## 7 Salesforce Dashboards You Need To Grow and Manage Your Sales Pipeline



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#### Introduction

The state of your sales pipeline can say a *lot* about your business.

By creating visibility into your pipeline, you can better understand the status of sales efforts, ensure that teams are planning the right sales activities, and improve overall forecasting.

We've complied 7 Salesforce dashboards that we believe will create this visibility, helping you to manage and grow your sales pipeline more effectively. We've broken it down into three sections that will reveal insights into not only your pipeline, but your team's performance and data's health:

- 1. Pipeline Visibility
- 2. Pipeline Planning
- 3. Pipeline Cleaning

Each dashboard is built from what we believe are the three most important metrics for success — the goal is to help you build upon these insights to create dashboards that meet the unique needs of your team and organization.

Let's get started!

## **Before you begin**

#### **Overview of Reports and Dashboards**

Salesforce is equipped with many powerful features, two of which work together to help you view, organize, and analyze your data: Reports and Dashboards.

#### Reports

A report returns a set of data that meets criteria defined by the user.

#### **Dashboards**

A dashboard displays this data visually as components.

In order to build the following dashboards, we'll first need to set up the necessary reports. We'll quickly walk through this process as a refresher. If you're already a reporting whiz, then you can skip to Page 7.

#### How to create a report in Salesforce

- 1. Click on Reports tab
- 2. Click New Report
- 3. Select object
- 4. Click Create
- 5. Select filters, including date field, range, table type, and columns
- 6. Name the report
- 7. Click Save to create the report

#### How to create a dashboard in Salesforce

- 1. Click on Dashboards tab
- 2. Click Go To Dashboard List
- 3. Click New Dashboard
- 4. Select the data source
- 5. Select the component type
- 6. Select the parameters
- 7. Name the dashboard
- 8. Click Save to create the dashboard

We'll show you how to set up each report and customize your dashboard components.

# Pipeline Visibility

Understand the state of your sales activity from top to bottom.

#### 1 State of The Union Dashboard

Gain visibility into sales success across the organization.

The State of The Union Dashboard reveals the status of sales efforts over time, but also what's on the horizon. It's a simple way to show how sales is contributing to the success of your organization. You'll create the following reports: *Sales History - Monthly Comparison, Total Sales Closed - This Month*, and *Individual Sales*.

**STEP 1:** Build the Reports

Report Name	Sales History - Monthly Comparison
Object Name	Opportunities
Filters	<ul><li>All Opportunities</li><li>Opportunity Status = Closed / Won</li><li>Probability = All</li></ul>
Date Field	Close Date
Range	Current and Previous CY (or FY if you run on a fiscal year)
Table Type	Matrix
Columns	<ul> <li>Close Date 1 (group dates by calendar month in year)</li> <li>Close Date 2 (group dates by calendar year)</li> <li>Amount (sum this field)</li> <li>Account Name</li> <li>Opportunity Name</li> <li>Any additional column you need</li> </ul>

Report Name	Total Sales Closed - This Month
Object Name	Opportunities
Filters	<ul> <li>All Opportunities</li> <li>Opportunity Status = Closed / Won</li> <li>Probability = All</li> </ul>
Date Field	Close Date
Range	This Month
Table Type	Summary
Columns	<ul> <li>Close Date (group dates by calendar day in month)</li> <li>Opportunity Name</li> <li>Amount</li> <li>Account Name</li> </ul>

Report Name	Individual Sales
Object Name	Opportunities
Filters	<ul><li>All Opportunities</li><li>Opportunity Status = Closed / Won</li><li>Probability = All</li></ul>
Date Field	Close Date
Range	Calendar Year or Fiscal Year
Table Type	Summary
Columns	<ul><li>Opportunity Owner</li><li>Amount (sum this field)</li></ul>

Sales Report - Monthly Comparison	
Component Type	Horizontal Bar Chart
Parameters	<ul><li>Y-Axis: Close Date 1 and Close Date 2</li><li>X-Axis: Sum of Amount</li><li>Show Values: Checked</li></ul>

Total Sales Closed - This Month	
Component Type	Gauge Chart
Parameters	<ul><li> Measure: Sum of Amount</li><li> Show Range: Checked</li><li> Set your segment ranges</li></ul>

Individual Sales	
Component Type	Horizontal Bar Chart
Parameters	<ul><li>Y-Axis: Opportunity Owner</li><li>X-Axis: Sum of Amount</li><li>Show Values: Checked</li></ul>

#### 2 Sales Team Dashboard

Gain visibility into the sales team's pipeline.

The Sales Team Dashboard shows what opportunities are currently in the pipeline. It's also a great way to create some healthy competition by incentivizing reps to fill up their pipelines with the most opportunities. You'll create the following reports: Sales Pipeline, Annual Sales By Industry, and New Opportunities By Lead Source.

**STEP 1:** Build the Reports

Report Name	Sales Pipeline
Object Name	Opportunities
Filters	<ul><li>All Opportunities</li><li>Opportunity Status = Any</li><li>Probability = All</li></ul>
Date Field	Close Date
Range	Current CY or Current FY
Table Type	Summary
Columns	<ul> <li>Opportunity Owner</li> <li>Account Name</li> <li>Amount (sum this field)</li> <li>Close Date</li> <li>Group By: Stage</li> </ul>

Report Name	Annual Sales By Industry
Object Name	Opportunities
Filters	<ul> <li>All Opportunities</li> <li>Opportunity Status = Closed / Won</li> <li>Probability = All</li> </ul>
Date Field	Close Date
Range	Current CY or Current FY
Table Type	Summary
Columns	<ul><li>Opportunity Name</li><li>Account Name</li><li>amount (sum this field)</li><li>Group By: Industry</li></ul>

Report Name	New Opportunities By Lead Source
Object Name	Opportunities
Filters	<ul><li>All Opportunities</li><li>Opportunity Status = Any</li><li>Probability = All</li></ul>
Date Field	Close Date
Range	Current CY or Current FY
Table Type	Summary
Columns	<ul> <li>Opportunity Name</li> <li>Account Name</li> <li>Amount (sum this field)</li> <li>Close Date</li> <li>Stage</li> <li>Created Date</li> <li>Opportunity Owner</li> <li>Group By: Lead Source</li> </ul>

Sales Pipeline	
Component Type	Gauge Chart
Parameters	<ul><li> Measure: Sum of Amount</li><li> Show Range: Checked</li><li> Set your segment ranges</li></ul>

Annual Sales By Industry	
Component Type	Legacy Table
Parameters	<ul><li>Industry</li><li>Sum of Amount</li><li>Show Chatter Photos: Checked</li><li>Sort Rows By: Value Descending</li></ul>

New Opportunities By Lead Source	
Component Type	Horizontal Bar Chart
Parameters	<ul><li>Y-Axis: Lead Source</li><li>X-Axis: Sum of Amount and Average Amount</li><li>Show Values: Checked</li></ul>

## **3** Sales Rep Dashboard

Gain visibility into an individual sales rep's pipeline.

The Sales Rep Dashboard provides sales reps with performance metrics, allowing them to clearly understand the state of their pipeline. Likewise, it holds reps accountable to their goals and activities — especially if they share this dashboard with their manager. You'll create the following reports: *Total Closed This Month*, *Bottom Of Funnel*, and *Sales Activities Last Week*.

#### **STEP 1:** Build the Reports

Report Name	Total Closed This Month
Object Name	Opportunities
Filters	<ul> <li>All Opportunities</li> <li>Opportunity Status = Closed / Won</li> <li>Probability = All</li> <li>Opportunity Owner = [Name of Sales Rep]</li> </ul>
Date Field	Close Date
Range	This Month
Table Type	Summary
Columns	<ul><li>Opportunity Name</li><li>Total Contract Value (sum this field)</li><li>Account Name</li><li>Group By: Close Month</li></ul>

Report Name	Bottom Of Funnel
Object Name	Opportunities
Filters	<ul> <li>All Opportunities</li> <li>Opportunity Status = Open</li> <li>Probability = All</li> <li>Opportunity Owner = [Name of Sales Rep]</li> </ul>
Date Field	Close Date
Range	Current FY
Table Type	Summary
Columns	<ul> <li>Opportunity Owner</li> <li>Account Name</li> <li>Opportunity Name</li> <li>Total Contract Value (sum this field)</li> <li>Close Date</li> <li>Group By: Stage</li> </ul>

Report Name	Sales Activities Last Week
Object Name	Activities
Filters	<ul> <li>All Activities</li> <li>Activity Status = Complete</li> <li>Probability = Tasks and Events</li> <li>Assigned = [User]</li> </ul>
Date Field	Date
Range	Last Week
Table Type	Summary
Columns	<ul><li> Group By: Assigned</li><li> Company / Account</li><li> Contact</li><li> Lead</li><li> Opportunity</li></ul>

Total Closed This Month	
Component Type	Line Chart
Parameters	<ul> <li>Y-Axis: Sum of Amount</li> <li>X-Axis: Close Month</li> <li>Cumulative: Checked</li> <li>Show Axis Label: Checked</li> <li>Show Values: Checked</li> </ul>

Bottom Of Funnel	
Component Type	Gauge Chart
Parameters	<ul> <li>Minimum: [Enter Value]</li> <li>Middle: [Enter Value]</li> <li>Maximum: [Enter Value]</li> <li>Show %: Checked</li> <li>Show Total: Checked</li> </ul>

Sales Activities Last Week	
Component Type	Table
Parameters	<ul> <li>Display Units: Whole Units</li> <li>Drill Down To: Source Reports</li> <li>Column 1: Account Owner</li> <li>Column 2: Count</li> <li>Show Total: Checked</li> <li>Show Chatter Photos: Checked</li> </ul>

# Pipeline Planning

Plan the right activities so your team can focus on what's most important.

## **4** Monday Morning Dashboard

Gain visibility into the sales team's pipeline.

The Monday Morning Dashboard displays results from the previous week and current month, giving everyone on the sales team a peek into performance, progress, and the state of the pipeline. By understanding what happened, sales reps can plan the right activities to keep the pipeline full and flowing. You'll create the following reports: *Monthly Sales By Individual, Sales Activities to Opportunities Last Week*, and *Bottom Of Funnel*.

**STEP 1:** Build the Reports

Report Name	Monthly Sales By Individual
Object Name	Opportunities
Filters	<ul> <li>All Opportunities</li> <li>Opportunity Status = Closed / Won</li> <li>Probability = All</li> </ul>
Date Field	Close Date
Range	This Month
Table Type	Summary
Columns	<ul><li> Group By: Opportunity Owner</li><li> Account Name</li><li> Total Contract Value (sum this field)</li><li> Age (average)</li></ul>

Report Name	Sales Activities to Opportunities Last Week
Object Name	Activities
Filters	<ul><li>All Activities</li><li>Activity Status = Completed</li><li>Probability = Tasks and Events</li></ul>
Date Field	Date
Range	Last Week
Table Type	Summary
Columns	<ul><li> Group By: Assigned</li><li> Company / Account</li><li> Contact</li><li> Opportunity</li></ul>

Report Name	Bottom Of Funnel
Object Name	Opportunities
Filters	<ul> <li>All Opportunities</li> <li>Opportunity Status = Open</li> <li>Probability = All</li> <li>Stage = Proposal and Negotiation</li> </ul>
Date Field	Close Date
Range	Current FY
Table Type	Summary
Columns	<ul> <li>Opportunity Owner</li> <li>Account Name</li> <li>Opportunity Name</li> <li>Total Contract Value (sum this field)</li> <li>Close Date</li> <li>Group By: Stage</li> </ul>

Monthly Sales By Individual	
Component Type	Horizontal Bar Chart
Parameters	• X-Axis: Opportunity Owner • Y-Axis: Sum of Amount

Sales Activities to Opportunities Last Week	
Component Type	Table
Parameters	<ul> <li>Display Units: Whole Units</li> <li>Drill Down To: Source Reports</li> <li>Column 1: Account Owner</li> <li>Column 2: Count</li> <li>Show Total: Checked</li> <li>Show Chatter Photos: Checked</li> </ul>

Bottom Of Funnel	
Component Type	Gauge
Parameters	<ul> <li>Minimum: [Enter Value]</li> <li>Middle: [Enter Value]</li> <li>Maximum: [Enter Value]</li> <li>Show %: Checked</li> <li>Show Total: Checked</li> </ul>

## **5** Daily Pipeline Dashboard

Allow sales reps to understand their key activities and priorities.

The Daily Pipeline Dashboard reveals a sales rep's key activities and priorities in the pipeline, enabling them to take action on what's most important. You'll create the following reports: *Total Closed This Month, Activities Completed This Week*, and *Neglected Opportunities*.

**STEP 1:** Build the Reports

Report Name	Total Closed This Month
Object Name	Opportunities
Filters	<ul><li>All Opportunities</li><li>Opportunity Status = Closed / Won</li><li>Probability = All</li></ul>
Date Field	Close Date
Range	This Month
Table Type	Summary
Columns	<ul> <li>Group By: Close Month (make sure you group by Calendar Day in Month)</li> <li>Opportunity Name</li> <li>Amount</li> <li>Account Name</li> </ul>

Report Name	Activities Completed This Week
Object Name	Activities
Filters	<ul><li>All Activities</li><li>Show: Completed</li><li>Show: Task and Events</li></ul>
Date Field	Date
Range	This Week
Table Type	Summary
Columns	<ul> <li>Subject</li> <li>Priority</li> <li>Status</li> <li>Task</li> <li>Company / Account</li> <li>Group By: Assigned</li> </ul>

Report Name	Neglected Opportunities
Object Name	Opportunities
Filters	<ul> <li>All Opportunities</li> <li>Opportunity Status = Open</li> <li>Probability = All</li> </ul>
Date Field	Close Date
Range	Current CY or Current FY
Table Type	Summary
Columns	<ul> <li>Group By: Opportunity Owner</li> <li>Opportunity Name</li> <li>Close Date</li> <li>Amount</li> <li>Account Name</li> </ul>

Total Closed This Month	
Component Type	Gauge Chart
Parameters	<ul><li> Measure: Sum of Amount</li><li> Show Range: Checked</li><li> Set your segment ranges</li></ul>

Activities Completed This Week	
Component Type	Donut Chart
Parameters	<ul><li> Value: Record Count</li><li> Sliced By: Assigned</li><li> Label Groups: No Labels</li></ul>

Neglected Opportunities	
Component Type	Vertical Bar Chart
Parameters	• X-Axis: Opportunity Owner • Y-Axis: Record Count

# Pipeline Cleaning

Keep your data healthy by holding sales reps accountable.

## **6** Data Diagnostics Dashboard

Reveal missing data from accounts, leads, and opportunities.

The Data Diagnostics Dashboard reveals which fields are left blank and who is responsible for completing them. It not only holds sales reps accountable for their data, but enforces a hard reality: "If it's not in Salesforce, it doesn't exist." You'll create the following reports: *Opportunities Past Due*, *Opportunities Without Open Activities*, and *Opportunities By Stage Age*.

**STEP 1:** Build the Reports

Report Name	Opportunities Past Due
Object Name	Opportunities
Filters	<ul><li>All Opportunities</li><li>Opportunity Status = Open</li><li>Probability = All</li></ul>
Date Field	Close Date
Range	Current CY or Current FY
Table Type	Summary
Columns	<ul> <li>Group By: Opportunity Owner</li> <li>Opportunity Name</li> <li>Amount</li> <li>Close Date</li> <li>Stage</li> <li>Age</li> </ul>

Report Name	Opportunities Without Open Activities
Object Name	Opportunities
Filters	<ul> <li>All Opportunities</li> <li>Opportunity Status = Open</li> <li>Probability = All</li> <li>Add Cross Filter: Opportunities without Activities</li> </ul>
Date Field	Created Date
Range	All Time
Table Type	Summary
Columns	<ul> <li>Group By: Opportunity Owner</li> <li>Opportunity Name</li> <li>Amount</li> <li>Close Date</li> <li>Stage</li> </ul>

Report Name	Opportunities By Stage Age
Object Name	Opportunities
Filters	<ul> <li>All Opportunities</li> <li>Opportunity Status = Any</li> <li>Probability = All</li> <li>Stage Duration &gt; 90</li> </ul>
Date Field	Close Date
Range	Current CY or Current FY
Table Type	Summary
Columns	<ul> <li>Opportunity Owner</li> <li>Account Name</li> <li>Opportunity Name</li> <li>Stage Duration</li> <li>Amount</li> <li>Close Date</li> <li>Group By: Stage</li> </ul>

Opportunities Past Due	
Component Type	Horizontal Bar Chart
Parameters	<ul><li>Y-Axis: Opportunity Owner</li><li>X-Axis: Record Count</li><li>Show Values: Checked</li></ul>

Opportunities Without Open Activities	
Component Type	Horizontal Bar Chart
Parameters	<ul><li>Y-Axis: Opportunity Owner</li><li>X-Axis: Record Count</li><li>Show Values: Checked</li></ul>

Opportunities By Stage Age	
Component Type	Funnel Chart
Parameters	<ul><li>Value: Record Count</li><li>Stage: Show Values</li></ul>

#### 7 Clean Your Room Dashboard

Keep sales rep accountable for sales activities.

The Clean Your Room Dashboard provides insights into the quality and reliability of your sales pipeline. It holds sales reps accountable for keeping all of their data as up to date and accurate as possible in Salesforce. You'll create the following reports: *Push Counts - Too Many By Rep, Close This Month - No Activity Last 7 Days*, and *Stale Opportunities*.

**STEP 1:** Build the Reports

Report Name	Push Counts - Too Many By Rep
Object Name	Opportunities
Filters	<ul> <li>All Opportunities</li> <li>Opportunity Status = Any</li> <li>Probability = All</li> <li>Push Count &gt; 3</li> </ul>
Date Field	Close Date
Range	Current and Next CY
Table Type	Summary
Columns	<ul> <li>Opportunity Owner</li> <li>Account Name</li> <li>Opportunity Name</li> <li>Amount</li> <li>Close Date</li> <li>Push Count</li> </ul>

Report Name	Close This Month - No Activity Last 7 Days
Object Name	Opportunities
Filters	<ul> <li>All Opportunities</li> <li>Opportunity Status = Any</li> <li>Probability = All</li> <li>Last Activity &lt; 7 Days</li> <li>Last Activity = ""</li> <li>Filter Logic: 1 or 2</li> </ul>
Date Field	Close Date
Range	This Month
Table Type	Summary
Columns	<ul> <li>Account Name</li> <li>Opportunity Name</li> <li>Amount (sum this field)</li> <li>Close Date</li> <li>Next Step</li> <li>Group By: Opportunity Owner</li> </ul>

Report Name	Stale Opportunities
Object Name	Opportunities
Filters	<ul> <li>All Opportunities</li> <li>Opportunity Status = Any</li> <li>Probability = All</li> <li>Age &gt; 90 Days</li> </ul>
Date Field	Close Date
Range	Current and Next CY
Table Type	Summary

Report Name	Stale Opportunities
Columns	Account Name
	Opportunity Name
	Amount (sum this field)
	Close Date
	Next Step
	Group By: Opportunity Owner

Push Counts - Too Many By Rep	
Component Type	Legacy Table
Parameters	<ul> <li>Columns: Opportunity Owner and Record Count</li> <li>Segment Ranges: 1 and 5</li> <li>Sort Rows By: Value Descending</li> <li>Title: Stuck and Stale</li> <li>Footer: Deals Pushed More Than 3x</li> </ul>

Close This Month - No Activity Last 7 Days	
Component Type	Legacy Table
Parameters	<ul> <li>Columns: Opportunity Owner and Record Count</li> <li>Segment Ranges: 3 and 5</li> <li>Sort Rows By: Value Descending</li> <li>Title: Reality Check</li> <li>Footer: Close This Month Without Activity in Last 7 Days</li> </ul>

Stale Opportunities	
Component Type	Donut Chart
Parameters	<ul><li> Value: Record Count</li><li> Sliced By: Opportunity Owner</li><li> Labeled Groups: Values</li></ul>

## **Thanks for reading!**

We hope this whitepaper has provided guidance on how to manage and grow a healthy sales pipeline by building effective dashboards in Salesforce. We'd love to hear your thoughts and feedback about how you've used or modified these dashboards to accommodate your sale's team needs and goals. Give us a shout on Twitter (@galvintech) or shoot us an email us at inquiries@galvintech.com.

#### **About Galvin Technologies**

We work with companies by delivering Salesforce implementations. Based out of Indianapolis, IN, Galvin provides professional Salesforce Consulting services to companies across the Midwest. We specialize in Salesforce consulting and administration services, as well as Pardot lead cultivation and marketing. Salesforce products we specialize in are Sales Cloud, Service Cloud, Salesforce Wave (Analytics), Pardot, App Cloud and more. Visit us at **galvintech.com** to learn more about how we can help streamline your business with Salesforce.