

Society Dashboard Updates (Oct 2024)

Track your helpdesk team's SLA with a ready made weekly summary

Path : Dashboard >> Helpdesk >> Summaries

The facility management team is responsible for meeting the SLAs described in the contract. A regular breach of TATs can lead to dissatisfaction among the residents and loss of discipline within the society staff. Therefore, to keep a track of key metrics such as ageing, reopen rate, resolution ratings, etc. we have introduced this weekly SLA summary.

Notes to keep in mind while viewing the summary:

- 1. Weeks are defined to be from Sunday to Saturday. Partial weeks are also a possibility when 'from' or 'to' dates are selected mid-week.
- 2. All values calculated are on the basis of tickets resolved during their respective weeks.
- 3. For the count of open tickets, data is being calculated only for tickets created in the previous one year.

p 0	Prod The Island Plus	~)				2024-2025 Y Financial Year A	AQ S	Society Admin Society Admin
<mark>え</mark> 記	Help Desk >> Summaries Help Desk Summaries				General S	summary Status / Age	eing / TAT Summary	Complaints
1 2 2 2	Help Desk MIS Summary Keep an easy track of work done created or reopened during the s Prom 01/09/2024	during a selectaries ame. Actual T	ted period using this summ ATs and escalations presen To 19/09/2024	ary - this MIS pres ted alongside, brin	ents a clear view of outst g more dimensions to th X Reset Filters	anding tickets from before the is report.	e period as well as ti	ne new ones
	Help Desk Weekly SLA St Easily track the performance of the lickets that breach the SLA. The performance.	ummary Telpdesk staff report also dif	in relation to SLA compliant ferentiates between Unit-le Ta 19/09/2024	e through this sun vel and Community	imary. It provides a clear -level tickets, offering ac X Reset Filters	view of the median ticket clos Iditional insights to enhance the second se	sure time and highlip he overall understa	ghts the count of nding of staff

A	8	8 C D E		F	G	н	1							
		-												
	Helpdesk SLA Summary & Charts (25-08-24 to 12-10-24)													
		Ending 07-09-24	Ending 14-09-24	Ending 21-09-24	Ending 28-09-24	Ending 05-10-24	Ending 12-10-24							
S No	Helpdesk Tickets SLA Summaries (Weekly)	W1	W2	W3	W4	W5	W6	W7						
1	Unit Level tickets that took > 3 days to close, or are open for more than 3 days	23	21	17	28	34	15	22						
2	Community Level tickets that took > 5 days to close, or are open for more than 5 days	4	5	6	4	1	3	2						
3	Median time to close Unit Level tickets (in days)	0.8	1	0.6	1,3	1.5	0.5	0.7						
4	Median time to close Community Level tickets (in days)	0.3	0.25	0.6	0.78	0.55	0.3	1						
5	Percentage of tickets closed in 48 hrs or less	80	93	95	85	91	87	90						
6	Percentage of tickets Reopened (tickets reopened/tickets closed)	1.2	4	3.5	2.6	3	2.7	2.9						
7	Average Rating of service (out of 5)	4	4.6	3.8	4.3	4.4	4.2	4.7						

Improved admin experience in ERP modules

User experience is always a priority in our products. With this focus in mind, we have updated the UI of the existing Unity Living sub-modules -

- 1. Documents
- 2. Meetings
- 3. General Payments
- 4. General Receipts

These changes aim to enhance user experience and improve the usability of these sub-modules.

# 0	Prod The Island Plus	~	20 Fir	124-2025 ¥ FAQ	Society Admin Society Admin
2	Communications >> Documents				
~ 記	Documents			New	Folder ONew Documen
þ	Society Documents ① Managemen	t Documents 💮 🛛 Flat Documents 💮 🔹 Perso	onal Documents 🕑		
ĥ	Item Type* Searc	h			
<u>4</u> -	Documents ~ Ent	er a file name			
2	Document Name	Folder Name	Description	Action	Select
	Udux		Hsud	View Edit Delete	
Í.	qwesf			View Edit Delete	L
a					
3	Check for duplicate notifications		Nothing	View Edit Delete	
)	Test		Test notification	View Edit Delete	
1	Brainstorm new revenue		imp imp imp	View Edit Delete	

Example - 'Documents' UI has been cleaned up

Improved visibility for resident updates & new tickets on Helpdesk

Path : Dashboard>> Helpdesk >> Complaints

Helpdesk managers now have improved visibility into "New Tickets" and resident updates in the Helpdesk. Whenever a resident comments on a ticket or reopens a closed ticket, the ticket is highlighted in bold, with a comment icon appearing beside the last updated date.

To remove the highlight, the helpdesk manager must take an action, such as reassigning the ticket, responding with a comment, or updating the ticket status.

Benefits:

- 1. Enhanced visibility for helpdesk managers, enabling them to prioritize tickets that need immediate attention and stay updated whenever a resident takes action (e.g., commenting or reopening).
- 2. Faster response times for residents, who can now expect quicker updates and resolutions as managers can promptly identify and address their tickets.

a 5	Prest	ige Test Society				2024-2025 Financial Yea	FA	Q (Central CS					
Q L	Help Desk Compla	Help Desk >> Complaints Complaints												
000	Q ID or word within the subject		a) [*	New , On Hol +	Flat •	Category •	Sub-C	Category =	Assignee	•				
Ð	[Туре	▼] 〔 Escalat	ion •	Creation Date	From	Fo 🗇		Submit	× Reset Filt	ers				
é	0 :	590 Results Found							± Download F	Report				
(3)	ID +	Subject	Category	Subcategory	Flat	Assignee	Escalation	Status	Last Update 👻	Action				
E (2)	170498	Soil need to be put on	Amenities	Others	Tower 9-9012	None	NA	New	Nov 8, 5:02 PM	9				
9	170496	Water leakage	Water Mgmt	Plumbing	Tower 10-10181	Mano Ranjan	NA	In Progress	Nov 8, 4:57 PM	母				
Q	170495	There is leakage from b	Water Mgmt	Plumbing	Tower 3-3265	Ajay das	NA	In Programs	Nov 8, 4:55 PM	8				
4	170494	 Water flow is very less a 	Water Mgmt	Plumbing	Tower 6-6134	Ajay das	NA	In Progress	Nov 8, 4:32 PM	8				
63	170493	No water coming in Toil	Water Mgmt	No water supply	Tower 5-5095	Ajay das	NA	In Prograss	Nov 8, 4:32 PM	4				
~~~	170492	Hi team, Why ginger no	t House Keeping	; Cleanliness	COMMON AREA-Facili.	Sumalatha	NA	In Programs	Nov 8, 4:43 PM	8				
	170491	<ul> <li>Main water supply to co</li> </ul>	Water Mgmt	No water supply	Tower 14-14294	Mano Ranjan	NA	In Progress	Nov 8, 4:15 PM	8				
(1)	170490	In kitchen washing ma	Water Mgmt	Leakage	Tower 2-2172	Ajay das	NA	In Progress	Nov 8, 4:51 PM 🗭	4				
	170489	No power in 8025. Pls s	Electrical	No power and power flu.	Tower 8+8025	Surya	NA	In Progress	Nov 8, 4:02 PM	9				
	170488	No water - Bathroom	Water Mgmt	No water supply	Tower 5-5134	Ajay das	NA	In Progress	Nov 8, 4:04 PM	8				
	170487	As per our previous Re	I Electrical	Switch/ light issue	Tower 16-18022	Murgan	NA	In Progress	Nov 8, 4:07 PM	合				
	170486	Bathroom sink blocked	Water Mgmt	Blockage	Tower 12-12134	Mano Ranjan	NA	In Prograss	Nov 8, 4:10 PM	母 (				
	170484	Health faucet leaking	Water Mgmt	Plumbing	Tower 18-18133	Ashwin	NA	In Progress	Nov 8, 4:01 PM	a				

## Amenity Booking setup updates for better experience

With growing demand from Bangalore and societies migrating from other platforms, the Amenity Booking setup has been updated to provide a smoother and more intuitive experience. These enhancements aim to simplify the booking process and cater to the evolving needs of users, ensuring a seamless transition for all communities.



#### 1. Flexibility of choosing start and end times during booking

A. A configurable setting at amenity-level being introduced to switch the booking journey to this new flow (*Path : Dashboard >> Amenities >> Settings*)

<b>B</b> (2)	Select Soc Sync2 T	iety iest UL v	2024-2025 ~ FAC	Roshini123 Society Admin
Q		s >> Settings		
RD	35	Second amenity		View   Edit   Delete
	36	Society Common P	Click here to add more days BULK UPLOAD	View   Edit   Delete
	37	Society Common P		View   Edit   Delete
808 811 811 811 811 811 811 811 811 811	38	Society Common P	Block Single Booking	View   Edit   Delete
Gi-	- 39	11 Partial Group B	Show slots with start and end time during booking ①	View [Edit] Defete
Ð	40	Test A 2	Minimum consecutive booking duration (in minutes)	View (Edit) Delete
(A)	341	Test clob		View   Edit   Deleta
	42	Test for GST	Set Cancellation Limits	View (Edit) Delete
	43	amenity1		View   Edit   Defete
0550	.44	ameruty1	Add ons	View   Edit   Delete
⊞	45	centus_amenity_cl		View   Edit   Defets
€	:46	centos_amenity_ch		View   Edit   Delete
2	47	ehild_1	Update	View Edit   Delete
	- 48	child 2		View   Edit   Delete

B. Resident's amenity booking journey to have start and end time selection instead of slots (Path : App >> Community >> Amenity Booking)

÷	1616 D T + 0 K % % ibit all □ 23%         1617 D T + 0 K % % ibit all □ 23%           • Mini Soccer         ← Mini Soccer				al IC	25%	1617 의 가 • 🛛 회 정, 영, 영, all all 💭 23% ← Mini Soccar	1617 D / • ● রিউ টে all ad ID 20% ← Mini Specer	1617 D / • 0 ( ℝ % Band and D 22%) ← Mini Soccar	%18 © ा • ∎ डे के फी का al ∎⊃ 22% ← Booking Status
Seler Fora	Are you using this booking with anyone else? Ye day Ves No				Are you using this booking with anyone else?	Are you using this booking with anyone else? Yes O No	Are you using this booking with anyone else?	Booking		
	000ber2024 >		18 Oct 2024	24 Ø 18 Oci 2024 Ø 18 Oc		Your booking has been confirmed.				
Su	Мо	Tu	We	Th	Fr	Sa	Start Time	Start Time	Select Start & End Time	
- 22	- 30		$\mathbf{x}$	12	$\mathbf{x}_{i}$	1	12 PM	12 PM	12 PM .	
14						1.11	End Time	Scient	End Time	
		[10]	10	1	18	16	Select	IIAM	6 PM •	
				-		-	Comment	12.PM	Comment	
24			23	24	25	255	Write your comment	3PM	Write your comment	
27	28	211	20	81			Attachment	4PM	Attachment	
							Attach Photo/Documenta	- 4011 [10]	Attach Photo/Documents	
	6	Sole	ct Time	slot			I agree to the Terms & Conditions	6 PM	I agree to the Terms & Conditions	
	-				-		Loo Hanna a	7PM	Berli New	
								8 PM	LOOK HUR	
	н		0				E O d	N IE : Q: 30 ⁽⁵⁾	E 0 4	≡ 0 9

C. Similarly, manager's amenity booking journey (on behalf of a resident) to have start and end time selection as well

(Path : Dashboard >> Amenities >> Booking)

<b>a</b>	Select Society Sync2 Test UL		2024-2025 ¥ FAQ Financial Year A	Roshini123 Society Admin
	← Amenities >> Bookings Booking Details			
	MINI SOCCER	s	elect Start & End Time	
Q-	test nnon Frae	Start Time 5 PM	End Time	
é	Cancellation Allowed Until 2 hours before booking start time	Please inform the Resident of th	e Terms & Conditi 5 PM 6 PM	
	Booking Details Single 16 Oct 2024 Ø		Flooring 7PM	
<del>.</del>	Max No. Of Companions Permitted		9 PM	
3	Min No. Of Companions Permitted			
	4 Guests Allowed			L. L

## 2. Add-on amount to be calculated on a per item and per hour basis

Path : Dashboard >> Amenities >> Settings

Add-ons, in conjunction with the start and end time flow, can be booked in multiple counts for multiple hours. The total price of the add-on would be calculated taking both count of items and slots into account.

E.g. - Say, there are a total of 15 tables available in your banquet hall - each with an hourly rate of Rs 100/- plus GST.

A resident wishes to book the hall for 4 hours and requires 10 tables to entertain his guests. He can choose the 'Table' add-on 10 times during amenity booking and the total price for 4 hours would be calculated as - 10 tables x 4 Hours x Rs 100/- = Rs 4000/- plus GST.

(Note - The above price would be charged over and above the hourly price of booking the banquet hall itself.)

<b>B</b> 0	Select Soci	iety iest UL v				2024-2025 💙 Financial Year 🛦	FAQ	R Roshini123 Society Admin ~
Q		s>> Settings						View   fait   Defete
88	32	Partial_1_child	Block Single Booking     Show slots with start:	and end time during bookir	Block Multi	Select ①		View Edit Dolote
۵	33	Partial_2_child	Minimum consecutive boo	king duration (in minutes)				View   Edit   Delene
8 <b>0</b> 8	34	Pool						View   Edit   Delete
A-	35	Residential	Set Cancellation Limit	ts				View   Edit   Delete
9	36	Second amenity						View   Edit   Dolete
<u></u>	37	Society Common P	🖬 Add ons 🗌 M	andatory 🕥				View   Edit   Delete
Ĕ	38	Society Common P	Name	Max No.	Rates (₹)	Unit		View   Edit   Delete
	39	Society Cemmon P	Music System	5	1250	🗸 Per Item & Slot		View   Edit   Dolete
050	40	TT-Partial-Group-B	Contraction and Contraction of Contr			per slot		View   Edit   Delete
æ	41	Test A 2	Click here to add more	•				View [Edit   Delete
	42	Test club					_	View   Edit   Delitte
0	43	Test for GST				Update Cano	cel	View   Edit   Delete
	44	amenity1						View   Edit   Delete

## 3. Quick fill option to input amounts to all slots (amenity configuration)

Path : Dashboard >> Amenities >> Settings

Introducing this quicker flow to ensure that slot rates for paid amenities are not configured incorrectly. A single field to take the amount input from the admin and fill the value into all the slots defined for the amenity.

<b>a</b> 0	Prod The	island Plus	•	2024-2025 × FAQ	Society Admin Society Admin
Q	Amenities >> S	ettings			
			Paid	Online Account Number HSN/SAC	
법	940	Squash Court 1		50100661891412 - HDFC0002858   NAVATESTPREP 🛛 🗸	View] Edit
ជា			GST	Tax rate *	
888	50	Squash Court 2		18.00	View   Edit
A-	-51	Swimming Pool	Note: To enable	ed bulk booking minimum value of the settings are: (Check Rules)	View   Edit
Ð	52	swimmingpoolCi	Set same amo	Apply Apply	View ( Edit.
ŝ	33	Tennis Court	Day	From Time To Time Amount to Paid Extra Charges	View   Edit
	54	tennis court 123		(ienant) atod	View   Edit.
-	55	fest	All Days	06:45 06:00 0100.00	View j Edit
650	-56	Test club	The second second		View } Edit
Ð	57	tt-test	LIDifferentia	I Rates (Tenants)	View   Edit
R	58	X55	Allow Bulk Bo	oking Amount to Paid           Monthly(?)         Quarterly(?)         Half-Yearly(?)         Yearly(?)	View}Edit
Š			0.00	0.00 0.00 0.00	6
	Amenit	v Groups	<u> </u>		Add Net

## Budget creation made easy through an upload flow

Path : Dashboard >> Accounts >> Budget >> New Budget

Dashboard users can now download a sample CSV file to upload budgets in bulk for all expense ledgers during budget creation, eliminating the need to enter values manually against each account.

7	G	Prod The Island Plus	~		2024-2025 ¥ Financial Year 🛦	FAQ Society Admin Society Admin
2	Accounts	Accounts >> Budget				
3	Invoicing 🗸 🗸	Update - Creating a budget for creation.	or your society made	easy! Expense amounts can now be	filled against their ledgers in a samp	le CSV file & uploaded during budget
] 8	Invoicing Details Dues And Receipts	New Budget				
§-	Purchasing 🗸	Name*		Financial Year*	Budget Perio	d*
h	Budget			2025-2026	~ Annual	~
	Vouchers					
ן   	Bank Accounts 🗸	Budget Report				Download Upload
7	Chart Of Accounts	EXPENSE ACCOUNT	Apr25-Mar26			
)	Audit Logs	145 Test	0			
]		24th Aug	0			
3		29th Aug	0			
		Account_mismatch2	0			C.

## The Monthly Entry-Exit report now displays the mode of entry

Path : Dashboard >> People Hub >> Visitors >> Entry Exit Monthly Report Download

Society admins can now view whether entries made by guards were recorded using passcode, biometric scan, facial recognition, or move-in/move-out status in the Monthly Entry-Exit report downloaded from the dashboard.

#### **Benefits:**

1. This helps admins easily differentiate between the modes of entry used at the gate.

Name	Mobile	Туре	Entry time	Entry Allowed by	Exit time	Exit Allowed by	Flatlist	From	Vehicle Number	Gate	VisitType	
Chethan	59894XXXX)	Milkman	01/10/24 16:36	Guard	03/10/24 15:02	Guard	A 03	Akshayakalpa	3	back gate1	Passcode	
Yadav	25554XXXX)	Guest	01/10/24 16:37	Guard	01/10/24 17:16	Guard	A 102			back gate1	Passcode	
Ashwin Pandey	88002XXXX)	Guest	01/10/24 16:37	Guard	01/10/24 16:38	Guard	A 101			Main Gate	Passcode	
Mahesh	99949XXXX	Society Office Boy	03/10/24 16:19	Guard	03/10/24 16:20	Guard	<b>Common Area Facilities</b>			Main Gate	Facial Recogni	tion
Ramesh	58586XXXX)	Others	07/10/24 22:11	Guard	07/10/24 22:11	Guard	B 105	Packers		Main Gate	Move In/Move	Out
Raju	5250BXXXX)	Others	07/10/24 22:18	Guard	07/10/24 22:18	Guard	C 205	Packers		Main Gate	Move In/Move	Out
Sneha	85800XXXX)	Others	09/10/24 14:57	Guard	09/10/24 14:58	Guard	81	Packers		Main Gate	Move In/Move	Out
Gaurav	82506XXXX)	Others	09/10/24 14:59	Guard	09/10/24 14:59	Guard	B1	Packers		Main Gate	Move In/Move	Out
Mohini	59656XXXX)	Others	12/10/24 0:48	Guard	12/10/24 0:48	Guard	B 353	Packers		Main Gate	Move In/Move	Out
Jagdeesh	79676XXXX)	Maid	28/10/24 17:51	Guard	28/10/24 17:51	Guard	A 004,A 101			Main Gate	Biometric	
Bhavana	95512XXXX)	Cook	28/10/24 17:57	Guard	28/10/24 17:58	Guard	D 402		8611	Main Gate	Biometric	

# **Additional Updates**

1. Bill Batch ID is now showcased on invoice card and credit note form (in the house dues page), to make it easy for an accountant to select the right batch if credit note upload in needed