

# TruCare Insights

## A manager's tool to monitor staff workloads

- Using TruCare Insights, supervisors can group and filter data, share dashboards with other leaders and teams, push updates or notifications to TruCare and their team members, and mitigate issues before they become problems.

TruCare Insights is an interactive suite of dashboards and management tools specifically designed for managers and executives. Accessed through a self-service tool, the module uses data aggregation and visualization tools to track the status of open tasks within TruCare.

### Benefits

Real-time visibility into their team's tasks allows managers to:

- Increase productivity
  - Track staff workload and ensure staff members work at full capacity
- Balance workloads
  - View tasks across the entire team, see who has capacity, and reassign work.
  - Compare tasks across business lines and BHP nodes
- Streamline operations
  - Monitor due dates, including overdue tasks
  - Detect tasks that have aged out or should no longer be performed
  - Uncover orphaned tasks
  - Re-allocate tasks
  - Bulk close tasks
  - Message users from within the module

