



Analytics Dashboard

Spend less time crunching numbers and more time crushing your goals.

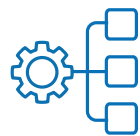
PerformanceHQ unifies your performance data and streamlines processes with built-in reporting and powerful analytics dashboards. Capture detailed insights across Grace Hill solutions to uncover hidden patterns, identify opportunities for improvement, and highlight areas of success. With key metrics and easy-to-understand dashboard visuals, you'll spend less time crunching numbers and more time crushing your performance goals!



**Inform
Decision-Making**



**Streamline
Performance Tracking**



**Simplify
Data Management**

Stop Spending Hours Analyzing Your Data

The Analytics Dashboard in PerformanceHQ delivers key metrics across Grace Hill's solutions, helping you measure performance and uncover trends that drive success.

Training Dashboard

Understand your team's training performance with color-coded visuals and intuitive scorecards that make it easy to quickly address issues and stay on track. With our Training Risk Calculator, you'll build a more confident workforce that promotes operational success and protects your properties.

The Training Dashboard features:

- Interactive, color-coded maps
- Training compliance scorecard
- Training Risk Calculator
- Total course completion and compliance trends
- Advanced filters
- Detailed data view



“With the new Analytics Dashboard, managing and reporting on training performance is easier than ever. Our team can quickly get a snapshot of critical compliance metrics, which helps us stay on top of our goals.”

Kelle Short, Training Manager, FPI Management

You shouldn't have to spend your day running reports.

Save your valuable administrative time by easily providing stakeholders with analytics that highlight areas they need to improve.

Mystery Shopping Dashboard

Get a clear picture of service quality across your portfolio with the Mystery Shopping Dashboard. Easily spot trends and identify areas to elevate your lead-to-lease experience with essential metrics, including:

- Mystery Shopping Skills Average
- Average shop scores by shop type
- Number of shops by shop type
- Year over Year (YoY), Quarter over Quarter (QoQ), and Month over Month (MoM) trends

Filter your data by region, state, or location to compare individual property performance and review shop results right from the dashboard.

Plus, gain dynamic, visual benchmarks to see how your property stacks up over time against national competitors and industry standards. Instantly pinpoint where to improve the customer experience, address skill gaps, and make smarter service decisions!



Resident Survey Dashboard

This dashboard gives you actionable metrics on resident satisfaction at every stage of their journey. Dive deeper into your data with five focused views that uncover trends and identify opportunities to improve.

- **Overview:** This default view offers a high-level summary of your resident survey performance.
- **Response:** Easily track how well residents engage with your surveys.
- **Respondents:** Instantly see who has shared their feedback and how they responded to key questions.
- **Reporting:** Get a clear, summarized look at your survey results, breaking down scores by question category and response type.
- **AI Comment Sentiments:** Capture the heart of resident feedback by leveraging Artificial Intelligence (AI) to analyze the free-text comments shared in your surveys.



Bring your data together to reveal connections you might otherwise miss.

Cross-Product Dashboard

This dashboard unites data from multiple solutions to help you uncover patterns, make smarter decisions, and drive meaningful improvements across your portfolio. The Cross-Product Dashboard includes:

Cross-product scorecard:

Quick snapshot of KPIs across the portfolio.

- Overall property satisfaction
- Links to highest/lowest performing communities
- Properties with overall satisfaction above the Kingsley Index Benchmark
- Percent of properties with passing mystery shop scores

Visual insights:

Engaging charts and graphs help you quickly uncover correlations.

- Impact of training compliance on survey results
- Impact of mystery shopping & survey results
- Impact of training compliance & mystery shopping on survey results
- Training trends compared to mystery shopping trends

Detailed data view:

Comprehensive analysis of critical property-level data.

- Unit count
- Training compliance
- Shop score
- Resident survey score
- Training Efficiency Ratio (TER)
- Service Excellence Yield (SEY)
- Headcount



“I’ve been playing with the Analytics Dashboard more. I just want to THANK YOU for making it easier to do my job with this data!”

Paul Matubang,
Sales Trainer & Performance Manager
AMC Living



Interpreting your data shouldn't be painful. Find out how the Analytics Dashboard in PerformanceHQ can help you quickly spot trends and focus on what matters most!