

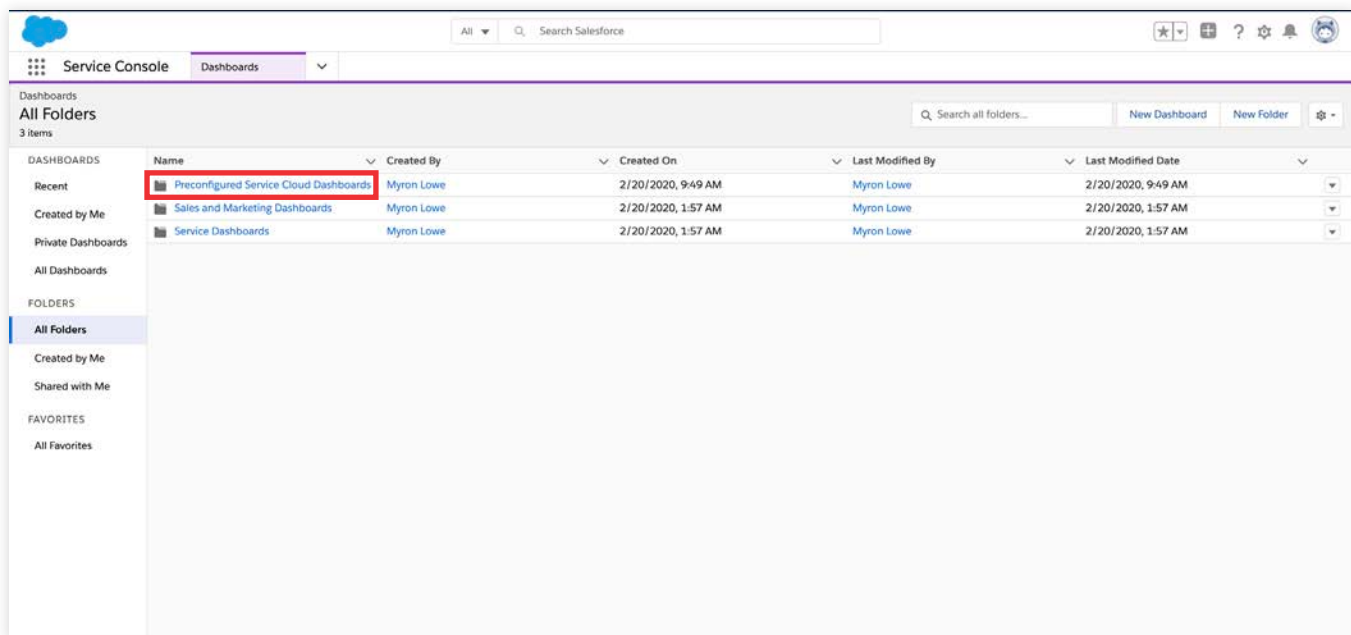
Service Cloud Preconfigured Dashboards

With this download you get four preconfigured dashboards, which are set up to provide quick access to actionable insights for your teams.

HOW TO USE YOUR NEW DASHBOARDS

Download the preconfigured dashboards and log in to Salesforce to begin.

On your drop down navigation tab, click the **Dashboards** tab. Then navigate to **All Folders** and open the **Preconfigured Service Cloud Dashboard folder**. This folder is where you and your team members can find all your preconfigured dashboards.





HOW TO START USING YOUR DASHBOARDS

- Get comfortable with the unique information each dashboard provides
- Determine whether or not you want to add custom metrics
- Read the guide to [Service Cloud Preconfigured Dashboards](#) to learn more about each dashboard
- Share your dashboards with team stakeholders to get input
- Let your teams know when they can start tracking essential info with their new dashboards

PRECONFIGURED DASHBOARD GUIDE

Get additional in-depth guidance on how to use your dashboards by downloading our guide to [Service Cloud Preconfigured Dashboards](#). The guide provides an overview of each preconfigured dashboard and explores how they can be useful to your teams.

DASHBOARD DATA

Your dashboards use the data you have in Salesforce to deliver insights. As you explore your preconfigured dashboards, you may notice that some information is missing or incomplete. If that's the case, check in with your agents to ensure that their Accounts and Cases are complete and up to date.

DYNAMIC DASHBOARDS

Customers with Enterprise Edition and above can enable dynamic dashboards. This allows you to view dashboard data as if you were logged in with another user profile. For example, you can see the information your manager sees. Learn more by exploring our [Salesforce Help Docs](#).

