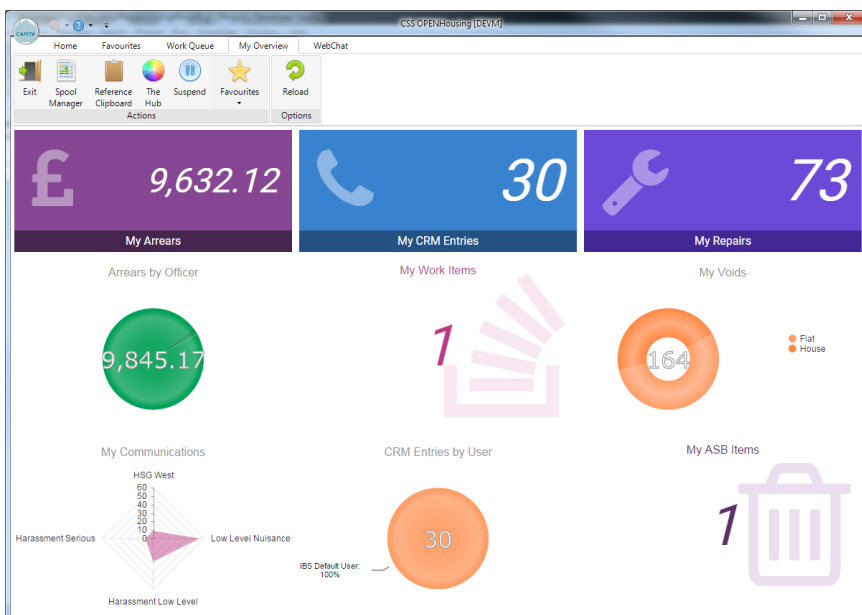


My Dashboard allows staff to have a quick and easy to use graphical overview of their outstanding workload, from the amount of arrears outstanding to the number of cases that need action. My Dashboard is integrated into each module, and has the facility to instantly drill down to the detail of the individuals list of actions or reports directly from the interactive graphs.



### Key benefits

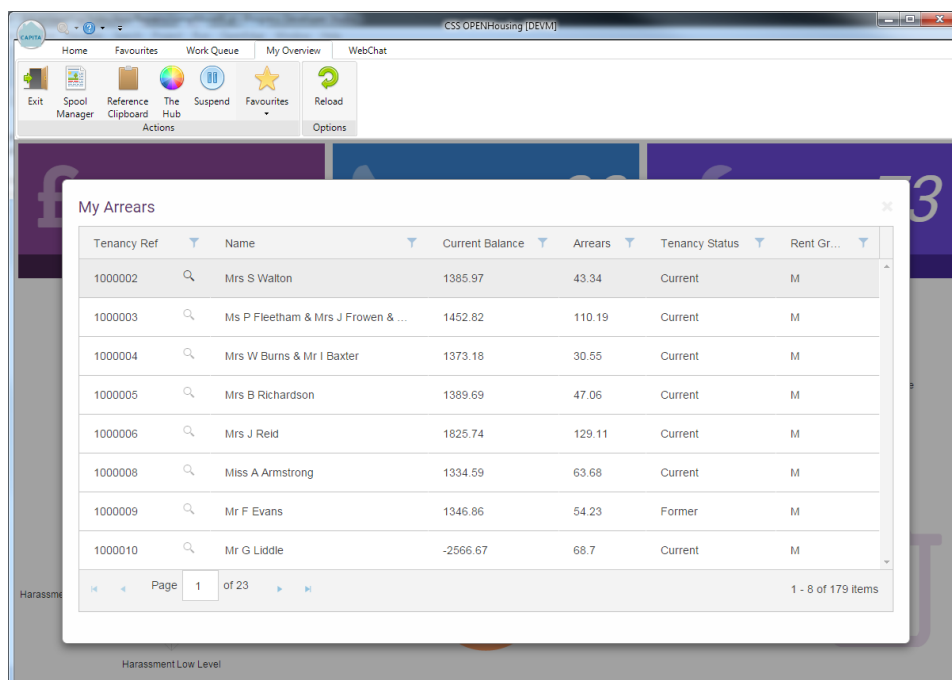
- Quick and easy graphical view of outstanding work for staff and managers
- Visually rich and easy to use interactive graphs for use in 1-2-1's or for reporting purposes
- Quick and easy drill back capability providing efficient processing of actions/tasks
- Management versions show the splits by Officers/Users instead of the default split for easy team overview.

# CAPITA

## Key features

The configuration allows users to select and display the following graphical work sources: -

- **My Work Items** – This shows all outstanding workflow items, which are grouped and totalled by work types. When the graph is selected a workflow grid is displayed showing all outstanding work items. These items can then be individually selected and actioned.
- **My Teams Work Items** – This shows all outstanding workflow items for any workflow teams the user has access to. These are grouped and totalled by work types. When this graph is selected a workflow grid is displayed showing all outstanding work items. These items can then be individually selected and actioned.
- **My Mobile Visits** - This shows all open mobile visits for the current user. These are grouped and totalled by visit type. When the graph is selected, a detailed grid is displayed with the ability to open the Visit.
- **My Arrears Cases** – This shows all tenancies in arrears for a specified user. The information displayed is grouped by rent group and debit frequency. When the graph is clicked, this drills down to a grid of the data with functionality to access the tenancy details.
- **My Communications** – This shows all open communications where the user is the case worker, and is grouped by the communication 'main code description'. When the graph is selected, this drills down to a grid of outstanding communications, and has the facility to directly access the Contact Management record.
- **My ASB** – This shows all open ASB Incidents assigned to the officer. When the graph is selected, this presents a grid of incidents which can be individually selected and actioned.
- **My Voids** – This shows all void locations the officer has responsibility for. When the graph is selected and the grid of all voids is shown, these can then be individually selected and the void management screen displayed for that void property.
- **My Repairs** - This shows the summary by status of all outstanding repairs allocated to the officer. When the graph is selected, a grid is displayed of each job outstanding and drill backs provide the functionality to access the job screen and process the job.
- **My CRM** – This shows a total of CRM entries logged by the officer, or year to date. When the tile is selected, this drills down to the CRM grid which has the ability to open the CRM details screen or Person screen for the record selected.



The screenshot shows a web application window titled 'CSS/OPENHousing [DEV.M]'. The main content area displays a 'My Arrears' modal window with a table of tenancy arrears. The table has columns for Tenancy Ref, Name, Current Balance, Arrears, Tenancy Status, and Rent Gr... (Rent Group). The data is as follows:

Tenancy Ref	Name	Current Balance	Arrears	Tenancy Status	Rent Gr...
1000002	Mrs S Walton	1385.97	43.34	Current	M
1000003	Ms P Fleetham & Mrs J Frowen & ...	1452.82	110.19	Current	M
1000004	Mrs W Burns & Mr I Baxter	1373.18	30.55	Current	M
1000005	Mrs B Richardson	1389.69	47.06	Current	M
1000006	Mrs J Reid	1825.74	129.11	Current	M
1000008	Miss A Armstrong	1334.59	63.68	Current	M
1000009	Mr F Evans	1346.86	54.23	Former	M
1000010	Mr G Liddle	-2566.67	68.7	Current	M

At the bottom of the table, there is a pagination control showing 'Page 1 of 23' and '1 - 8 of 179 items'.

To find out more about My Dashboard and the benefits it can offer your organisation, contact your Capita account manager or email [cssenquiries@capita.co.uk](mailto:cssenquiries@capita.co.uk)