

Dashboard Configuration Guide

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The **Dashboard** serves as the central analytics and key performance indicator (KPI) hub for FrontOffice+. It provides real-time visibility into account usage during the current billing period, estimated administrative time saved, and overall performance across patient communication workflows.

Billing period metrics

The upper section (**During this billing period**) displays global indicators for your active subscription:

- **Appointments:** Displays the number of appointments managed relative to the plan limit (for example, 0 / 1000).
- **Percentage:** Shows the percentage of the total appointment limit used.
- **Billing Cycle:** Displays the active date range for the current billing period.
- **Paying Plans:** Indicates the account's assigned plan type.
- **Minutes Saved:** Estimates staff time saved, calculated at 5 minutes per processed appointment.

Analytics filters and export

Customize data views and generate reports using specific parameters:

- **Workflow:** Filter analytics by specific operational workflows, such as **Outreach**.
- **Shown by & Period:** Adjust timeframes between **Day**, **Week**, or **Month** views, and move between date ranges using the arrow controls.
- **Download CSV Report:** Export filtered performance data into a CSV file for offline analysis or internal reporting.

Performance and interaction charts

Visual charts break down patient engagement and appointment outcomes in detail:

- **Contactability:** Measures the ratio of reachable vs. unreachable patients.
- **Attendance Rate:** Categorizes patient attendance status (Showed up, Rescheduled or cancelled, Didn't show up).
- **When a Patient Declines:** Analyzes patient responses when declining an appointment (Wanted to reschedule, Only declined, Gave feedback).
- **Rescheduled by FrontOffice+:** Tracks appointments rebooked by FrontOffice+ following a no-show, decline, or bump or cancellation.
- **Response Rate:** Shows patient interaction rates with FrontOffice+'s automated messages.
- **Outcomes Summary:** Summarizes overall appointment final statuses, such as Confirmed, Bumped, Declined, No Show, Reminded, and Rescheduled.

Example

- **Scenario:** A clinic manager needs to evaluate weekly confirmation performance and save a copy for records.
- **Action:** Select **Outreach** under **Workflow**, set **Shown by** to **Week**, select the date range, and review the **Response Rate** and **Outcomes Summary** charts.
- **Outcome:** Select **Download CSV Report** to export the detailed metrics file.

Before going live

Confirm:

- **Monitor plan limits:** Check the **Appointments** usage counter regularly to prevent exceeding plan limits before the billing cycle ends.
- **Review contactability:** Inspect the **Contactability** chart to identify issues with invalid phone numbers or failed message delivery.
- **Archive reports:** Download CSV reports at the end of every billing cycle to maintain historical performance records.



If you require further assistance, contact our Customer Support team via in-app chat, email us at support@drchrono.com, or call us at (844) 569-8628.
