ONEIMPACT

User Manual

Community Monitoring Dashboard

Powered by:

Dure Technologies

Response dashboard
The response Dashboard helps a community responder to reach people and respond to issues raised by the community in real time. It provides a way to collect structured information thereby simplifying the process of reporting and resolving the cases.

User details
- ◇ **Dashboard URL :**
  http://web.imonitorplus.com/explorer/one_impact
- ◇ **Username :** mhealth@imonitorplus.com
- ◇ **Password :** impact@123

Dashboard Log-in Screen
Type in the username and password to log into the Dashboard homepage

Dashboard Home Screen

Once you log in to the response dashboard you will be directed to the Home page.

Components on the home page:

1. **Menu** – The left side vertical panel of the screen is the menu. The menu has different sections like Map, Statistics, Nearme, Security, Widgets, Surveys, Reports, FAQs, Inbox and Logout

2. On the main screen you can see different indicators like
i. Sign-up (No. of Community Users who have downloaded the App)
ii. Cases (No. of Issues reported by the Community Users)
iii. Survey (No. of surveys conducted)
iv. Case Summary
v. Issues Reported (By action status and also by category type)
vi. Top Locations (from where the issues are reported)

All indicator values are updated in real time. Notifications also appear on the screen in real time for example when a new user registers on the community app you will see a 'Welcome User' notification on the dashboard. Similarly when a new case is raised, a notification will display on the screen.

3. **Sub Menu** – In the sub menu (top left horizontal icons) there are some additional features like Timeline, Broadcast and Settings.

MAP

The Map feature helps the response team to visualize cases on the map based on their location of origin. Map view shows the location from where the case has been raised. The most recent case is displayed in red color. A click on the location icon will display the details of the respective case.
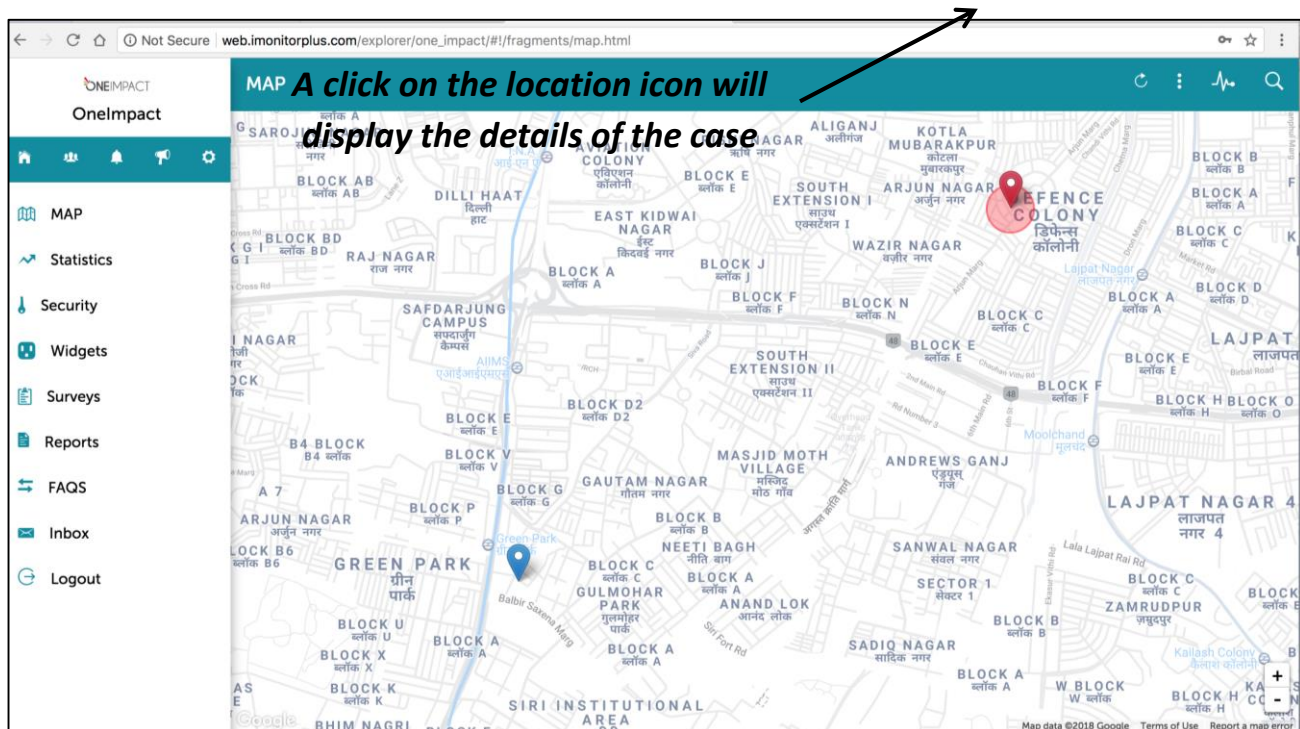
The case view popup will display the details of the case i.e. the Case Id number, applicant Id number (user who raised the case), location of the reported case, date and time of the case and supporting media (if any). You may click on the icons below like the camera icon to view any images attached by the user, or the video/audio icons to visualize any video/audio clips attached. To view or save the summary of any particular case, click on the download icon to download and share the case summary snapshot as a PDF.
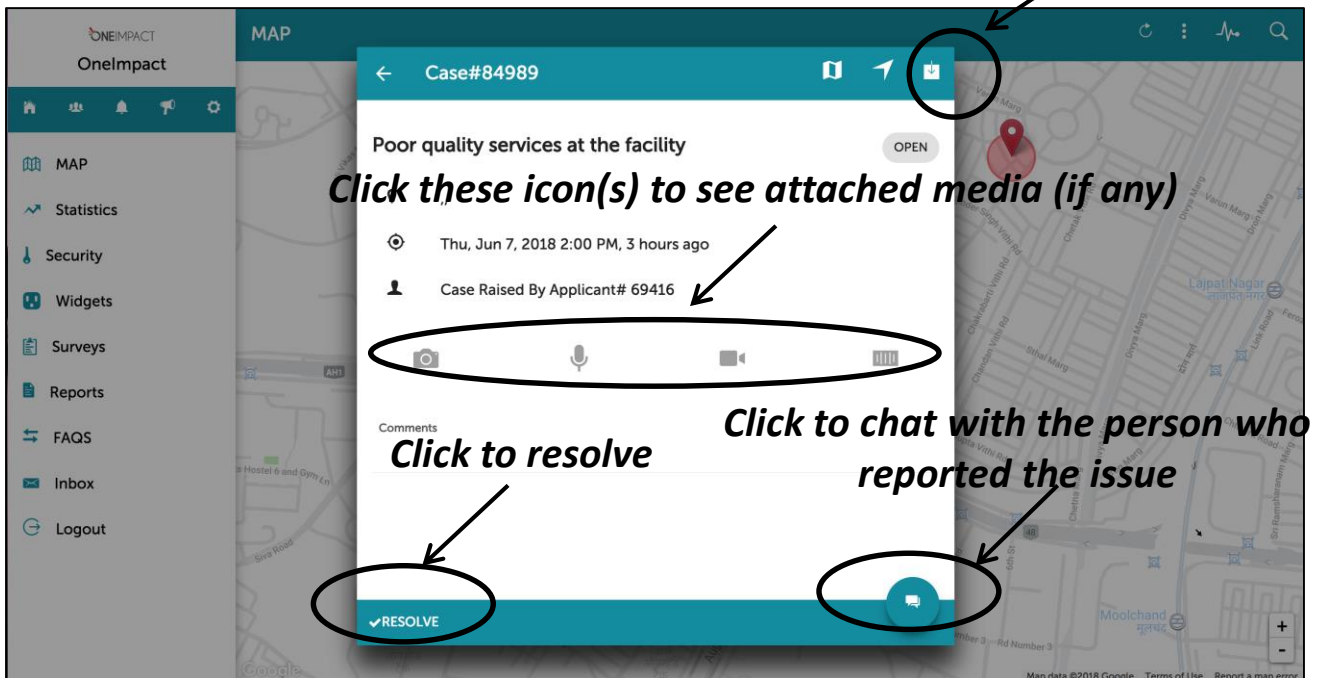
The chat feature (discussion board) allows the response team to send and receive messages from the user who raised the issue. The response team can interact with the community members directly via chat, to assess the issue in detail. The user will receive these messages in the form of a notification on their mobile device.
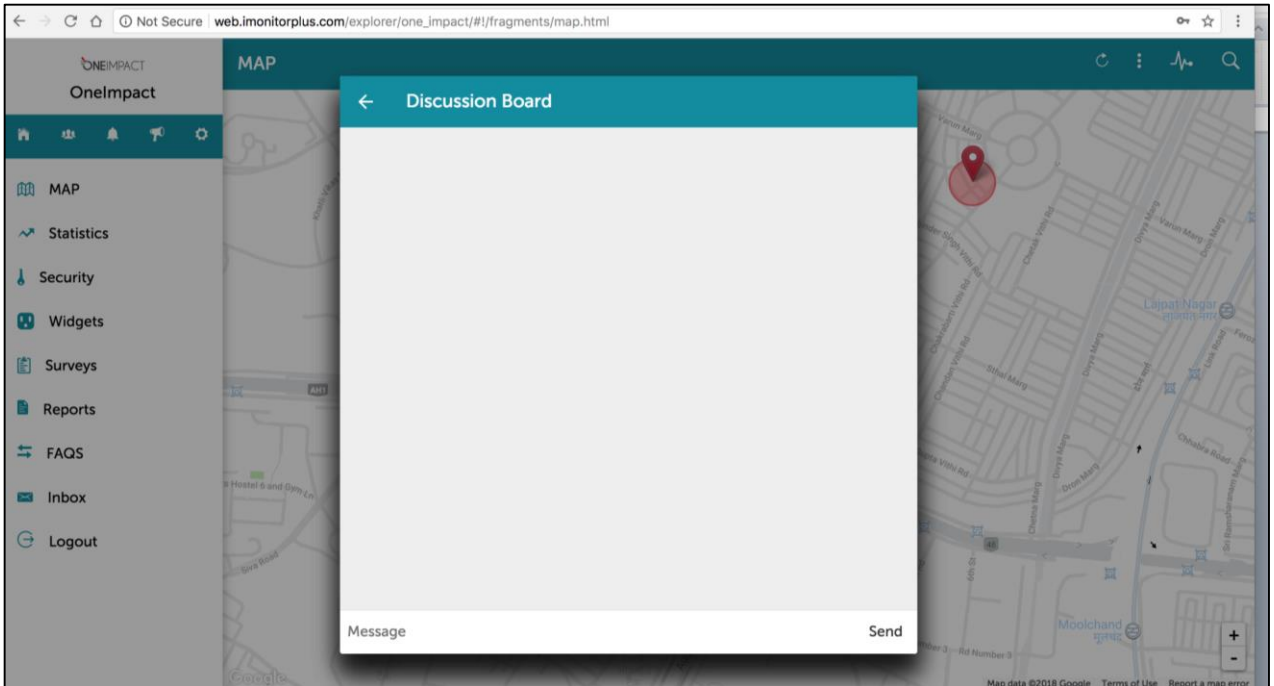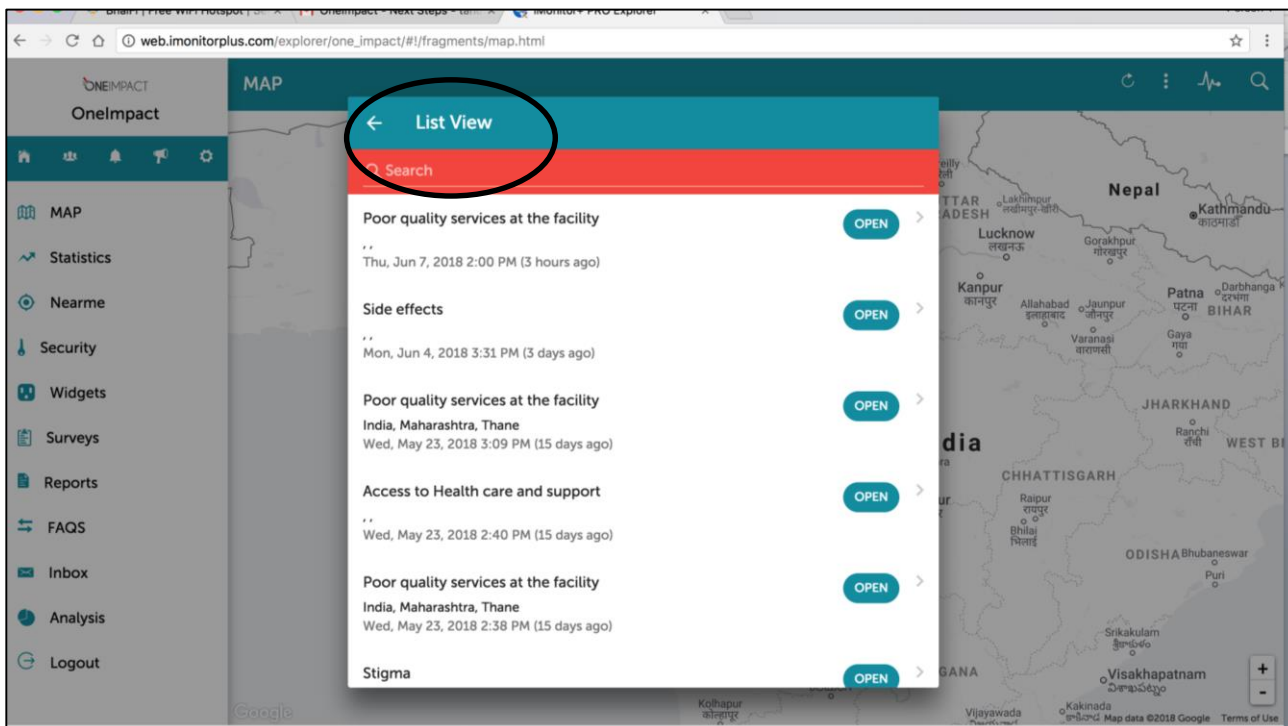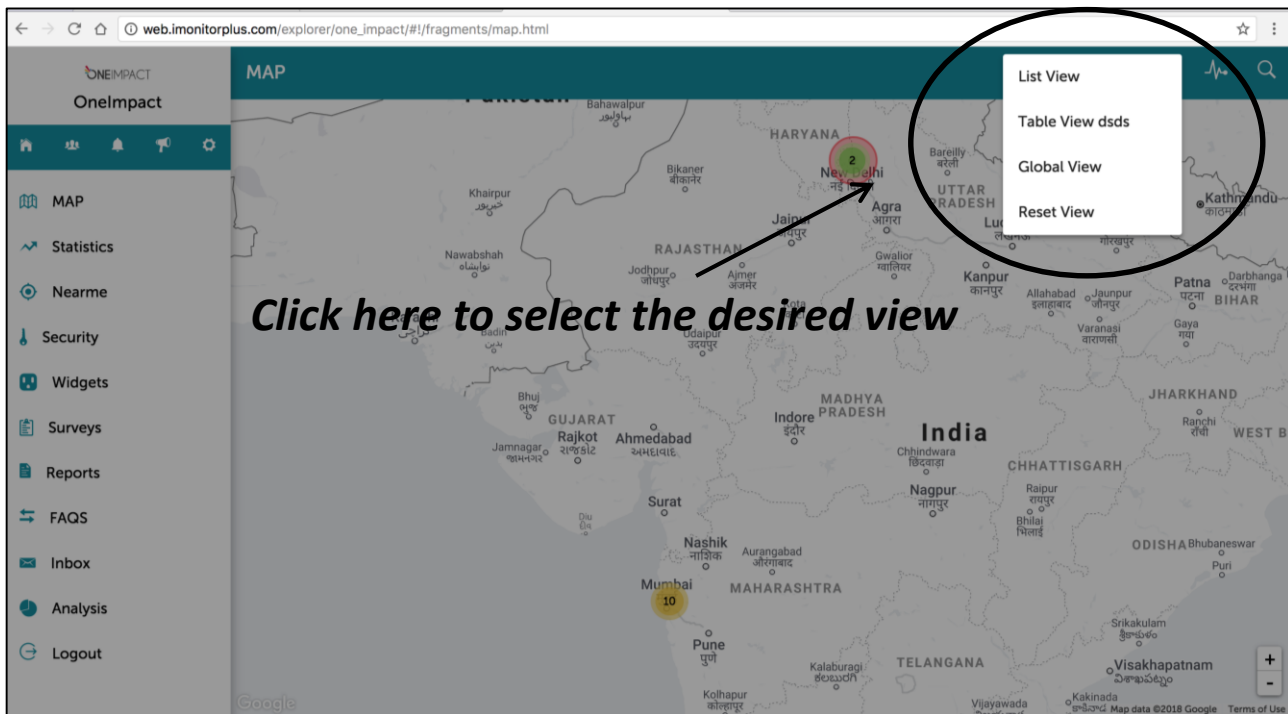

If the response team has resolved a particular case, the response team member can click on the resolve button and enter the comments for resolution of the case. Then click OK to change the status of the reported case from "Open" to "Resolved"
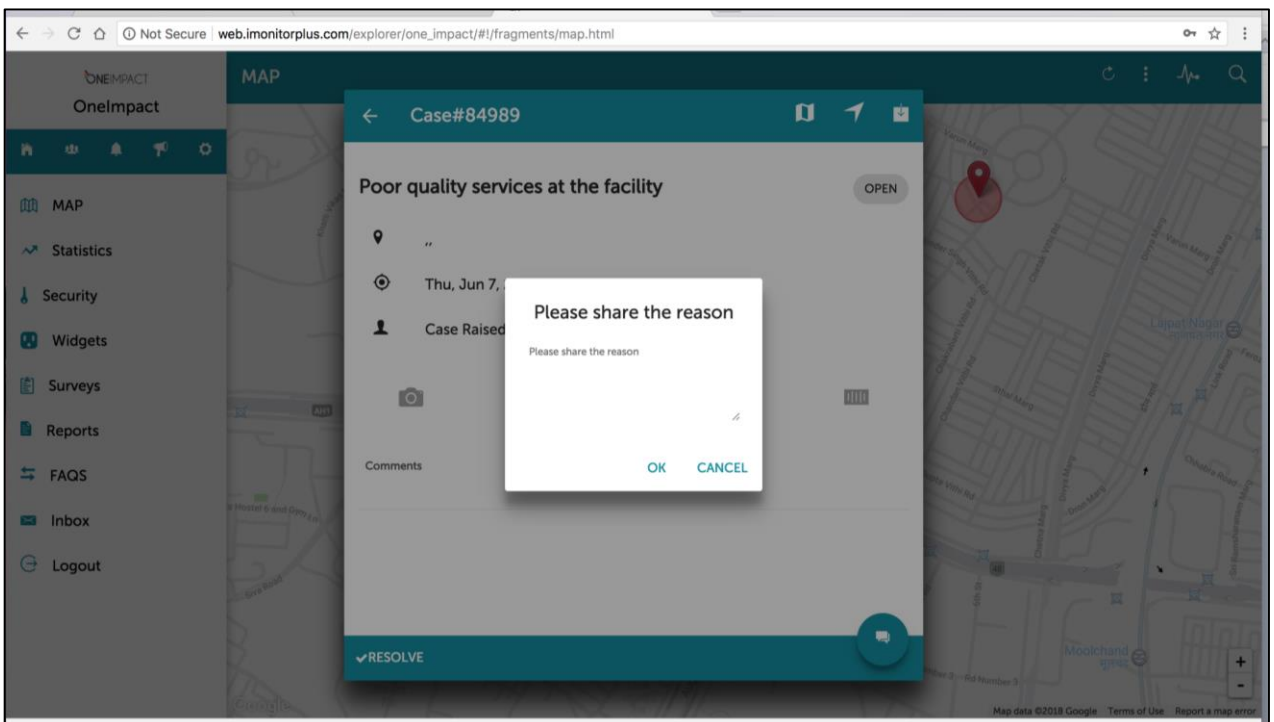
The user can also see a 'list, table and global view' of all the reported cases by clicking on the icon on the top right corner of the screen as shown in the screenshot below.

Click here to select the desired view

Table View

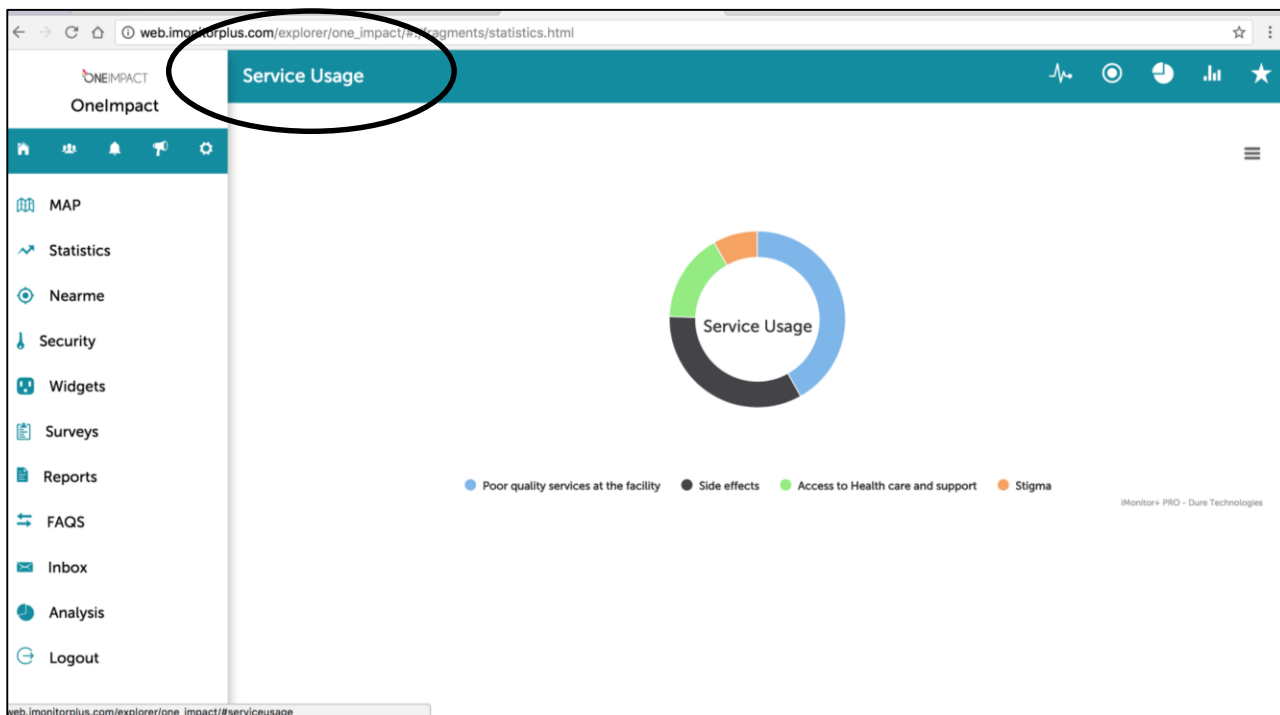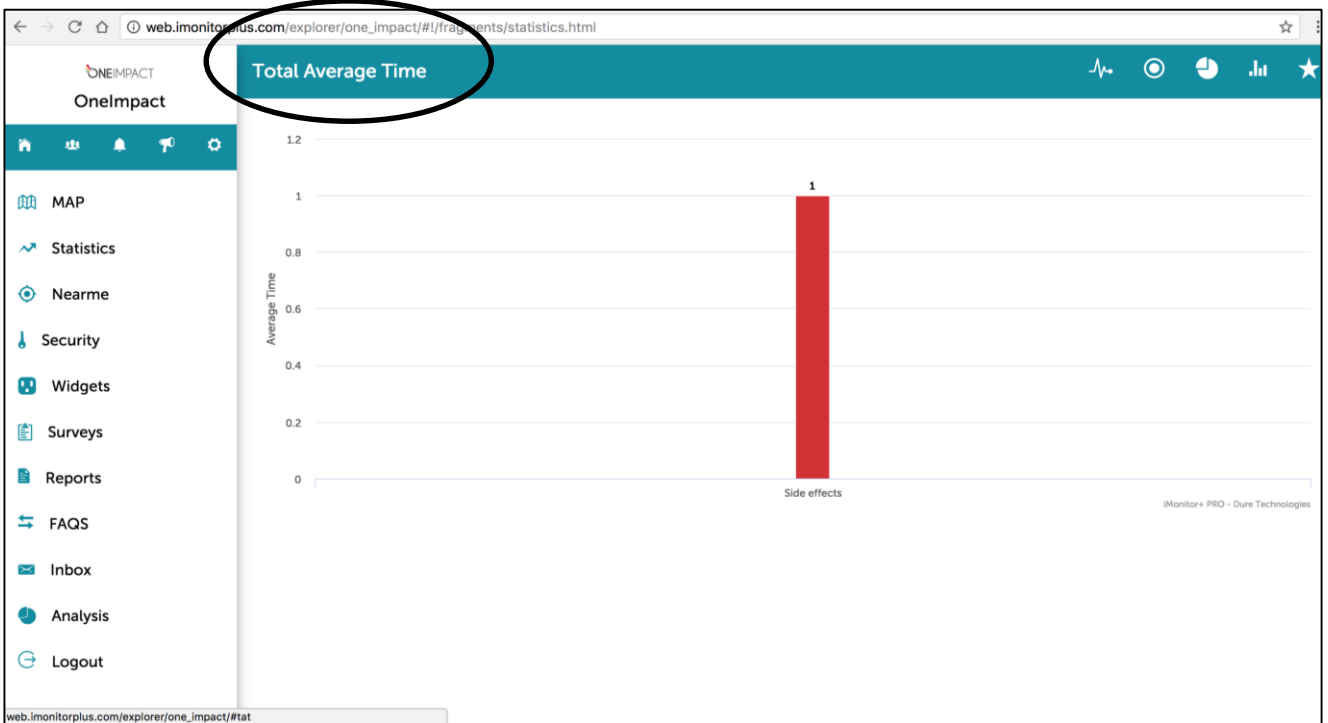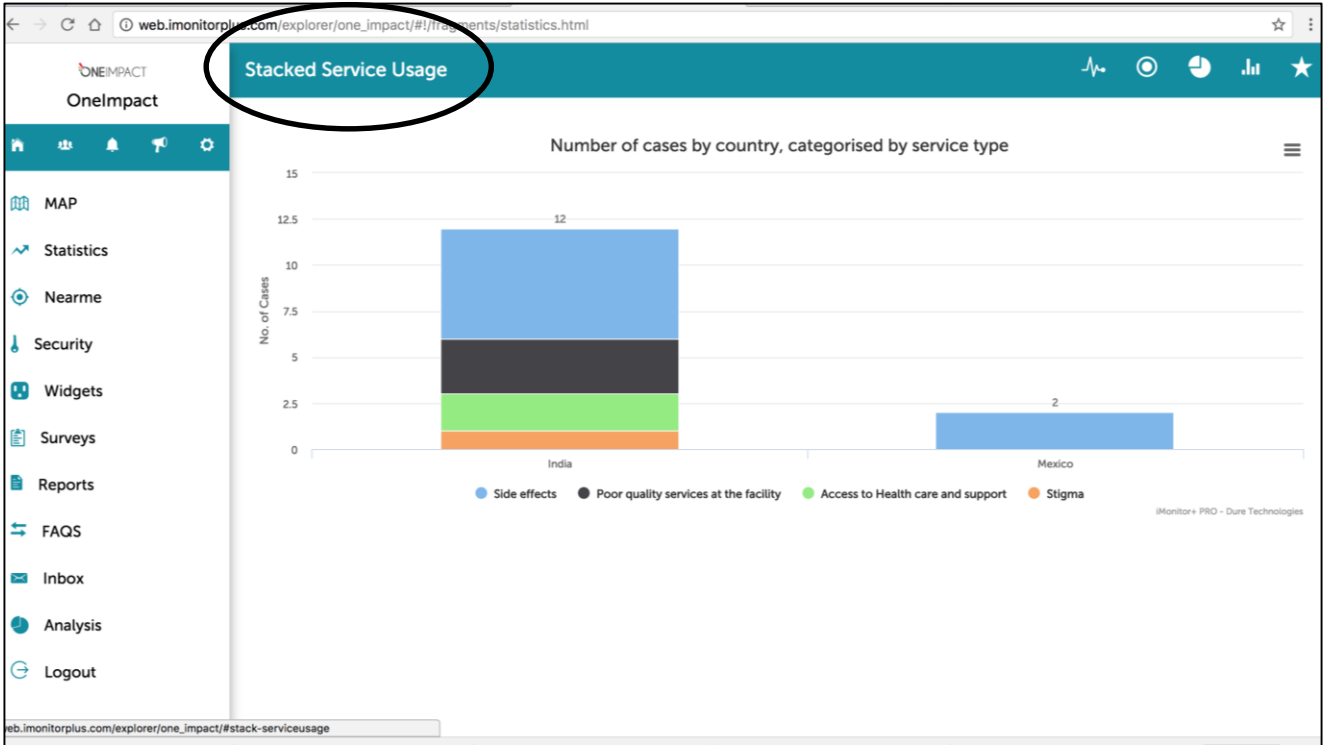*Global View*

Statistics

A click on the 'Statistics' tab in the main menu allows visualization of real time statistics by date, week and month further categorized into type and location. Select the chart type by clicking on the icons shown on the top right corner of the screen.
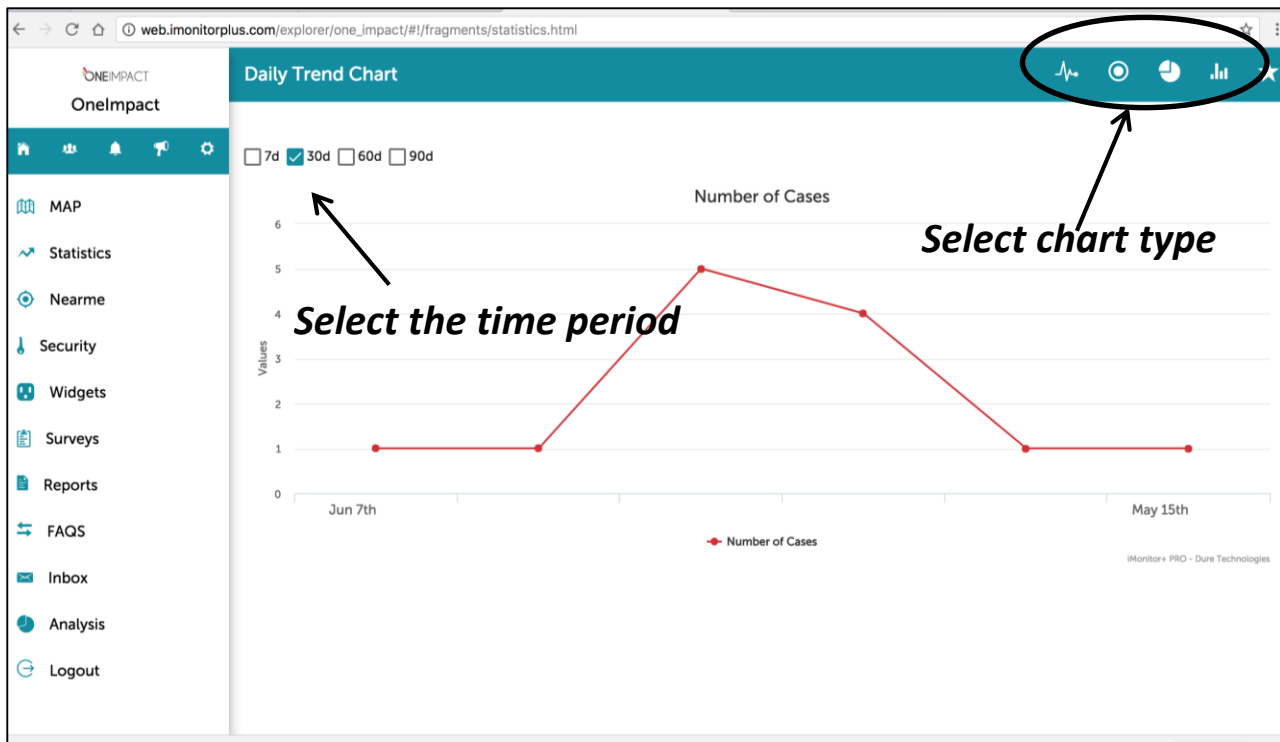
Shown below are the different chart types for visualization of indicators.

Stacked Service Usage

Number of cases by country, categorised by service type
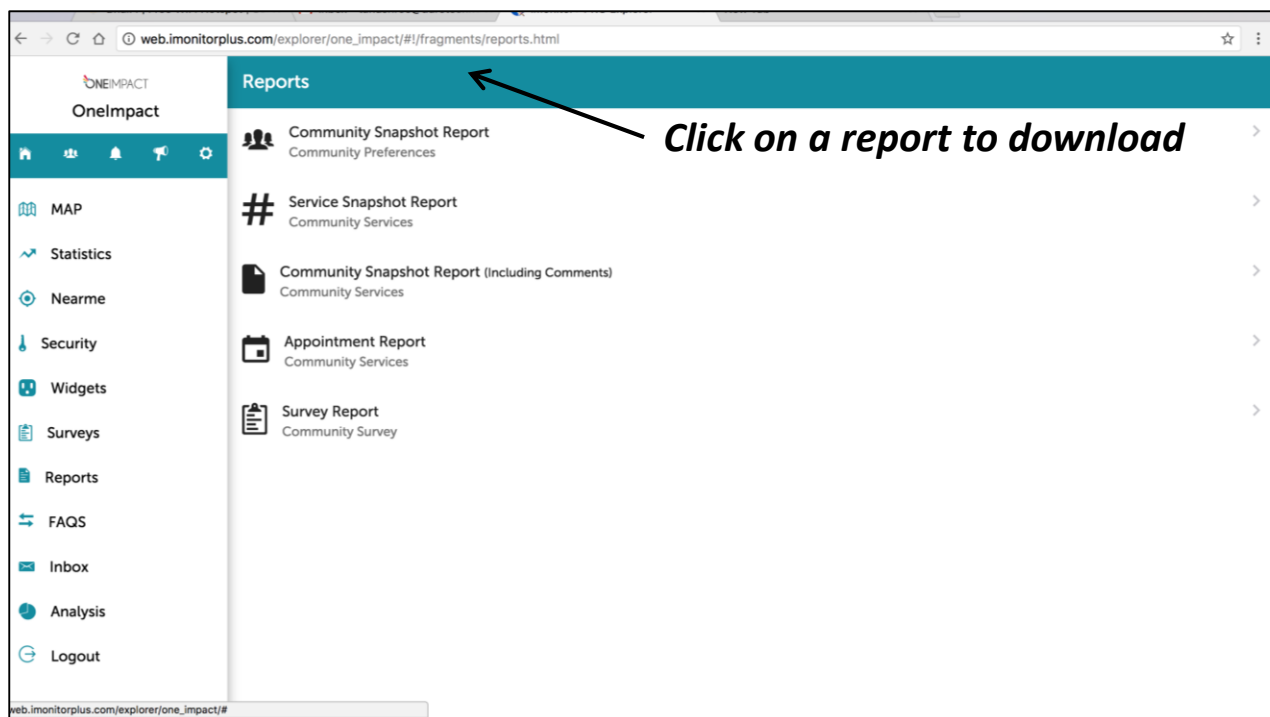

Total Average Time

Reports

A click on the 'Reports' section provides access to data reports of the community users. These include the community snapshot, service snapshot reports which contain detailed data about each user and the cases raised by them for further analysis.

Click on a report to download

Inbox

The Inbox lists the different cases categorized into Open, Approved, Declined and Resolved, based on their current status of action by the response team
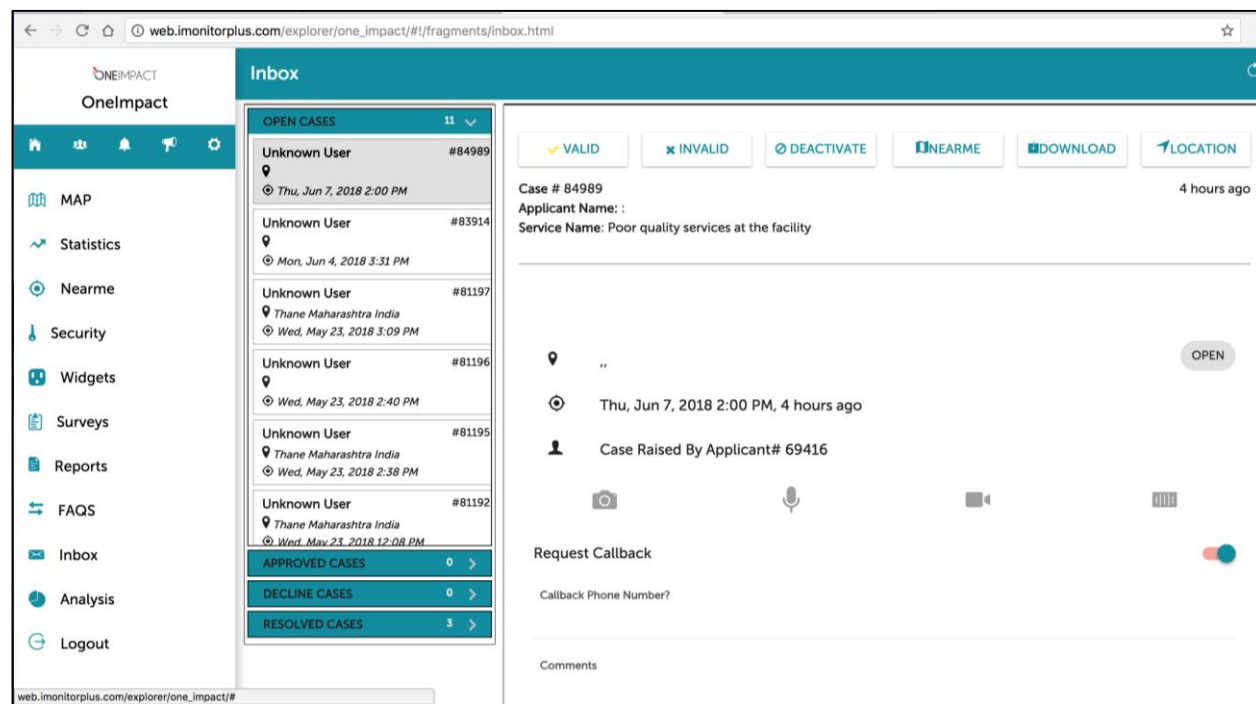
All raised cases reflect under the 'Open Cases' sub-folder. Marking a case valid routes the case to now reflect under the 'Approved cases' sub-folder. On the other hand, marking a case invalid, routes the case to the 'Declined cases' sub-folder. 'Deactivating' a case removes the relevant case from the Inbox all together. A click on the 'Download' tab downloads the PDF snapshot of the relevant case.

Analysis
A click on the 'Analysis' section opens the following window as shown in the screenshot below. This feature helps the Response team to keep a track of the raised cases and helps them filter these based on their status of action. Categorical Visualization is possible by 'status-type' and also over a 'time period' (via a date range).
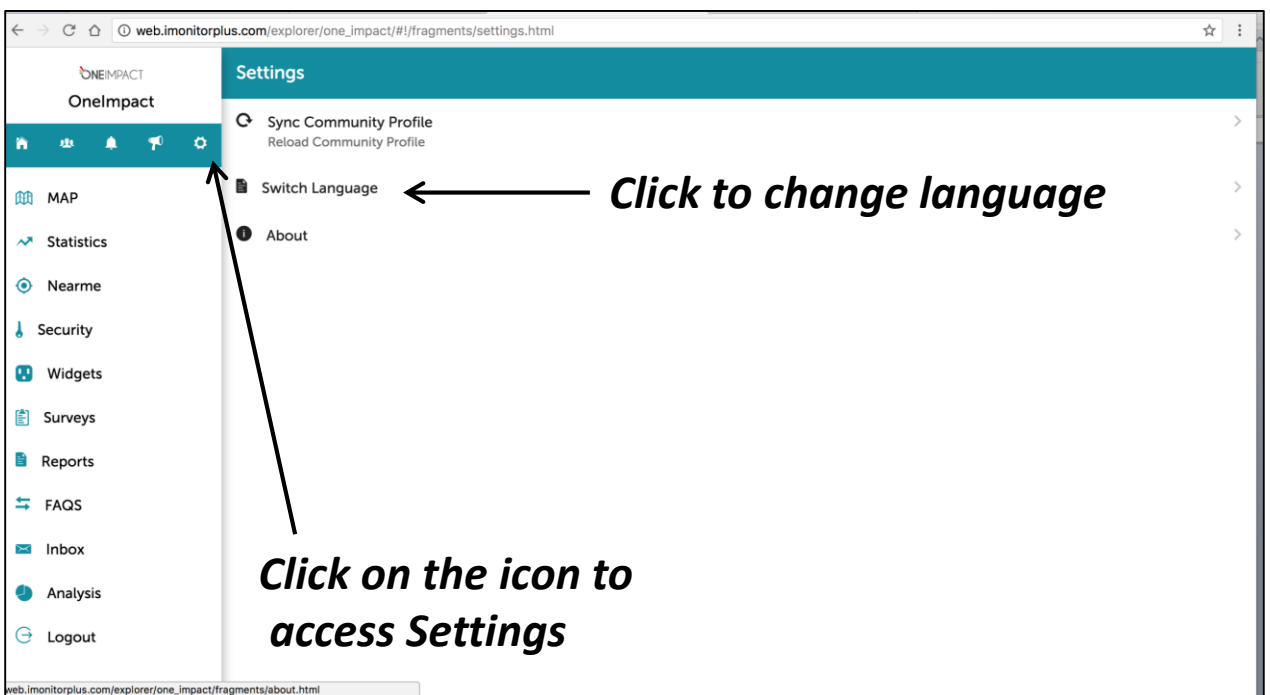
Sub-menu

On top of the main menu is a ribbon with additional menu items like Timeline, Broadcast, Settings called the Sub-menu.
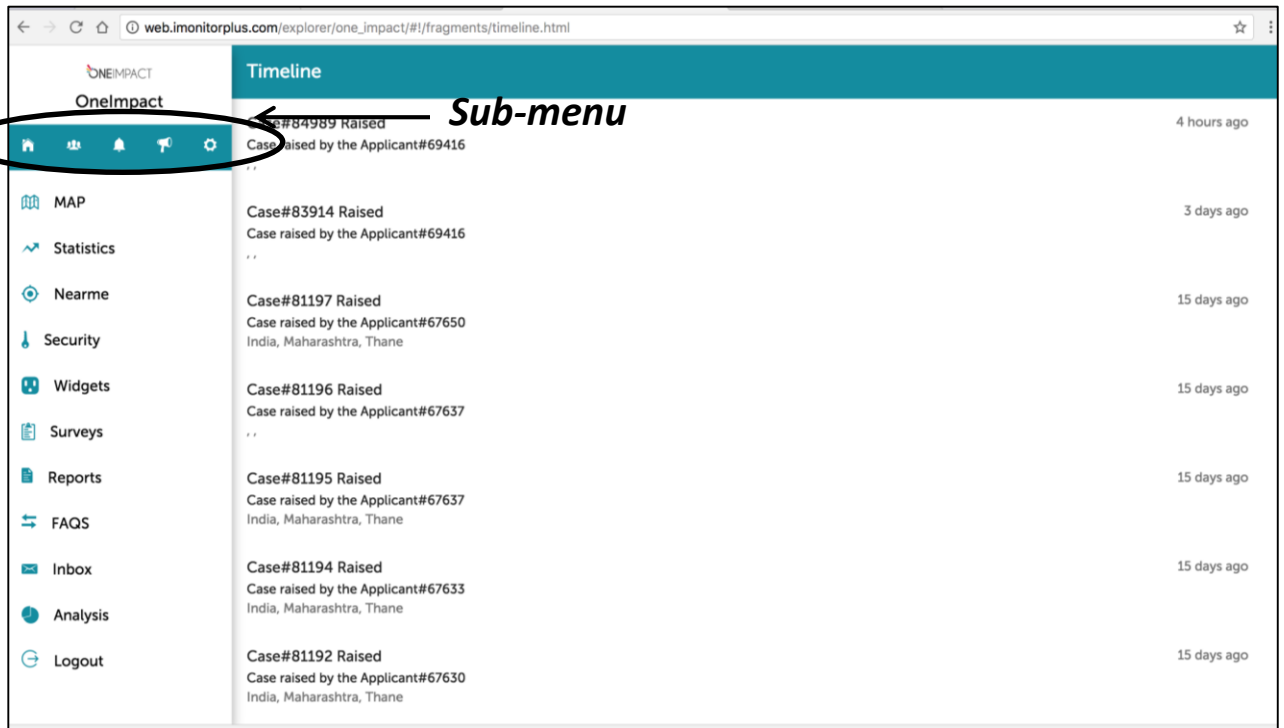

Settings

The dashboard provides multi-lingual support. The user can change language at any time from Settings by selecting from different languages provided in the drop down list.

Broadcast

The response team can send community members real time updates on case resolution through chats and broadcast message in the form of push notifications on their mobile devices.

Icon for Broadcast

Click to send a broadcast
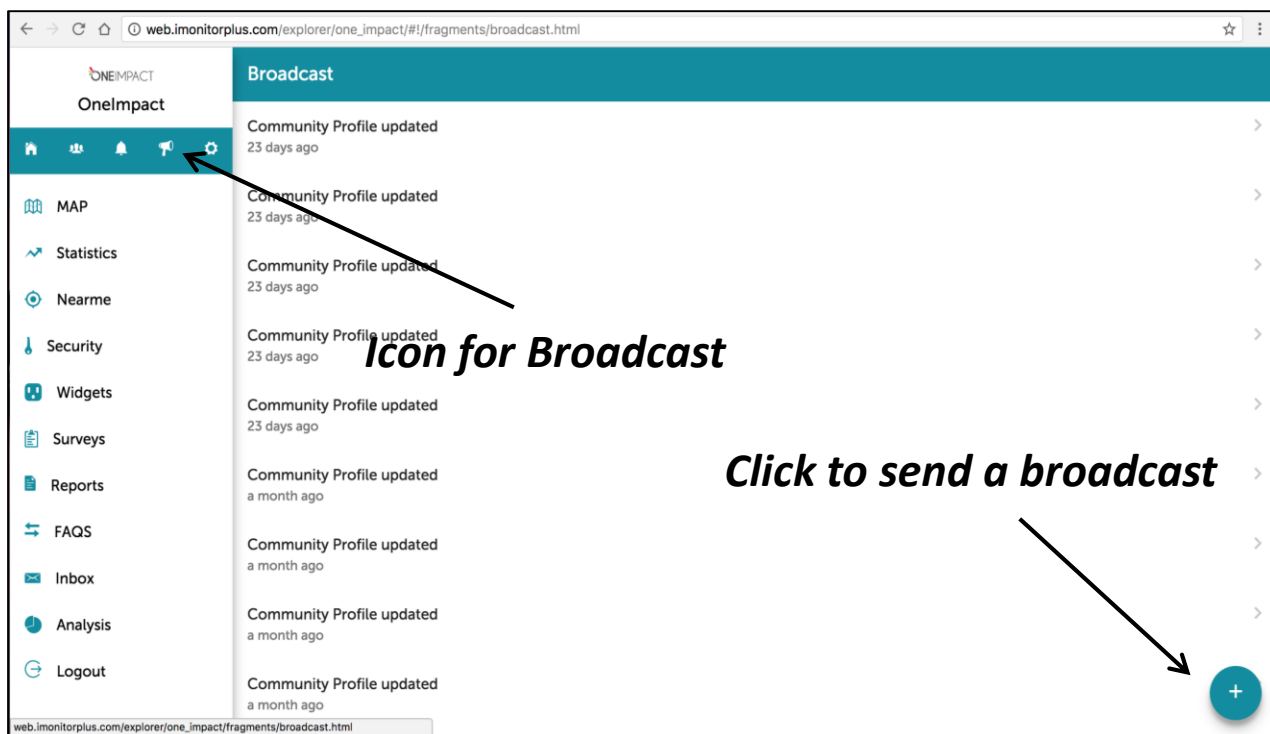
Timeline

Timeline (Notification) shows a list of all the notifications received in a chronological order (with the latest showing at the top of this list).

Cases in chronological order

Click on the icon to access the timeline