BrightGauge Sample
Dashboards & Reports
All Your Business Data In One Place

How it works

- Securely Import Your Data
- Organize, Customize & Analyze
- Visualize and Share

- CRM
- Help Desk
- Projects
- Finance
- Network
- Security

- Reports
- Dashboards
- Client Reporting

www.brightgauge.com
BrightGauge Service
Dashboards & Reports

www.brightgauge.com
Service Ticket KPIs
Service Team KPIs
# Daily Service Ticket KPI Report

**Daily Service Ticket KPIs**

*Daily KPIs Across All Your Tickets Delivered To Your Inbox*

Created by: Eric Dosai  Created on: Feb 2, 2015

<table>
<thead>
<tr>
<th>Opened Today</th>
<th>Closed Today</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>33</strong></td>
<td><strong>36</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Status</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>New</td>
<td>2</td>
</tr>
<tr>
<td>Assigned</td>
<td>18</td>
</tr>
<tr>
<td>In Progress</td>
<td>4</td>
</tr>
<tr>
<td>Resolved</td>
<td>38</td>
</tr>
</tbody>
</table>

[www.brightgauge.com](http://www.brightgauge.com)
BrightGauge NOC
Dashboards & Reports
NOC Dashboard

- **Machines Online**: 1113
- **Servers Online**: 292
- **Machines Offline**: 919
- **Servers Offline**: 19
- **Workstation Patch Status**:
  - Full: 28% (478)
  - 1-2 Missing: 10% (164)
  - 3-4 Missing: 2% (36)
  - >5 Missing: 61% (1043)
- **Server AV Protection Status**:
  - Not Enabled: 12% (36)
  - Out of Date: 8% (26)
  - Up to Date: 80% (249)
- **Workstation Disk Space Used**:
  - 81-100%: 13% (447)
  - 61-80%: 12% (401)
  - 41-60%: 14% (458)
  - 21-40%: 21% (694)
- **Server Patch Status**:
  - Full: 19% (59)
  - 1-2 Missing: 7% (23)
  - 3-4 Missing: 2% (6)
  - >5 Missing: 72% (223)

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NOC Dashboard
MaxFocus Dashboard

Servers: 669
Workstations: 3512

Backups by Status - Last 7 Days

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N-Able Dashboard

100%

System Up Time for Core Devices

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BrightGauge Sales
Dashboards & Reports
Sales KPIs

- **Prospects**: 11
- **Qualifying**: 9
- **Scoping**: 5
- **Evaluating**: 2
- **Decision**: 5
- **Opps Lost**: 0
- **Act Closed**: 19
- **Act Open**: 8
- **Opps Closing**: 14
- **Opps Closed**: 8

**Revenue Closed**: $21k

**Open Opportunities by Sales Rep**

- **Revenue Closing**: $24k

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Sales Performance Report

Won Margin:
$39,410

Committed Margin:
$152,655

Current Month Pipeline:
$477,100

Sales - Monthly Forecast

Account Manager

WON Margin

Committed Margin

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BrightGauge Misc
Dashboards & Reports
FitBit Data (via CSV)
Wine Inventory (via CSV)
BrightGauge
Scorecards
# Daily Engineer Scorecard

<table>
<thead>
<tr>
<th>Member</th>
<th>Hours</th>
<th>Resolved</th>
<th>Assigned</th>
<th>Stale</th>
<th>Oldest (Days)</th>
</tr>
</thead>
<tbody>
<tr>
<td>member1</td>
<td>7.8</td>
<td>6</td>
<td>11</td>
<td>1</td>
<td>14</td>
</tr>
<tr>
<td>member2</td>
<td>6.3</td>
<td>13</td>
<td>11</td>
<td>0</td>
<td>28</td>
</tr>
<tr>
<td>member3</td>
<td>5.3</td>
<td>10</td>
<td>8</td>
<td>0</td>
<td>12</td>
</tr>
<tr>
<td>member4</td>
<td>4.8</td>
<td>6</td>
<td>10</td>
<td>0</td>
<td>26</td>
</tr>
<tr>
<td>member5</td>
<td>4.5</td>
<td>8</td>
<td>12</td>
<td>0</td>
<td>29</td>
</tr>
<tr>
<td>member6</td>
<td>3.0</td>
<td>3</td>
<td>19</td>
<td>7</td>
<td>60</td>
</tr>
<tr>
<td>member7</td>
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<td>42</td>
<td>15</td>
<td>2</td>
<td>211</td>
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<tr>
<td>member8</td>
<td>2.8</td>
<td>14</td>
<td>89</td>
<td>30</td>
<td>78</td>
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<td>10</td>
<td>0</td>
<td>26</td>
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<tr>
<td>member10</td>
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<td>2</td>
<td>23</td>
<td>9</td>
<td>133</td>
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<tr>
<td>member11</td>
<td>1.5</td>
<td>2</td>
<td>16</td>
<td>7</td>
<td>60</td>
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<tr>
<td>member12</td>
<td>1.5</td>
<td>0</td>
<td>38</td>
<td>22</td>
<td>130</td>
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<tr>
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<td>1.0</td>
<td>2</td>
<td>22</td>
<td>4</td>
<td>127</td>
</tr>
<tr>
<td>member14</td>
<td>0.0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

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