

Internal KPI and Search System

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Chapter 1 : Personal Dashboards

Executive Dashboard (persona : Jackson Clark)

The wireframe below shows the dashboard of an Executive. Perfectly curated to fit his wants and needs, this dashboard is customizable for saving favorite reports, getting updates from coworkers, and being able to contact others quickly an easily should an issue arise.

Personalization to Name and Role

Personal Contacts Synced with Outlook

Ability to update Pinned Global Metrics

Ability to view sites on a global scale

Module specifically for important memos about metrics and reports

Search capabilities to find new or replace different metrics on dashboard

Updates, Alerts, and Notes recieved daily according to subscriptions and contact with others on the platform

Reviewer Dashboard (persona : Mae Herrison)

The wireframe below shows the dashboard of a Data Reviewer. The Data Reviewer has the same customizability of the Executive persona, with the added ability of creating their own reporting system from graphs.

Personalization to Name and Role

Welcome, Mae Harrison
(Data Reviewer)

OpU Contacts

- Teams**
 - NA Leads
 - CA Leads
- Peers**
 - Omar M.
 - Mark R.

My Sites

- Percent In Stock Kalamazoo
- Percent In Stock Rocky Mountain
- Percent In Stock Puerto Rico

My Dashboards

- Global Map with OpU Sites
- My Sites (water)
- My Sites (Co2)

Updates | Alerts

- Update - 09/26/2017 Environmental (Puerto Rico)
- Update - 09/26/2017 Inventory MOH on target (Bareloneta)
- Update - 09/26/2017 Water (Bareloneta)
- Update - 09/26/2017 Inventory MOH on target (Bareloneta)
- Update - 09/26/2017 Inventory MOH on target (Bareloneta)
- Update - 09/26/2017 Inventory MOH on target (Bareloneta)
- Update - 09/26/2017 Inventory MOH on target (Bareloneta)
- Update - 09/26/2017 Inventory MOH on target (Bareloneta)

Ability to create graphs and dashboard views from sites with entered metrics

Can communicate via Notes with those on any level in order to quickly convey information about Alerts and updates

Customizable views between users and roles

Ability to view sites on a global scale or follow individual site metrics

System Administrator Dashboard (persona : Omar Malik)

The wireframe below shows the dashboard of a System Administrator who has the same abilities to create dashboards and to approve roles to different users. The System Administrator has a Task List pinned to his dashboard so that he can work through his daily tasks and see what needs to be done over the next week. He is able to adjust this by editing his dashboard and choosing what appears on the page.

Personalization to Name and Role

Welcome, Omar Malik
(System Administrator)

Task List: October 12, 2017

Global Dashboard Update Latin America
Create New Repeat Deviation vis (Latin America)
- Negative percent instock
- Percent in stock dropped 20%

Global Dashboard Update Latin America
Create New Repeat Deviation vis (Latin America)
- Lorem Ipsum

Net Upside Revenue

Quarter	Revenue (%)
Q1 2016	~98.0%
Q2 2016	~92.0%
Q3 2016	~93.0%
Q3 2017	~98.0%

Global Network Health

Alerts

- Bareloneta
Low percentage Instock
- China
Repeat Deviation alert
- China
Repeat Deviation alert

Updates

- Update - 09/26/2017
Environmental (Puerto Rico)
- Update- 09/26/2017
Inventory MOH on target (Bareloneta)
- Update- 09/26/2017
Water (Bareloneta)
- Update- 09/26/2017
Inventory MOH on target (Bareloneta)
- Update- 09/26/2017
Inventory MOH on target (Bareloneta)
- Update- 09/26/2017
Inventory MOH on target (Bareloneta)
- Update- 09/26/2017
Inventory MOH on target (Bareloneta)

Ability to create graphs and dashboard views from sites with entered metrics

Can communicate via Notes with those on any level in order to quickly convey information about Alerts and updates

Customizable views between users and roles

Ability to view sites on a global scale or follow individual site metrics

Entry Dashboard (persona : Mark Rossomano)

The wireframe below shows a Data Entry dashboard, this dashboard is specialized in entering metrics and creating reports. Most Data Entry individuals want to be able to find and report metrics easily, with the search bar and my metrics they can easily do so.

Ability to update and enter any metrics necessary to keep site up to date

Personalization to Name and Role

Customizable views between users and roles

Ability to view sites on a global scale to compare and contrast sites

Create and pin metrics from own site to relay trends and information to on-site workers

Chapter 2 : Search Patterns

Search Pattern (Overview)

When clicking on the search option an active screen fades in, providing a selection of desired graphs, different bundled dashboards, and metrics. The user however wants to find a specific dashboard, as he wants to find a specific report for his upcoming meeting. He needs to find a dashboard that will relay not only the information on metrics that he desires, but the specific location and time frame as well.

Search Results:

Keyword search ability along with dropdown system

Individual button dropdown menus for ease in finding exact dimension on reports

Graphical Sort based on how you want the data represented

Select Desired Graphs

Bundled Dashboards

Search to begin!

Metrics

Search does not populate with results until search has been completed

Search Pattern (Location)

The user immediately goes to the sidebar and chooses to have only the charts he believes can display properly the information he is searching for. He then goes to Location button, where he knows he can find a dropdown menu of all regions, sub-regions, and sites that are within network. He chooses Regional location and all of the charts grouped by regional location appear. The user realizes that although the information is useful, he really only needs reports on North America. He selects this after Regional so that he can see only reports related to the North America Region.

The screenshot shows a dashboard interface with a search bar at the top right containing the text "Search" and a "GO" button. Below the search bar are three buttons: "Location", "Time", and "Advance Search". A dropdown menu titled "Select Location Range" is open, showing options: "Global", "Regional", "Sub Regional", and "Sites". The "Regional" option is selected, and a sub-menu is visible with options: "North America", "Asia", "Europe", "Latin America", and "AMFA". The "North America" option is highlighted. On the left side, there is a sidebar with a "Select Desired Graphs" section containing various chart icons. A "Search Results:" section shows a tag for "North America" with a close button. The main dashboard area is divided into "Bundled Dashboards" and "Metrics" sections, each containing several placeholder boxes for charts. A large text overlay "Apply filter to view result" is centered on the dashboard. Annotations with lines pointing to specific elements include: "Search results will show the user individual tags that the user can choose to remove" pointing to the "North America" tag; "Keyword search ability along with dropdown system" pointing to the search bar; "Location button allows user to choose from any region, sub region, or site" pointing to the "Location" button; "In order to see individual regions, one must click on the regional tab first" pointing to the "Regional" option in the dropdown; and "In order to see a sub-set of individual sites, the user must choose their region and sub-region for the site" pointing to the "North America" option in the sub-menu.

Search Pattern (Time Range and Unit)

The Executive wants to make sure that the results are the exact time range he is looking for, so he decides to enter in a date range to the search. He realizes he doesn't want any metrics on a quarterly scale, but rather a yearly scale to better show the amount of data he wants to present in the meeting.

Search results will show the user individual tags that the user can choose to remove

Search Results: North America x

Keyword search ability along with dropdown system

Time button allows you to set a specific time parameter for your search

Dates can be entered in both manually and via calendar

Dropdown menu allows you to search for graphs by time unit such as year, quarter, month, week, or day along the axis

Apply filter to view result

Search Pattern (Advanced Search - Multilayered Options)

The user then proceeds to the advanced search option. He is searching specifically for a Percent In Stock metric, and goes to the Supply Reliability tab to ensure he can find all metrics related to percent in stock.

The screenshot shows a dashboard interface with a search bar at the top right containing the text "Search" and a "GO" button. Below the search bar are three filter buttons: "Location", "Time", and "Advance Search". A dropdown menu is open under "Advance Search", showing three tabs: "Supply Reliability Metric", "Cost/Value Delivery", and "Quality Compliance". Under the "Supply Reliability Metric" tab, two options are visible: "> Percent in Stock" and "> Net Upside Revenue". Below these options are "Apply" and "Clear" buttons. On the left side, there is a "Search Results:" section with a "North America" tag and a "Select Desired Graphs" sidebar containing various chart icons. The main dashboard area is titled "Bundled Dashboards" and "Metrics" and contains several placeholder boxes for charts. A large text overlay "Apply filter to view result" is centered on the dashboard. Annotations with lines pointing to specific UI elements include: "Search results will show the user individual tags that the user can choose to remove" pointing to the "North America" tag; "Keyword search ability along with dropdown system" pointing to the search bar; and "Advanced search button allows user to choose from over 30 different metrics" pointing to the "Advance Search" button.

Search results will show the user individual tags that the user can choose to remove

Keyword search ability along with dropdown system

Advanced search button allows user to choose from over 30 different metrics

Apply filter to view result

Search Pattern (Advanced Search - Dropdown)

The user, after selecting the dropdown menu for all percent in stock metrics, sees all metrics relating to and under the umbrella of Percent in Stock. He notices that each metric is a clickable button in which he could press if he wanted to search for more than one metric.

The screenshot shows a search results page with the following elements and annotations:

- Search Bar:** Located at the top right, containing a search input field with the text "Search" and a "GO" button. *Annotation:* "Keyword search ability along with dropdown system".
- Advanced Search:** A dropdown menu below the search bar with options "Location", "Time", and "Advance Search". *Annotation:* "Advanced search button allows user to choose from over 30 different metrics".
- Filter Categories:** A sub-menu is open under "Advance Search", showing three categories: "Supply Reliability Metric", "Cost/Value Delivery", and "Quality Compliance".
- Selected Metrics:** Under "Supply Reliability Metric", a dropdown is expanded to show "Percent in Stock". Below it are several clickable buttons: "Percent in Stock", "Intersite Service Levels", "Manufacturing Attainment", "Production Volume vs Plan of Record", "Lead Time Attainment", "Forecast Error", and "Forecast Bias". *Annotation:* "When selecting a dropdown menu, all those in the sub-menu system can be seen and are clickable".
- Net Upside Revenue:** Another dropdown is expanded under "Quality Compliance", showing buttons for "PGS Upside Revenue \$MM", "PGS Lost revenue \$MM", "PGS Net Upside Revenue \$MM", and "PGS New Product Milestone Achievement (GTS)".
- Apply Filter:** A large text overlay "Apply filter to view results" is centered over the dashboard area. Below it are "Apply" and "Clear" buttons.
- Graph Selection:** On the left side, a vertical panel titled "Select Desired Graphs" contains ten different graph icons. *Annotation:* "Search results will show the user individual tags that the user can choose to remove".
- Dashboard Content:** The main area is divided into "Bundled Dashboards" and "Metrics", each containing several placeholder boxes for data visualizations.

Search Pattern (Advanced Search - Percent in Stock)

As he selects areas from the dropdown menu, he notices after selecting one metric labeled "Percent in stock" two other metrics become highlighted. He notes that the metrics highlighted are those most often related to the metrics he chose.

The screenshot shows a search interface with the following components and annotations:

- Search Results:** Located at the top left, it includes a user profile icon and two active tags: "North America" and "Percent in Stock".
- Search Bar:** Located at the top right, it contains a search input field with the text "Search", a "GO" button, and a dropdown menu.
- Advanced Search:** A button labeled "Advance Search" is located below the search bar.
- Filter Categories:** Below the "Advance Search" button, there are three tabs: "Supply Reliability Metric", "Cost/Value Delivery", and "Quality Compliance".
- Selected Metrics:** Under the "Supply Reliability Metric" tab, there are two columns of metrics. The "Percent in Stock" metric is selected and highlighted. Other metrics in this column include "Intersite Service Levels", "Manufacturing Attainment", "Production Volume vs Plan of Record", "Lead Time Attainment", "Forecast Error", and "Forecast Bias".
- Suggested Metrics:** Under the "Net Upside Revenue" tab, there are three metrics: "PGS Upside Revenue \$MM", "PGS Lost revenue \$MM", and "PGS Net Upside Revenue \$MM".
- Buttons:** At the bottom of the filter panel, there are "Apply" and "Clear" buttons.
- Annotations:** Lines connect various elements to descriptive text on the right side of the page.

Annotations:

- Keyword search ability along with dropdown system
- Advanced search button allows user to choose from over 30 different metrics
- Search results will show the user individual tags that the user can choose to remove
- Those that are selected will be applied to the search
- Those that are not highlighted are neither suggestions nor selected
- Those that are highlighted are suggestions for the user to select
- Clear allows you to disable all the metrics you have selected before the search process begins, which is done by pushing the apply button
- Search populates with both individual metrics and dashboards relating to the parameters chosen and suggested

Text on Screenshot:

- Select Desired Graphs
- Bundled Dashboards
- Apply filter to view results
- Metrics

Chapter 3 : Metrics Drilldown

Search Pattern (Advanced Search - Suggestions)

After the user sees these highlighted metrics he realizes they pertain to the reports he wants to see. He clicks on the other two highlighted metrics and they appear at the top page, underneath the search results. He then decides to click apply to see what kind of reports appear in his search.

The screenshot shows a dashboard interface with a search bar at the top right containing the text "Search" and a "GO" button. Below the search bar are filters for "Location", "Time", and "Advance Search". A dropdown menu is open, showing categories: "Supply Reliability Metric", "Cost/Value Delivery", and "Quality Compliance". Under "Supply Reliability Metric", there are sub-sections for "Percent in Stock" and "Net Upside Revenue". The "Percent in Stock" section lists: "Percent in Stock", "Intersite Service Levels", "Manufacturing Attainment", "Production Volume vs Plan of Record", "Lead Time Attainment", "Forecast Error", and "Forecast Bias". The "Net Upside Revenue" section lists: "PGS Upside Revenue \$MM", "PGS Lost revenue \$MM", "PGS Net Upside Revenue \$MM", and "PGS New Product Milestone Achievement (GTS)". At the bottom of the dropdown are "Apply" and "Clear" buttons. The main dashboard area is titled "Search Results:" and shows a "Bundled Dashboards" section with a large "Apply filter to view results" message. Below this is a "Metrics" section. On the left, there is a "Select Desired Graphs" sidebar with various chart icons. At the top left, there are search filters: "North America", "Percent in Stock", "Manufacturing Attainment", and "Forecast Error".

Search results will show the user individual tags that the user can choose to remove

Keyword search ability along with dropdown system

Advanced search button allows user to choose from over 30 different metrics

Once the user selects the suggested options those too can be applied to the search

Apply button implements the metrics chosen into the search

Chapter 4 : Threaded Alerts

Storm Warning (persona: Jackson Clark)

The user, while viewing his dashboard, sees that he has an update on the proceedings in Puerto Rico, which was impacted by a recent Hurricane. He quickly sends a note to the System Administrator asking to be updated immediately of the situation.

The dashboard for Jackson Clark (executive team) features a sidebar with navigation options: Edit Profile, Manage Alerts, Add Contacts, and Edit Dashboard. A 'Quick Contacts' section lists Teams (NA Leads, CA Leads) and Leaders (Omar M., Mark R.). The main content area is titled 'Welcome, Jackson Clark' and includes a search bar, a location filter, and a 'Send Note' button. A 'Pinned Global Metrics' section contains four charts: 'Global Percent in stock', 'Canada', 'Global Map', 'Total GHG (Water)', and 'Total GHG (Co2)'. A 'Storm Warning' popup is displayed, stating: 'Puerto Rico | 5:40 PM AST. Satellite estimates, recent rainfall, and available river gauge reports indicate that continued areas of flooding across portions of Puerto Rico are likely through the overnight hours tonight. Some areas are likely to receive additional rainfall amounts of 1 to 2 inches over the next day or so, which could enhance flooding concerns.' To the right, a 'Notes | Updates | Alerts' panel shows a list of updates, including one for 'Environmental (Puerto Rico)' and several for 'Inventory MOH on target (Bareloneta)'. Annotations explain that the 'Send Note' button is for important memos and that updates are received daily based on subscriptions.

Storm Warning (persona: Omar Malik)

As Omar opens up his dashboard, he sees that he has a note from an Executive on a Hurricane update. He would like to be informed of the situation, but as he has been busy with other regions he believes the Data Reviewer would have more information on the situation at hand. He loops Mae into the conversation as she is in charge of reporting for the Latin America sub-region.

The dashboard for Omar Malik (System Administrator) features a navigation menu on the left with 'Quick Contacts' (Teams, NA Leads, CA Leads, Leaders: Omar M., Mark R.) and a main content area. The main content includes a 'Task List' for October 12, 2017, with two 'Global Dashboard Update' items for 'Latin America' detailing repeat deviation and stock issues. A 'Global Network Health' map is at the bottom left, and an 'Alerts' section on the bottom right lists 'Bareloneta' (Low percentage Instock) and 'China' (Repeat Deviation alert). A 'Send Note' popup is active, showing a conversation about a 'Storm Warning Puerto Rico' with participants 'OM' (Omar Malik) and 'JC' (John Chen). The 'Updates' panel on the right shows a list of updates, with the first one being 'Update - 09/26/2017 Environmental (Puerto Rico)'. Annotations explain that clicking 'Update' on a popup shows a description and 'Send Note' option, that new updates are displayed to the user, and that updates with notes are displayed for user response.

Storm Warning (persona: Mae Harrison)

As the Hurricane gets closer, Mae is trying everything she can to help the sites in her area. She has already contacted Venders to let them know what is going on, once she receives notes from both Jackson and Omar she relays all information she has to them and also loops in the Data Entry role for the Puerto Rico site as he will have the most updated information.

The dashboard for Mae Harrison (Data Reviewer) features a sidebar with navigation options: Edit Profile, Manage Alerts, Add Contact(s), and Edit Dashboard. Below this are sections for OpU Contacts (Teams: NA Leads, CA Leads; Peers: Omar M., Mark R.), My Sites (Percent In Stock for Kalamazoo and Rocky Mountain), and My Dashboards (Global Map with OpU Sites, My Sites (water), My Sites (Co2)). A central popup displays a 'Storm Warning' for Puerto Rico at 5:40 PM AST, with messages from MH, OM, and JC. A 'Send Note' button is visible. On the right, an 'Updates | Alerts' sidebar shows a list of updates from 09/26/2017, including 'Environmental (Puerto Rico)', 'Inventory MOH on target (Bareloneta)', and 'Water (Bareloneta)'. Annotations explain that clicking 'Update' shows a description and 'Send Note' button, that new updates are displayed for the user, and that updates with notes are displayed for user response.

Storm Warning (persona: Mark Rossomano)

Mark has been looking at different Environmental Safety metrics for the past couple hours, he sees that the Executive and many others are concerned with what is going on from both a PR and Environmental Safety level. He opens up all of their notes and informs them of all of the recent proceedings surrounding Puerto Rico and how this affects the company. He suggests they all monitor the situation by pinning the Puerto Rico Map Dashboard to their home page in order to keep as updated as possible.

The dashboard is titled "Welcome, Mark Rossomano (Data Entry)". It features a sidebar with navigation options: Edit Profile, Manage Alerts, Add Contact(s), and Edit Dashboard. Below the sidebar are "Site Contacts" for OpU Lead (Mae H, NA Leads, CA Leads) and Team (Omar M., Mark R.).

The main content area is divided into two sections: "My Metrics" and "My Dashboards".

My Metrics contains three line charts:

- Waste Puerto Rico:** A line chart showing percentage values from Dec-2015 to Aug-2017. The y-axis ranges from 84.0% to 102.0%.
- Co2 Puerto Rico:** A line chart showing values from Q1 2016 to Q2 2017. The y-axis ranges from -30 to 20.
- Waste Puerto Rico (repeated):** A line chart showing percentage values from Dec-2015 to Oct-2016. The y-axis ranges from 84.0% to 102.0%.

My Dashboards contains three charts:

- Global Map with OpU Sites:** A map showing the Americas with three black dots indicating site locations.
- My Sites (water):** A bar chart showing percentage values from Dec-2015 to Jun-2016. The y-axis ranges from 86.0% to 102.0%.
- My Sites (Co2):** A bar chart showing percentage values from Dec-2015 to Jun-2016. The y-axis ranges from 86.0% to 102.0%.

On the right side, there is an "Updates | Alerts" panel. It displays a list of updates, each with a date "Update - 09/26/2017" and a title. The first update is "Environmental (Puerto Rico)". The second is "Inventory MOH on target (Bareloneta)". The third is "Water (Bareloneta)". The fourth and fifth are "Inventory MOH on target (Bareloneta)". The sixth and seventh are "Inventory MOH on target (Bareloneta)". The eighth is "Inventory MOH on target (Bareloneta)". The ninth is "Inventory MOH on target (Bareloneta)". The tenth is "Inventory MOH on target (Bareloneta)".

Annotations on the right side explain the update behavior:

- "If update is collapsed user will still be able to see notes attached" (pointing to the first update).
- "New update appears and is displayed for the user to see" (pointing to the second update).

Chapter 5 : Report Views

Global Map Report View

When selecting on a specific Global Map Dashboard view, the user is taken to this page where he can see not only the map but also the site metrics next to it. The user knows that there were multiple hurricanes recently in the Carribean area, and he wonders how this has affected metrics being reported and entered. He decides to dig deeper to see what has happened.

Sites can be viewed and analyzed on a geographical level

Each site is clickable in order to view more site-level metrics

Sites can be viewed on the map by region or sub-region according to their location

Can filter the map down in size to region or sub-region

Global Map Site View

The user is taken to the Puerto Rico Site Page, where he can view all of the metrics reported in the past quarter updated live daily. He views each one carefully noting that he wants to save the Environmental Safety Metrics to his dashboard for later. He also sees that cost savings hasn't been updated for the last month, and sends a note to his System Administrator asking if this metric was impacted by the recent storms.

The dashboard for Puerto Rico includes a navigation menu, a search bar, and a welcome message for Jackson Clark. It features several data visualization components: a 'Puerto Rico Contacts' sidebar, a 'North America - Net Upside Revenue' bar chart, 'Repeat Deviations' text boxes, 'Safety Indicator' sections, 'Waste', 'CO2', and 'Water' bar charts, 'Net Upside Revenue' and 'Cost Savings' line charts, and an 'Update' button. Annotations highlight specific features like site cards, graph creation, and subscription options.

Site card can be seen with all metrics related to and recorded by site data entry

All metrics or groups of metrics can be subscribed to so that the user may be able to receive updates as soon as they occur

All metrics or groups or metrics can be specifically conversed about using note feature

All metrics or groups of metrics can be pinned to the user's dashboard

All graphs created by reviewer or data entry can be seen on site card

Chapter 6 : Module Definition

Module Definition (All User)

The dashboard below illustrates the many things the user can do simply from their home page. When the user clicks the hamburger menu, they have the ability to edit their profile, manage alerts, add contacts, or edit their dashboard by deleting pinned metrics or reports. The user is also able to manipulate the metrics and reports on their dashboard including comparing them to other metrics, pinning them to their home screen, sharing them to others, and subscribing to updates and notifications for that metric when there is new information provided.

Dashboard Overview:

- User Profile:** Welcome, Jackson Clark (executive team)
- Search:** Search bar with filters for Location, Time, and Advance Search.
- Navigation:** Hamburger menu (left), Notes | Updates | Alerts (right).
- Quick Contacts:**
 - Teams: NA Leads, CA Leads
 - Leaders: Omar M., Mark R.
- Pinned Global Metrics:**
 - Global Percent in stock:** Bar chart showing percentages from Q1 2016 to Q2 2017. Includes actions: Drill Down, Compare, Pin to home, Share, Subscribe.
 - Canada:** Bar chart showing values from Q1 2016 to Q2 2017.
 - United States:** Line chart showing values from Q1 2016 to Q2 2017.
 - Global Map:** Map of North and South America with location markers.
 - Total GHG (Water):** Line chart showing values from Q1 2016 to Q2 2017.
 - Total GHG (Co2):** Line chart showing values from Q1 2016 to Q2 2017.
- Updates/Alerts Sidebar:**
 - Update - 09/26/2017: Environmental (Puerto Rico)
 - Update - 09/26/2017: Inventory MOH on target (Bareloneta)
 - Update - 09/26/2017: Water (Bareloneta)
 - Update - 09/26/2017: Inventory MOH on target (Bareloneta)
 - Update - 09/26/2017: Inventory MOH on target (Bareloneta)
 - Update - 09/26/2017: Inventory MOH on target (Bareloneta)
 - Update - 09/26/2017: Inventory MOH on target (Bareloneta)
 - Update - 09/26/2017: Inventory MOH on target (Bareloneta)

Annotations:

- Edit personal info or picture:** Edit Profile
- Change alert system to meet user's needs:** Manage Alerts
- Add and Edit quick contact system:** Add Contacts
- Change the way the user's dashboard appears:** Edit Dashboard
- Ability to update or manipulate Pinned Global Metrics in a variety of ways:** Drill Down, Compare, Pin to home, Share, Subscribe
- Breadcrumb system allows users to toggle between important memos about metrics:** Notes | Updates | Alerts