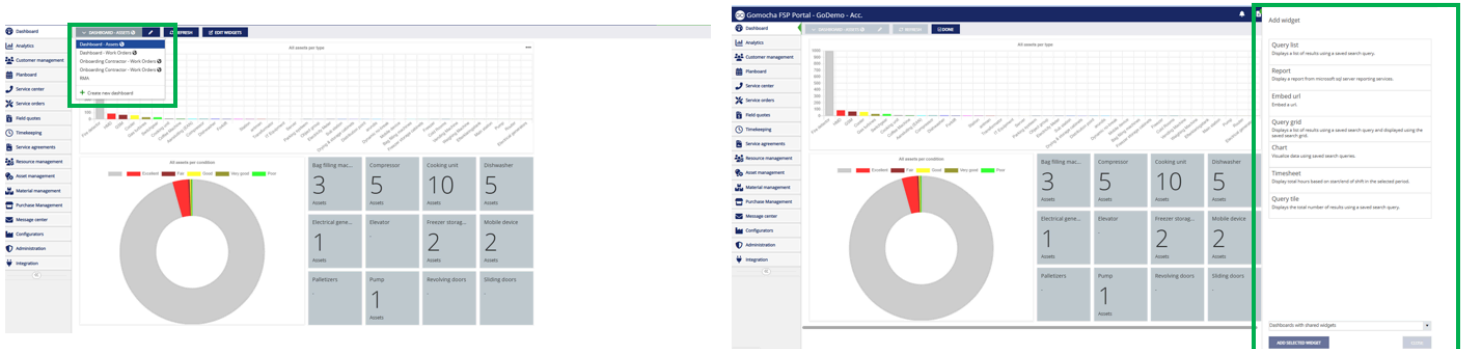
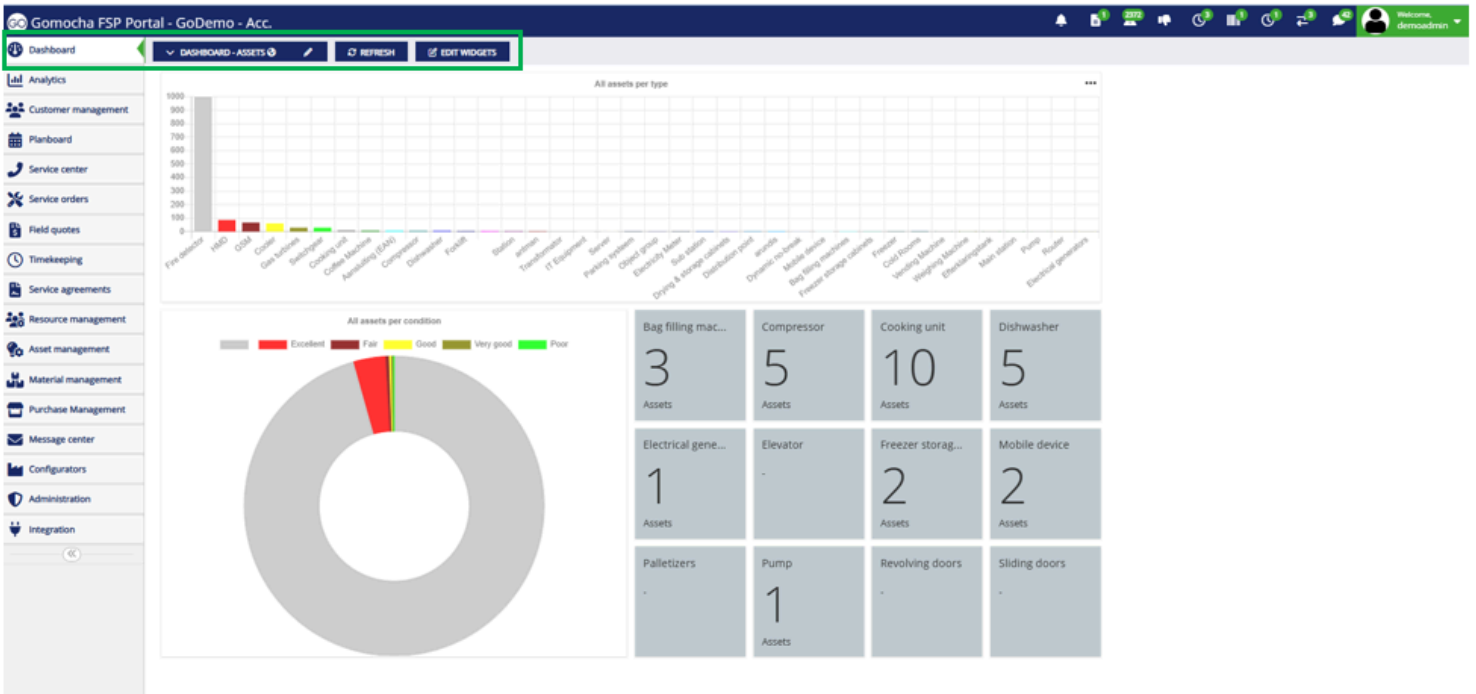
Value Delivered:

- Faster identification of performance issues
- Data-driven view of where to target improvements
- Higher accuracy of labor tracking and billing

How this fits into the Gomocho Pillars:

- **Efficiency:** Pinpoints areas for improvement based on data
- **Enablement:** Equips managers with data-based insights for informed decisions
- **Performance:** Supports a culture of continuous improvement

Dashboard and Widget Overview



- The FMP360 Dashboard comprises of multiple widgets, each displaying distinct visualizations for various data insights.
- FMP360 Dashboards allow users to effectively visualize and comprehend the data stored within the portal.
- By leveraging visualizations, the client gains
 - improved operational insight into organizational progress
 - 24/7 access to real-time and historic reports
 - KPIs per employee & team
- The FMP360 Dashboard comprises seven widgets, each presenting information in a distinct manner through visualization.
 - Embedded URL: Embed a URL to the Dashboard
 - Time Sheet: Display total hours based on start/end of shift in the selected period.

- Query Tile: Displays the total number of results using a saved search query
- Query Grid: Displays a list of results using a saved search query and displayed using the saved search grid.
- Query List: Displays a list of results using a saved search query.
- Report: Display a report from Microsoft SQL server reporting services.
- Chart: Visualize data using saved search queries.
- [Dashboard and Search training.pdf](#)
 - Overview of all widget options and how to create saved searches for custom queries.
- [Dashboard Config](#)