

# 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.

The screenshot displays the 'Help Desk Summaries' interface. At the top, there's a navigation bar with 'Select Society' set to 'Prod The Island Plus', the financial year '2024-2025', and user information 'Society Admin'. Below this, the 'Help Desk >> Summaries' breadcrumb is visible. The main content area features three tabs: 'General Summary', 'Status / Ageing / TAT Summary', and 'Complaints'. Two summary cards are shown:

- Help Desk MIS Summary:** Described as a clear view of outstanding tickets. It includes a date range filter (01/09/2024 to 19/09/2024), a 'Reset Filters' button, and an 'Export' button.
- Help Desk Weekly SLA Summary:** Described as a report on SLA compliance, showing median ticket closure time and breaches. It also includes a date range filter (01/09/2024 to 19/09/2024), a 'Reset Filters' button, and an 'Export' button.

A sidebar with various icons is on the left, and a chat bubble icon is in the bottom right corner.

Helpdesk SLA Summary & Charts (25-08-24 to 12-10-24)								
S No	Helpdesk Tickets SLA Summaries (Weekly)	Ending 31-08-24	Ending 07-09-24	Ending 14-09-24	Ending 21-09-24	Ending 28-09-24	Ending 05-10-24	Ending 12-10-24
		W1	W2	W3	W4	W5	W6	W7
1	Unit Level tickets that look > 3 days to close, or are open for more than 3 days	23	21	17	28	34	15	22
2	Community Level tickets that look > 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

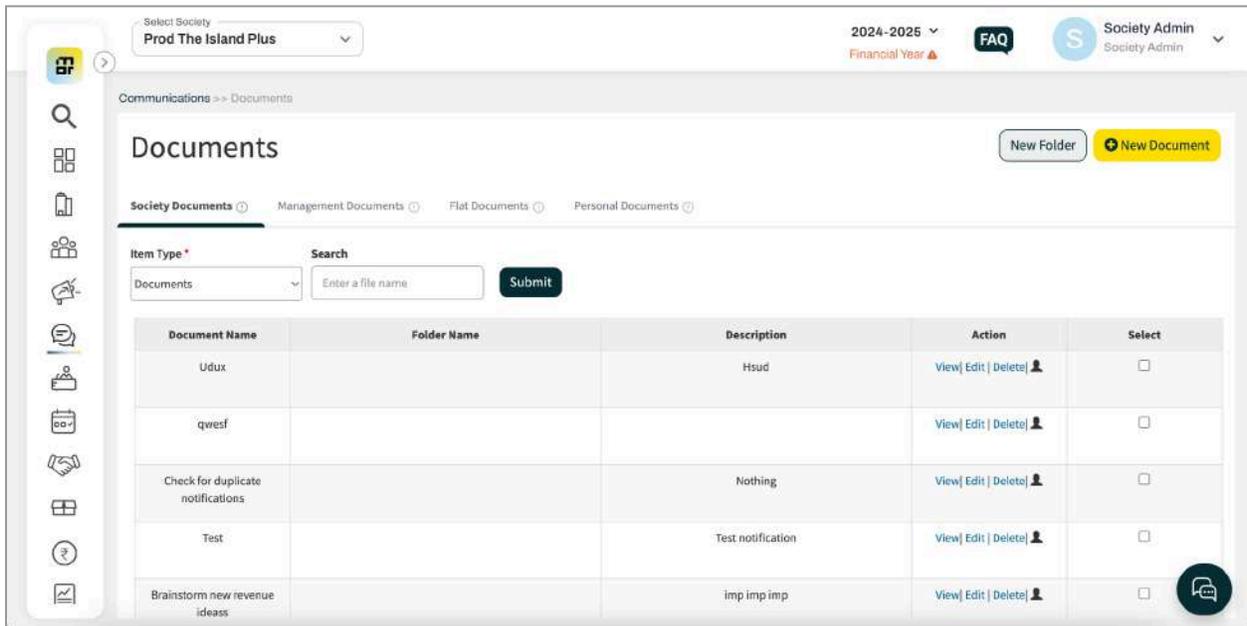
\*\*Weeks are defined to be from Sunday to Saturday. If the filter period you entered contains partial weeks; those dates will be omitted.

## 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.



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.

The screenshot displays a helpdesk interface for 'Prestige Test Society'. It features a search bar and various filters for 'Status', 'Flat', 'Category', 'Sub-Category', 'Assignee', 'Type', 'Escalation', and 'Basis'. A table lists 1590 results, with the following data points visible:

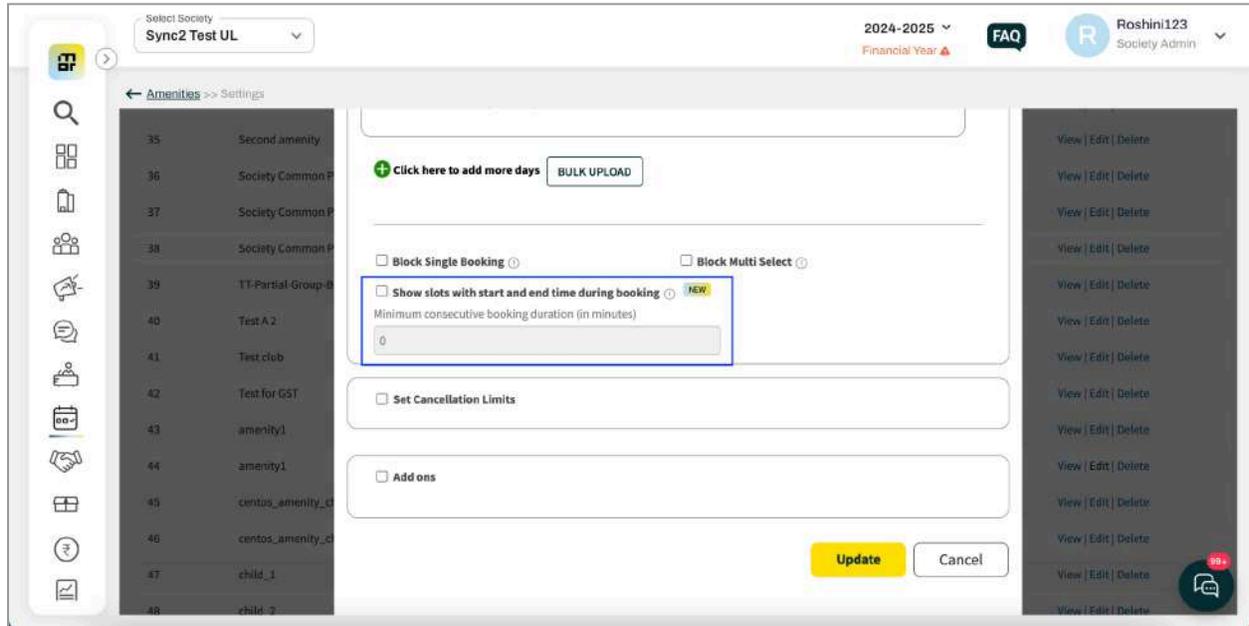
ID	Subject	Category	Subcategory	Flat	Assignee	Escalation	Status	Last Update	Action
170498	Soil need to be put on L...	Amenities	Others	Tower 9-9012	None	NA	New	Nov 8, 5:02 PM	🖨️
170496	Water leakage	Water Mgmt	Plumbing	Tower 10-10181	Mano Ranjan	NA	In Progress	Nov 8, 4:57 PM	🖨️
170495	There is leakage from b...	Water Mgmt	Plumbing	Tower 3-3265	Ajay das	NA	In Progress	Nov 8, 4:55 PM	🖨️
170494	Water flow is very less a...	Water Mgmt	Plumbing	Tower 6-6134	Ajay das	NA	In Progress	Nov 8, 4:32 PM	🖨️
170493	No water coming in Toi...	Water Mgmt	No water supply	Tower 5-5095	Ajay das	NA	In Progress	Nov 8, 4:32 PM	🖨️
170492	Hi team, Why ginger not...	House Keeping	Cleanliness	COMMON AREA-Facili...	Sumalatha	NA	In Progress	Nov 8, 4:43 PM	🖨️
170491	Main water supply to co...	Water Mgmt	No water supply	Tower 14-14294	Mano Ranjan	NA	In Progress	Nov 8, 4:15 PM	🖨️
170490	in kitchen washing ma...	Water Mgmt	Leakage	Tower 2-2172	Ajay das	NA	In Progress	Nov 8, 4:51 PM	🖨️
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	🖨️
170488	No water - Bathroom	Water Mgmt	No water supply	Tower 5-5134	Ajay das	NA	In Progress	Nov 8, 4:04 PM	🖨️
170487	As per our previous Req...	Electrical	Switch/ light issue	Tower 16-16022	Murgan	NA	In Progress	Nov 8, 4:07 PM	🖨️
170486	Bathroom sink blockad	Water Mgmt	Blockage	Tower 12-12134	Mano Ranjan	NA	In Progress	Nov 8, 4:10 PM	🖨️
170484	Health faucet leaking	Water Mgmt	Plumbing	Tower 18-18133	Ashwin	NA	In Progress	Nov 8, 4:01 PM	🖨️

### 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.

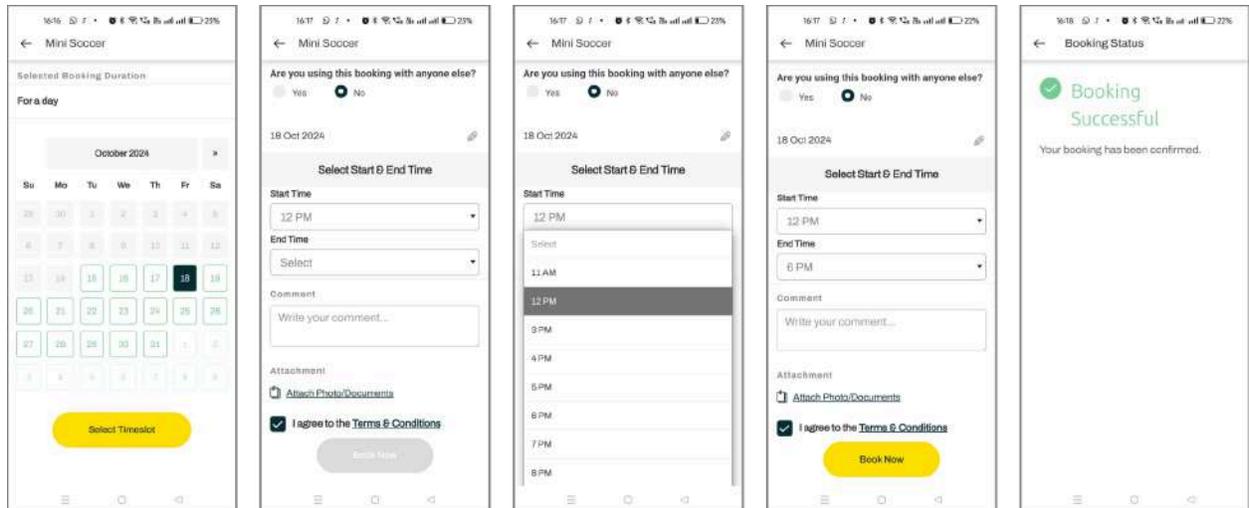
# 1. Flexibility of choosing start and end times during booking

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



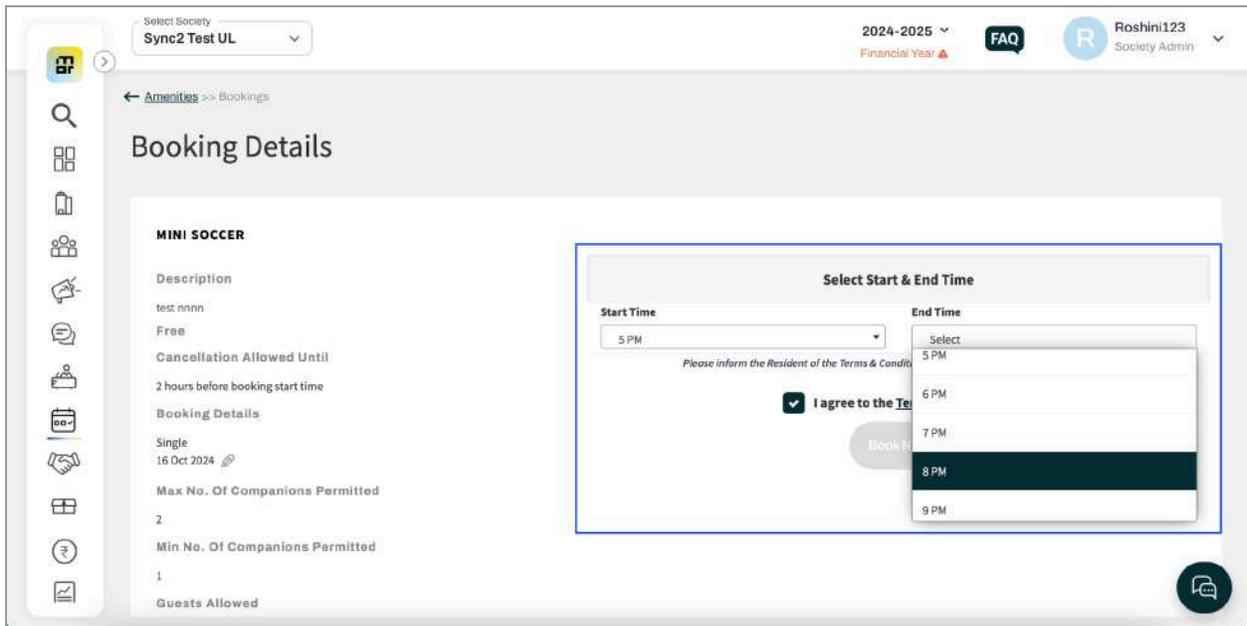
B. Resident's amenity booking journey to have start and end time selection instead of slots

(Path : App >> Community >> Amenity Booking)



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)



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

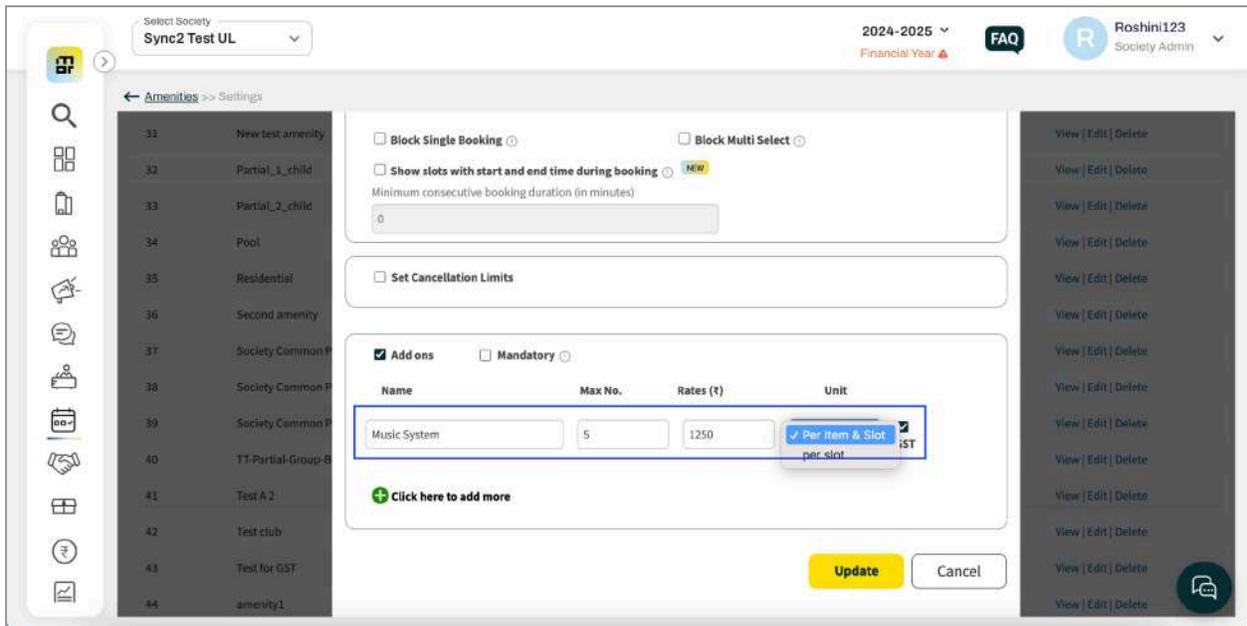
*Path : Dashboard >> Amenities >> Settings*

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.

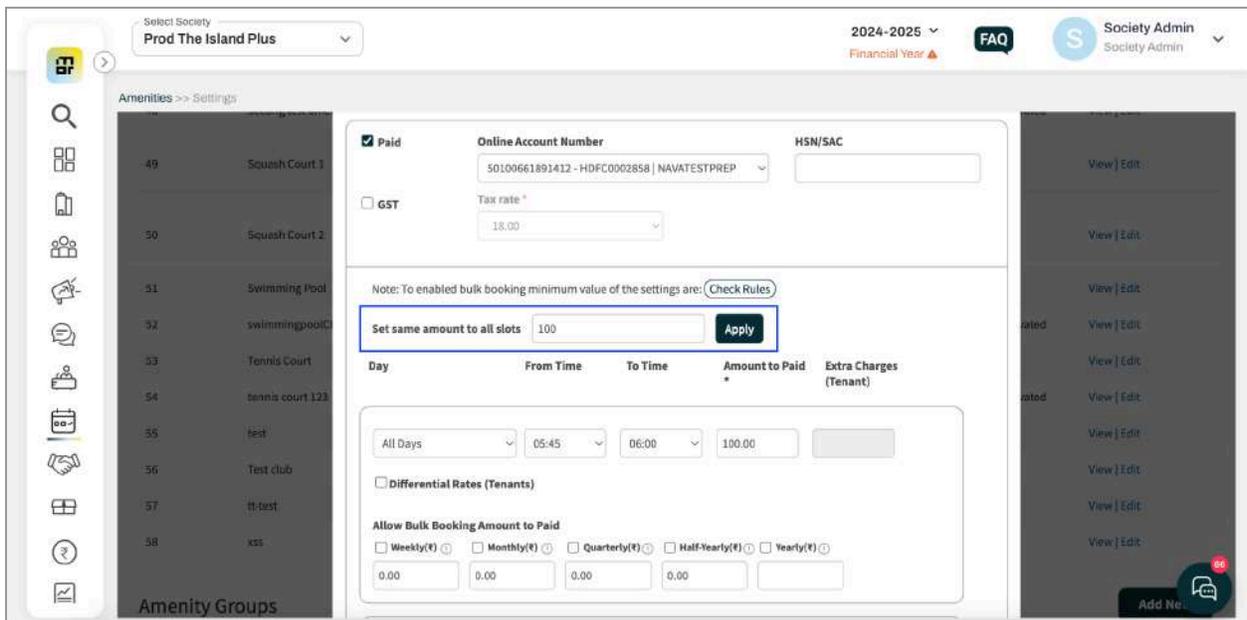
*(Note - The above price would be charged over and above the hourly price of booking the banquet hall itself.)*



### 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.



## 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.

Select Society  
Prod The Island Plus

2024-2025  
Financial Year

FAQ

Society Admin  
Society Admin

Accounts >> Budget

**Update** - Creating a budget for your society made easy! Expense amounts can now be filled against their ledgers in a sample CSV file & uploaded during budget creation.

### New Budget

Name\* Financial Year\* Budget Period\*

2025-2026 Annual

Download Upload <sup>NEW</sup>

### Budget Report

EXPENSE ACCOUNT	Apr25-Mar26
145 Test	0
24th Aug	0
29th Aug	0
Account_mismatch2	0

## 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	Type	Entry time	Entry Allowed by	Exit time	Exit Allowed by	Flatlist	From	Vehicle Number	Gate	Visit Type
Chethan	59894XXXXX	Milkman	01/10/24 16:36	Guard	03/10/24 15:02	Guard	A 03	Akshayakalpa		back gate1	Passcode
Yadav	25554XXXXX	Guest	01/10/24 16:37	Guard	01/10/24 17:16	Guard	A 102			back gate1	Passcode
Ashwin Pandey	88002XXXXX	Guest	01/10/24 16:37	Guard	01/10/24 16:38	Guard	A 101			Main Gate	Passcode
Maresh	99949XXXXX	Society Office Boy	03/10/24 16:19	Guard	03/10/24 16:20	Guard	Common Area Facilities			Main Gate	Facial Recognition
Ramesh	58586XXXXX	Others	07/10/24 22:11	Guard	07/10/24 22:11	Guard	B 105	Packers		Main Gate	Move In/Move Out
Raju	52508XXXXX	Others	07/10/24 22:18	Guard	07/10/24 22:18	Guard	C 205	Packers		Main Gate	Move In/Move Out
Sneha	85800XXXXX	Others	09/10/24 14:57	Guard	09/10/24 14:58	Guard	B 1	Packers		Main Gate	Move In/Move Out
Gaurav	82506XXXXX	Others	09/10/24 14:59	Guard	09/10/24 14:59	Guard	B 1	Packers		Main Gate	Move In/Move Out
Mohini	59656XXXXX	Others	12/10/24 0:48	Guard	12/10/24 0:48	Guard	B 353	Packers		Main Gate	Move In/Move Out
Jagdeesh	79676XXXXX	Maid	28/10/24 17:51	Guard	28/10/24 17:51	Guard	A 004,A 101			Main Gate	Biometric
Bhavana	95512XXXXX	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 is needed