

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.

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