About the Commlytics Dashboard
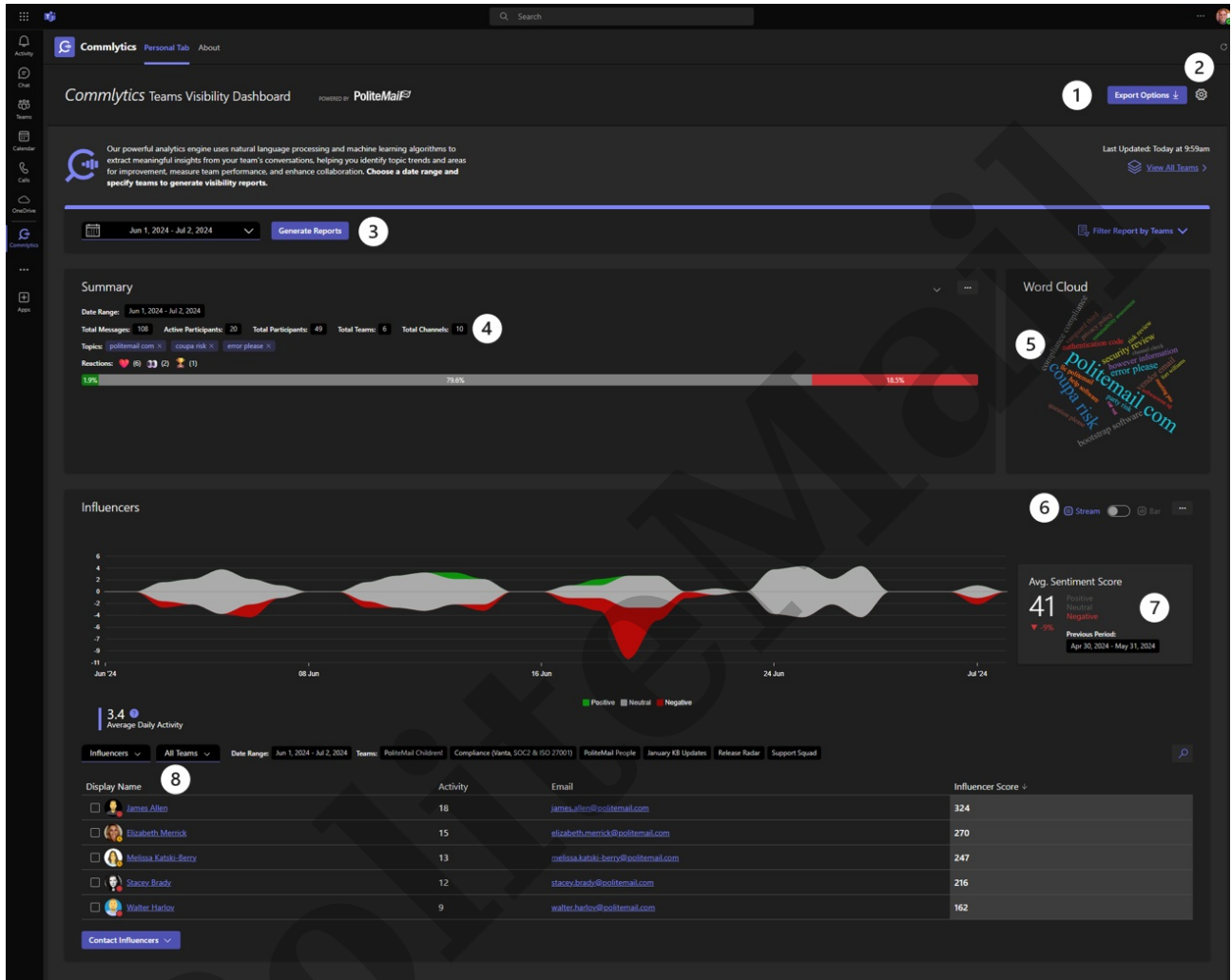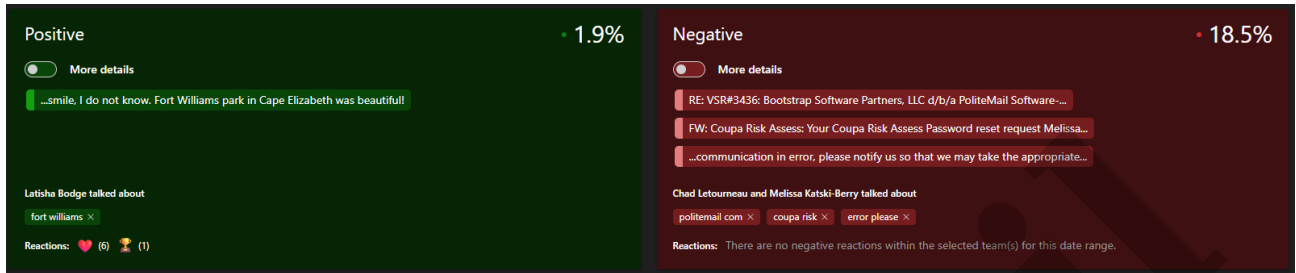
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The Commlytics Dashboard contains a lot of useful insights! Here's a breakdown:

1. Export the report as a .csv or .pdf file.
2. The settings icon allows you to clear the cache, reset all excluded topics so they're visible again, or request support.
3. Choose any date range within the past ninety (90) days. Commlytics will default to the past week. Once selected, click 'Generate Report' to update.
    - **TIP:** Commlytics uses cached data so the report will generate as quickly as possible. If you're not seeing any changes when you change the parameters and click the 'Generate Report' button, try going under the gear icon in the top right corner and select 'Clear Cache' first.
4. The summary shows the date range of the report, a breakdown of messages, participants, teams, and channels. Commlytics also analysis all messages and lists common topics found as well as reactions.
    - **TIP:** Click the x next to each topic to exclude it. When you do, an Undo icon will appear to let it reappear, or you can reset all excluded topics under the Gear icon in the upper right.
    - The bar indicates the sentiment score, showing positive, neutral, and negative responses as a

percentage in green, gray, and red respectively.

- Click the drop-down arrow in the upper right of the Summary to see a more detailed breakdown of the sentiment. It also displays an AI-generated summary of the chat:

5. A word cloud appears on the right side of the Summary that displays the most commonly used words used in the date range specified.
6. You can toggle between a stream view or bar view of the sentiment graph.
7. The average Sentiment Score is displayed to the right of the graph and compares the score to the score of the previous equivalent date range.
8. The bottom section of the Dashboard lists specific users, displaying Influencers by default. You can use the drop downs to select Promoters or Detractors, as well as specific a specific Team if you wish. Each column heading is also sortable.