

Repair Dashboard & History

Understand repair performance, workload, attention queues, and the searchable repair list.

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1. Repair Performance Dashboard

Read repair totals, revenue, collections, balance due, and turnaround metrics.

How to read the Repair Performance dashboard

Use Repair Performance to understand workload, revenue, collections, outstanding balances, and turnaround for the selected period.

- **Total repairs:** Repairs created in the period and the number currently open.
- **Repair revenue:** Total value of repairs in the period.
- **Collected:** Amount paid and its percentage of repair revenue.
- **Balance due:** Amount still outstanding.
- **Average turnaround:** Average completed repair time, with fastest time when available.

Change the date range at the top. An empty card means there is no matching data, not necessarily that the module is misconfigured.

How to use device, issue, and technician performance

The lower dashboard ranks the devices and work driving the repair business.

- **Device categories:** Categories with the most repair demand.
- **Common repair issues:** Frequently reported problems.
- **Most repaired devices:** Device models generating the most work.
- **Technician performance:** Total, fixed, delivered, in-shop, and revenue values by technician.

Use these trends for staffing, parts planning, training, and marketing. Always consider the selected date range and repair volume before drawing conclusions.

2. Workflow and Attention

Use pipeline stages and attention queues to prioritize repair work.

How to read the repair pipeline

The pipeline shows the number and percentage of repairs at each operational stage.

- **Open:** Active repair records.
- **In shop:** Devices currently held by the store.
- **Fixed:** Repairs marked successfully completed.
- **Ready:** Devices ready for customer pickup.
- **Delivered:** Devices handed back to the customer.

Use the pipeline to find bottlenecks—for example, many fixed devices with few deliveries may indicate a pickup or customer-contact problem.

How to use the Needs Attention queue

Needs Attention highlights work that may require immediate follow-up.

- Fixed repairs waiting for pickup
- Open repair tickets and those assigned to the current technician
- Outstanding repair tasks
- Pending repair balances
- Loaner devices still with customers

Review the queue at the start and end of each shift. Contact customers, assign technicians, collect balances, and reconcile loaners according to business policy.

3. Repair History and Search

Search, filter, review, and act on historical repair records.

How to search and filter repair history

1. Open **Repair > List**.
2. Enter a customer, phone number, ticket, device, IMEI, serial, or other supported search value.
3. Open Filters to search within the selected date range.
4. Select delivery statuses when needed.
5. Use the date picker to change the reporting period.
6. Review Open, Ready for Pickup, and Overdue summary filters.

The list shows status, delivery state, customer, device, category, total, paid, and balance.

How to use repair-list actions

Open the action menu beside a repair to use the available record tools.

- **Open:** View the Repair Profile.
- **Make Payment:** Collect an outstanding balance.
- **View Statement:** Review the repair financial statement.
- **Payments List:** View payment history and receipts.
- **View Invoice:** Open the connected invoice when available.
- **Print Label:** Print device and intake identification.
- **Delete:** Remove an erroneous repair after confirmation.

Use Delete only after verifying the ticket and financial impact.

Repair Dashboard & History overview

Use the Repair Performance dashboard to track total repairs, revenue, collections, balance due, turnaround, pipeline stages, attention items, demand trends, and technician results.

Use Repair List for searchable history, operational filters, totals, statements, payments, invoices, labels, and ticket actions.

To create or open a ticket, see [Repairs & Tickets](#).