

# Analytics & Dashboards

UKG HR Service Delivery (formerly PeopleDoc HR Service Delivery) comes equipped with embedded analytics and dashboards to understand in context what employees want and need, how well they are being served, as well as proactively monitor compliance risks. The standard, embedded analytics provide the insights necessary to improve HR's impact on the total employee experience.

## Improve the Employee Experience, Backed by Data

Navigating and tracking employee requests and HR processes is complex. Without clear visibility into these operations, it is difficult to measure and improve them. Easy-to-read analytics make it possible for leaders to track relevant KPIs, measure Service Level Agreements (SLAs), and gain a full view of employee interactions.

### View data regarding requests, such as the:

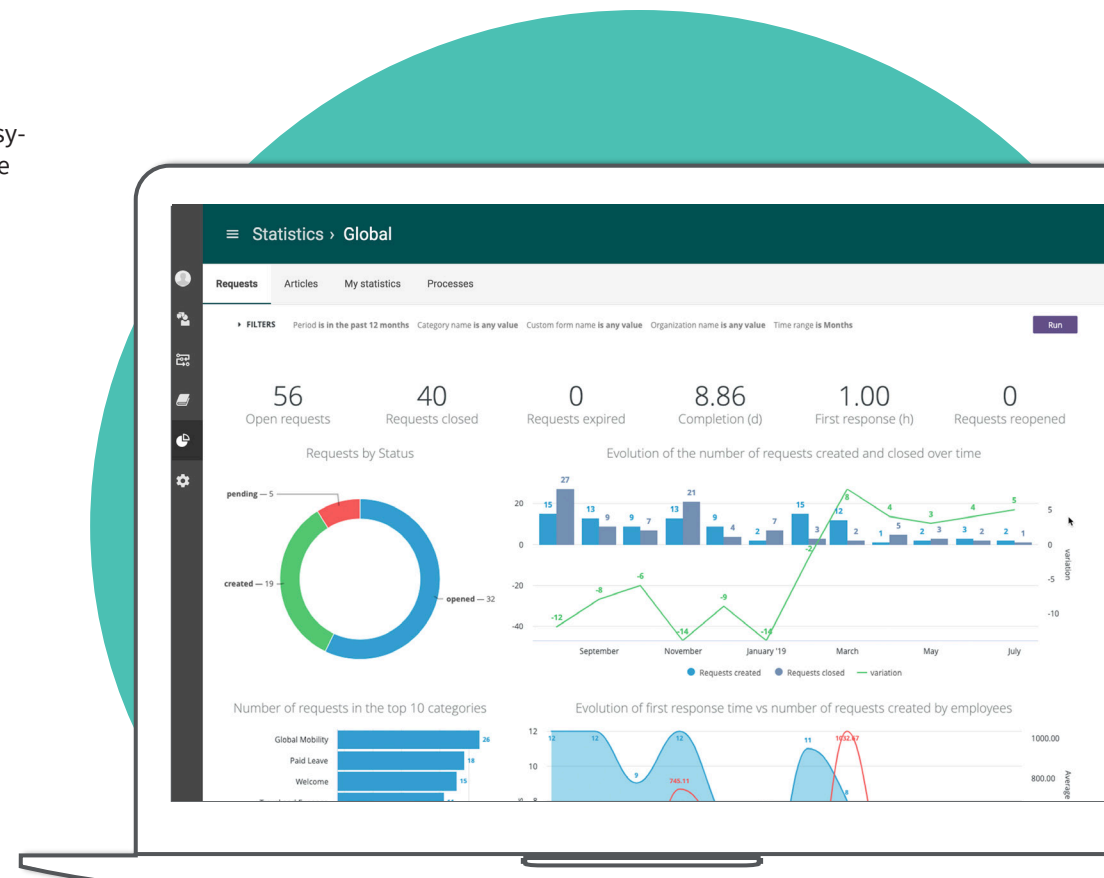
- Number of requests opened, closed, or expired
- Average time to complete in days
- Average first response time in hours
- Evolution of the number of requests created and closed over time via a bar and line chart
- SLA compliance, whether overdue or on-time

### Understand how knowledgebase articles are performing with information about the:

- Number of articles published, drafted, or expired
- Views over the last 30 days
- Number of articles by category
- Views by category vs default form requests
- 10 most viewed articles and last update

### Improve HR processes by evaluating the:

- Average time to complete a process in days over the last 12 months
- Number of processes split by progress status
- Number of processes started vs. number of processes completed over the last 30 days
- Total number of processes vs. average time to complete a process over time



Connect with us online @UKG.com