


Samsung Plus Dashboard Training Material on New Menus





Dashboard Menu Overview


Dashboard site has been providing various types of performance and summary details which enabled to view overall statistics from Samsung+.

Performance


 Performance by Region


 Performance by Model


 Performance By User


 Performance Trend


Content


 Content Insight

 Content Publishing Status

 Leader Board

 Rewards

 Data Reports


 S+ Work Calendar


New


Performance	Performance by Region	You can find S+ Performance related data by Region, Subs, Country and Job group. Data can be set by periods of time you want. The details of each KPI can be seen on the map and graph at the bottom
	Performance by Model	You can recognize that Active Users / Active Rate / All Contents / Contents / Content Hits / Average Hits can be checked by model
	Performance by User	You can search to check users' performance based on individual information registered in Samsung Plus and training history
Data Reports		Reporting data can be extracted more easily and faster than Advanced Reporting on S+
S+ Work Calendar		S+ work calendars can be created and shared freely among Samsung+ administrators in your subsidiary

New Menu Overview

Performance


 Performance by Region

 Performance by Model


 Performance By User


 [Performance Trend](#) **New**


Content


 Content Insight

 Content Publishing Status

 Leader Board

 Rewards

 Data Reports

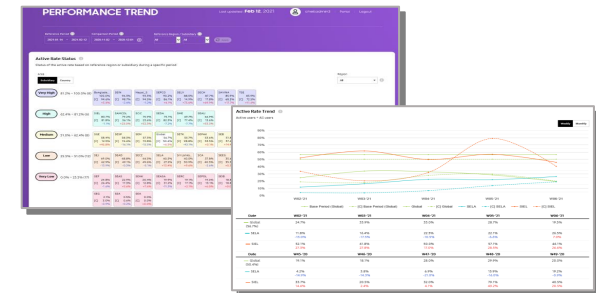
 S+ Work Calendar

Objective for
development

Benefit of
new menu

1. Performance Trend

- To indicate performance about how well regions or subsidiaries operate and use Samsung Plus
- Monitor and compare quickly performance trend by specific regions or subsidiaries
- Compare the analysis to specific periods automatically



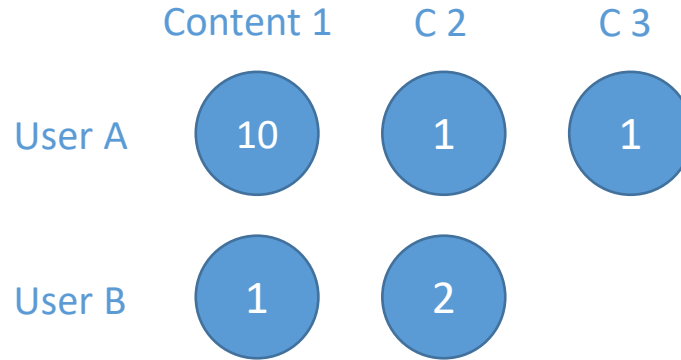
3. Average Number of Content viewed per user

	Content 1	C 2	C 3
User A	10	1	1
User B	1	2	

Numbers of content viewed without duplication ÷ Active users

$$5 \div 2 = 2.5$$

4. Content Consumption Rate







Average Number of Content Viewed per user \div Total Number of Active Content Viewed



$$2.5 \div 3 = 83.3\%$$





New Menu Overview

Performance

-  Performance by Region
-  Performance by Model
-  Performance By User
-  Performance Trend

Content

-  [Content Insight](#) New
-  Content Publishing Status

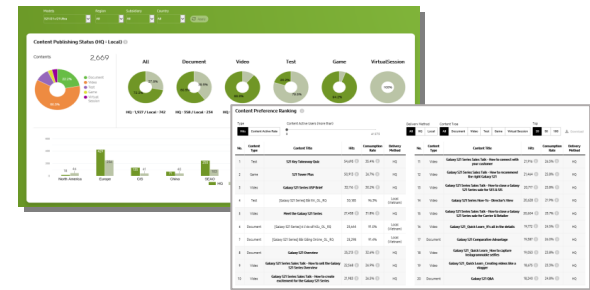
-  Leader Board
-  Rewards
-  Data Reports
-  S+ Work Calendar

Objective for
development

Benefit of
new menu

2. Content Insight

- To see how well and often HQ contents have been applied in local side
- Check easily the ratio of HQ and local content by regions or content types
- Easy to sort by various types of content component



New Menu # 1

Performance Trend

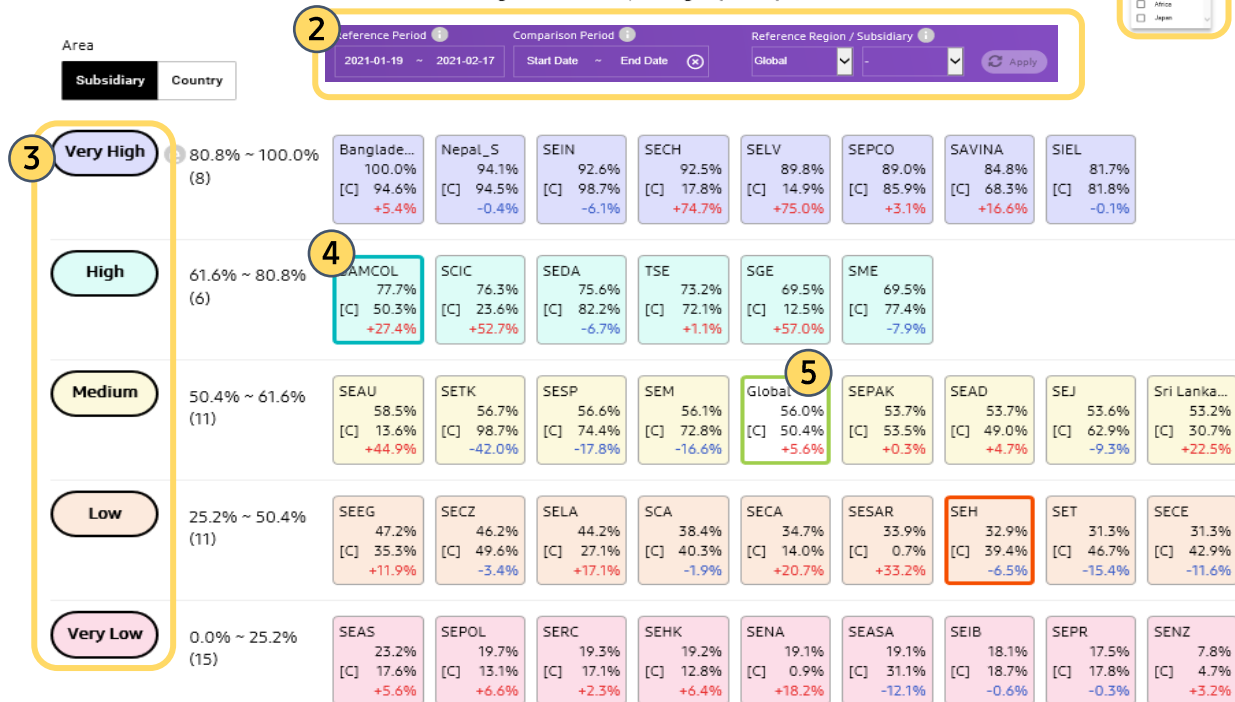
1. Active Rate Status

1. Active Rate

Active Rate refers to the rate for active users who have viewed content from Samsung Plus

1-1. Active Rate Status

This is the status of the active rate based on reference region or subsidiary during a specific period



- It refers to the status of the active rate based on reference region or subsidiary during a specific period

- (i) provides you the definition or details of examples

- You can select reference period and region to compare results. Region filter affects so that it views to just that region

- By setting medium(standard result), 5 tiers of active rate are automatically categorized [Very High-High-Medium(Standard)-Low-Very Low]

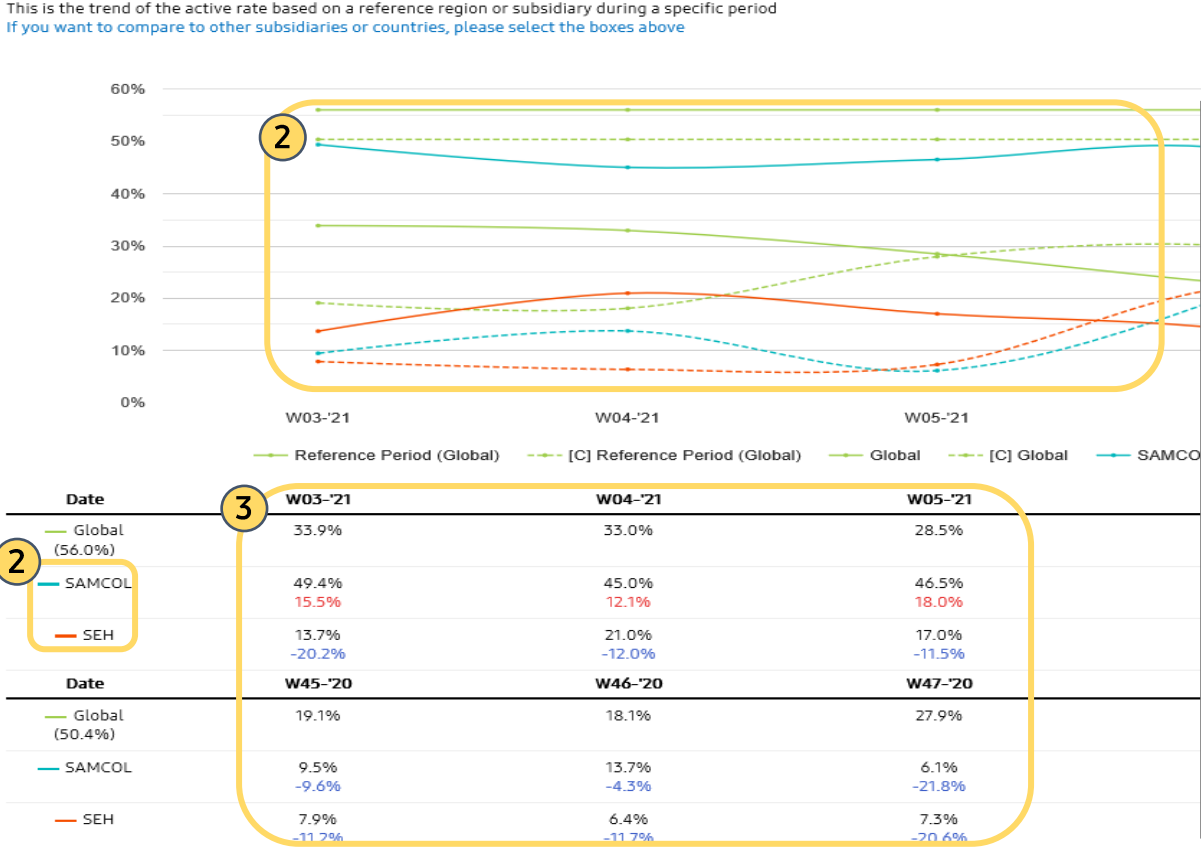
- If you want to compare several subsidiaries or countries, you can see those by selecting color boxes

- It represents current active rate and the compared rate (C). It's automatically calculated the gap between current and compared results

1. Active Rate Trend

1-2. Active Rate Trend

This is the trend of the active rate based on a reference region or subsidiary during a specific period
If you want to compare to other subsidiaries or countries, please select the boxes above



- It refers to Trend of the active rate based on a reference region or subsidiary during a specific period
- 1

You can check the active rate trend by week or month basis
- 2

On the previous page, as you select color boxes which represent specific subsidiaries or countries, the graphs are automatically created with each color
- 3

Based on the comparison period, you can monitor the gap between the result of global standard and specific subsidiaries or countries

2. Average Hits [Status](#) per user [and Trend](#)

- This refers to status and trend of the average views from active user based on a reference region or subsidiary during a specific period ($\text{Total Hits} \div \text{Active users}$)
- As previous, you can see this overall statistic by dividing 5 tires and trend with the compared subsidiaries or countries by selecting boxes

3. Average Number of Content viewed [Status](#) per user [and Trend](#)

- This refers to status and trend of the average views per user with deduplication based on a reference region or subsidiary during a specific period
- As previous, you can see this overall statistic by dividing 5 tires and trend with the compared subsidiaries or countries by selecting boxes

4. Content Consumption Rate [Status and Trend](#)

- This means " $\text{Average Number of Content Viewed per user} \div \text{Total Number of Content Viewed}$ "
- As previous, you can see this overall statistic by dividing 5 tires and trend with the compared subsidiaries or countries by selecting boxes

5. User Coverage Status

5-1. User Coverage Status

This is the status of the rate for user who are possible to log in S+ compared to universe numbers of field forces and FSMs based on a reference region or subsidiary

Area

SubsidiaryCountry

Very High

84.6% ~ 144.1%
(4)

SEAU

144.1%
[C] 89.1%
+55.0%
[S] 23,265
[U] 16,145

Sri Lanka_S

142.8%
[C] 297.5%
-154.7%
[S] 517
[U] 362

SAVINA

136.0%
[C] 137.0%
-1.0%
[S] 26,886
[U] 19,768

Nepal_S

100.0%
[C] 990.9%
-890.9%
[S] 222
[U] 222

High

25.0% ~ 84.6%
(20)

SEH

67.8%
[C] 64.9%
+2.9%
[S] 1,594
[U] 2,352

SETK

60.5%
[C] 56.0%
+4.5%
[S] 8,261
[U] 13,660

SEI

60.2%
[C] 57.4%
+2.8%
[S] 6,666
[U] 11,075

SEPCO

55.6%
[C] 55.1%
+0.5%
[S] 5,620
[U] 10,110

SEIN

50.1%
[C] 47.3%
+2.8%
[S] 17,066
[U] 34,039

SSA

49.1%
[C] 51.6%
-2.6%
[S] 9,388
[U] 19,134

Bangladesh...

46.7%
[C] 50.6%
-3.9%
[S] 1,365
[U] 2,924

SESP

45.9%
[C] 52.0%
-6.1%
[S] 75
[U] 1,640

SEB

31.0%
[C] 32.5%
-1.5%
[S] 1,685
[U] 5,433

SECE

30.4%
[C] 27.1%
+3.2%
[S] 1,697
[U] 5,586

SET

28.6%
[C] 26.7%
+1.9%
[S] 3,906
[U] 13,657

SEAS

28.2%
[C] 28.0%
+0.2%
[S] 2,720
[U] 9,657

SEIB

28.1%
[C] 28.6%
-0.5%
[S] 8,710
[U] 31,018

SME

27.0%
[C] 26.7%
+0.3%
[S] 6,281
[U] 23,232

SEASA

26.1%
[C] 29.9%
-3.7%
[S] 4,927
[U] 18,858

SGE

25.7%
[C] 24.4%
+1.3%
[S] 3,368
[U] 13,160

Medium

20.5% ~ 25.0%
(3)

Global

22.7%
[C] 21.6%
+1.1%
[S] 250,031
[U] 1,099,574

SECE

20.7%
[C] 15.0%
+5.7%
[S] 4,154
[U] 20,116

SECA

20.5%
[C] 21.7%
-1.2%
[S] 8,019
[U] 39,094

Low

10.2% ~ 20.5%
(13)

SEPAK

19.4%
[C] 19.7%
-0.3%
[S] 774
[U] 3,985

SENA

17.9%
[C] 23.4%
-5.5%
[S] 4,934
[U] 27,576

SECH

17.2%
[C] 16.8%
+0.4%
[S] 3,433
[U] 19,918

SEUC

16.4%
[C] 17.4%
-1.0%
[S] 776
[U] 4,734

SEEG

15.8%
[C] 16.0%
-0.2%
[S] 1,109
[U] 7,018

SEMAG

14.7%
[C] 14.8%
-0.2%
[S] 2,557
[U] 17,451

SAMCOL

14.0%
[C] 14.9%
-0.9%
[S] 739
[U] 5,287

SEAD

13.5%
[C] 11.6%
+1.9%
[S] 4,19
[U] 31,030

SEPR

10.7%
[C] 10.3%
+0.3%
[S] 1,973
[U] 18,480

Very Low

0.0% ~ 10.2%
(10)

SEDA

10.1%
[C] 8.5%
+1.6%
[S] 4,079
[U] 40,251

TSE

8.1%
[C] 7.1%
+1.0%
[S] 12,528
[U] 154,644

SERC

6.4%
[C] 5.9%
+0.5%
[S] 7,995
[U] 124,335

SEF

5.3%
[C] 5.4%
-0.0%
[S] 711
[U] 13,312

SCA

4.5%
[C] 5.7%
-1.1%
[S] 1,374
[U] 30,485

SENG

2.3%
[C] 2.0%
+0.3%
[S] 102
[U] 4,509

SEG

2.2%
[C] 2.3%
-0.0%
[S] 2,306
[U] 103,496

SCIC

0.8%
[C] 0.8%
+0.0%
[S] 2,70
[U] 331,090

- It refers to Status of the rate for user who are possible to log in S+ compared to universe numbers of field forces and FSMs based on a reference region or subsidiary during a specific period

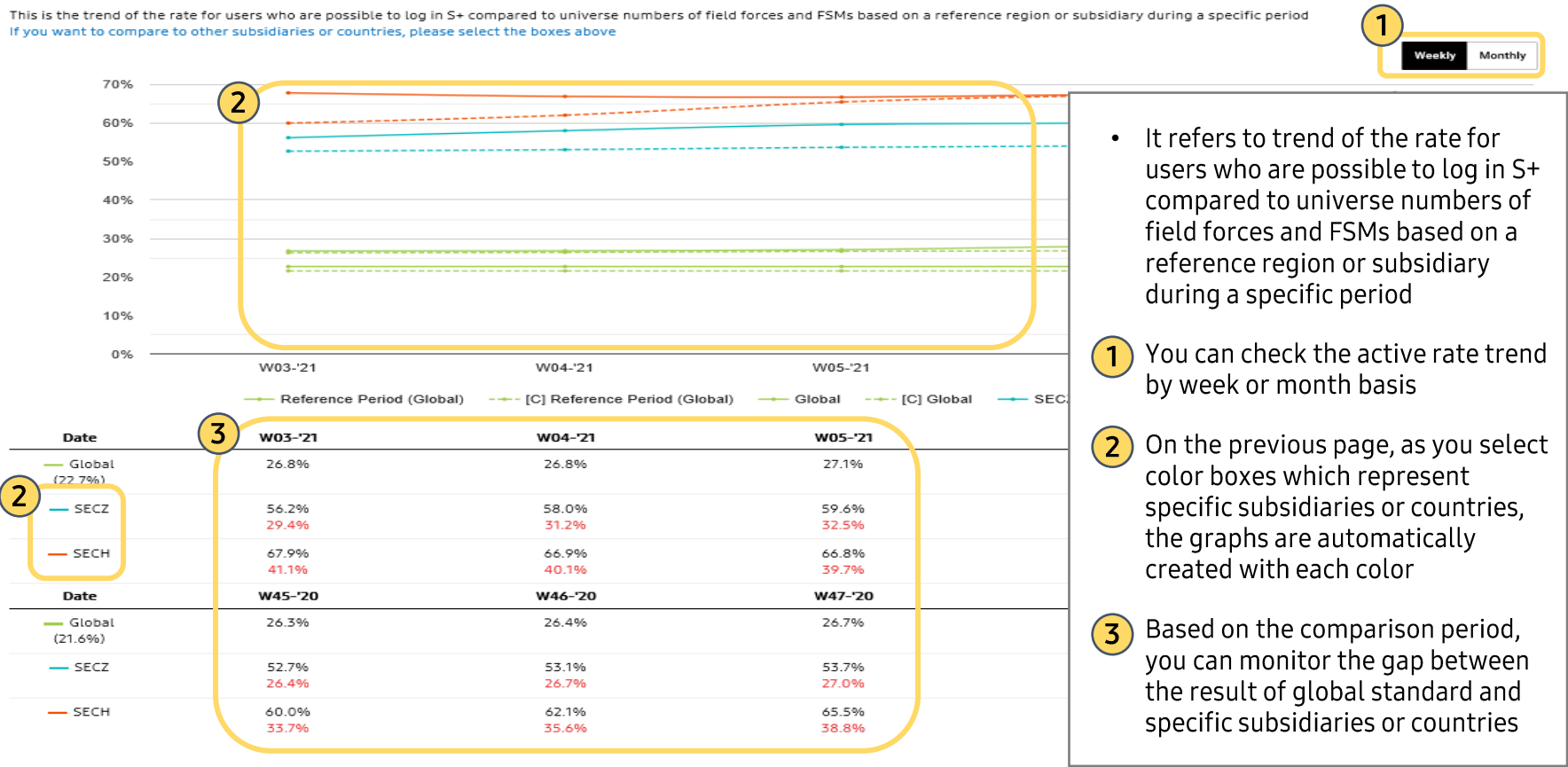
- 1 Each subsidiary or country (box) provides 3 results below :
- (C) Result of Compared period
 - (Blue- or Red+)
 - Gap between the result of current and compared period
 - (S) S+ Registered users
 - (U) Universe numbers of field forces and FSMs

- 2 As previous, if you want to compare several subsidiaries or countries, you can see those by selecting color boxes

5. User Coverage Trend

5-2. User Coverage Trend

This is the trend of the rate for users who are possible to log in S+ compared to universe numbers of field forces and FSMs based on a reference region or subsidiary during a specific period
If you want to compare to other subsidiaries or countries, please select the boxes above



New Menu # 2

Content Insight

Content Insight is one of the new functions that are to be added to S+ dashboard
This menu helps recognizing how and which content regions or subsidiaries have used from their aspects

Content Insight is composed of 6 main measurements as below:

Regions: | Languages: | Countries: |

Content Publishing Status (HQ - Local)

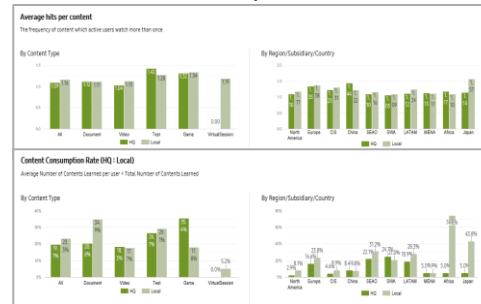
Contents: 2,669

Category	Local (%)	Local Count	Local / Total
All	70.2%	1,877	182 / 2,669
Document	70.2%	1,038	234 / 334
Video	70.2%	1,433	181 / 258
Text	70.2%	15	15 / 217
Game	70.2%	49	0 / 5
VirtualSession	100%	0	0 / 105

Legend: Document (Green), Video (Blue), Text (Red), Game (Purple), VirtualSession (Grey)

Region	Local Count	HQ Count
North America	18	41
Europe	1,038	831
CIS	15	0
China	49	0
SE Asia	103	10
MEA	143	10
LATAM	1,433	181
Africa	49	0
Japan	0	105

2. Average Hits per Content
3. Content Consumption Rate



Content Preference Ranking										
Content Active Users (downward)					Bottom 10 Most					
1-5	Content Active Users	1-5	Content Type	1-5	1-5	Content Type	1-5	Content Type	1-5	
	<div><div></div><div></div><div></div><div></div><div></div></div>	0		47.0%		45	Low	10	Document	
No.	Content Title	HBs	Consumption Rate	Delivery Method	No.	Content Title	HBs	Consumption Rate	Delivery Method	
1	Test	52/1	26.7%	EQ	1	Video	Galaxy S21 Series Sales: How to connect with your customers	21.6%	26.3%	EQ
2	Game	52/1	26.7%	EQ	2	Video	Galaxy S21 Series Sales: How to connect with your customers	21.6%	26.3%	EQ
3	Game	52/1	26.7%	EQ	3	Video	Galaxy S21 Series Sales: How to connect with your customers	21.6%	26.3%	EQ
4	Test	52/1	26.7%	EQ	4	Video	Galaxy S21 Series Sales: How to connect with your customers	21.6%	26.3%	EQ
5	Test	52/1	26.7%	EQ	5	Video	Galaxy S21 Series Sales: How to connect with your customers	21.6%	26.3%	EQ
6	Document	52/1	26.7%	EQ	6	Document	Galaxy S21 Series Sales: How to connect with your customers	21.6%	26.3%	EQ
7	Document	52/1	26.7%	EQ	7	Document	Galaxy S21 Series Sales: How to connect with your customers	21.6%	26.3%	EQ
8	Document	52/1	26.7%	EQ	8	Document	Galaxy S21 Series Sales: How to connect with your customers	21.6%	26.3%	EQ
9	Document	52/1	26.7%	EQ	9	Document	Galaxy S21 Series Sales: How to connect with your customers	21.6%	26.3%	EQ
10	Document	52/1	26.7%	EQ	10	Document	Galaxy S21 Series Sales: How to connect with your customers	21.6%	26.3%	EQ

Content Consumption Rate (K%)

Content Type: ☐ All ☒ Document ☐ Video ☐ Text ☐ Audio ☐ Image ☐ Mixed Sources

By Region/Subsidiary/Country

Region/Subsidiary/Country	Content Consumption Rate (K%)
North America	0.8
Europe	1.8
CIS	0.8
China	1.2
SEA	2.2
India	2.8
LATAM	2.2
Africa	0.8
Middle East	0.8
Japan	0.8

By USP Title

USP Title	Content Consumption Rate (K%)
Galaxy S21 Series USP, Advantage	0.8
Galaxy S21 Advantage	0.8
Galaxy S21 5G-A	0.8
Galaxy S21 5G-A 2	0.8
Galaxy S21 Series USP, Advantage	2.2
Galaxy S21 Series USP, Advantage	0.8
Galaxy S21 Series USP, Advantage	0.8
Galaxy S21 Series USP, Advantage	0.8
Galaxy S21 Series USP, Advantage	0.8
Galaxy S21 Series USP, Advantage	0.8

[illegible][illegible]

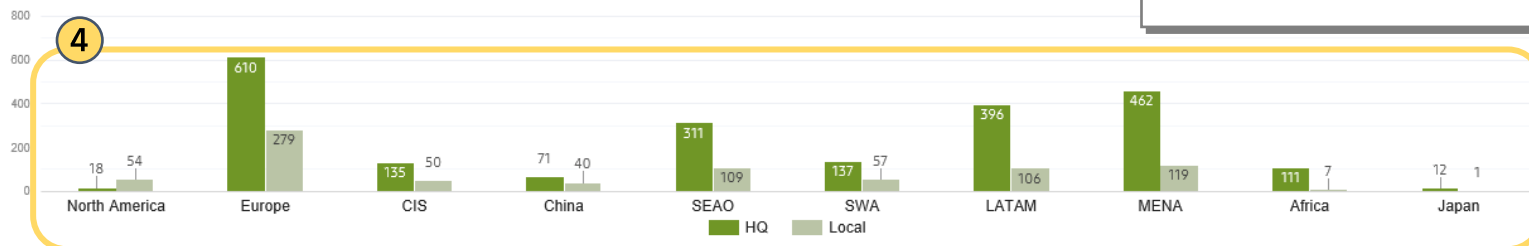
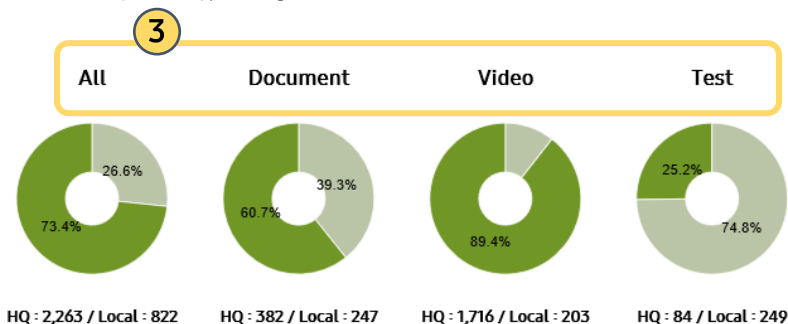
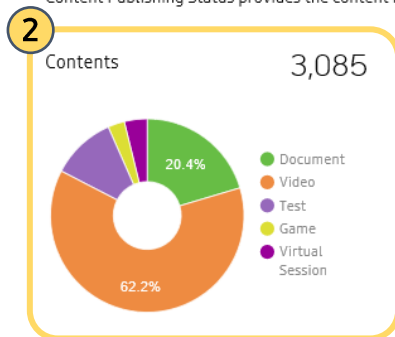
1. Content Publishing Status (HQ : Local)

1

Models: S21/21+/21Ultra
 Region: All
 Subsidiary: All
 Country: All
 Apply

1. Content Publishing Status (HQ : Local) ⓘ

Content Publishing Status provides the content ratio of HQ and local by content type and regions/subsidiaries/countries



- Content Publishing Status refers to the content ratio of HQ and local.

- You can select a particular model and region/subsidiary/country
- It provides the information about total numbers of content based on content types
- You can check the content ratio of HQ and local by 6 content types (e.g. Document, Video, Test, Game, and Virtual Session)
- Also, the content ratio of HQ and local is subdivided by each region

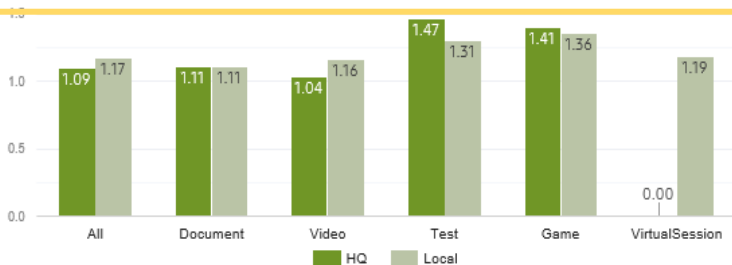
2. Average Hits per Content & 3. Content Consumption Rate

2. Average hits per content ⁱ

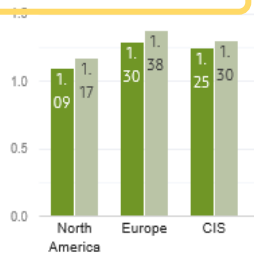
Average hits per content refers to the frequency of content which active users watch more than once

By Content Type

1



By Region/Subsidiary/Country

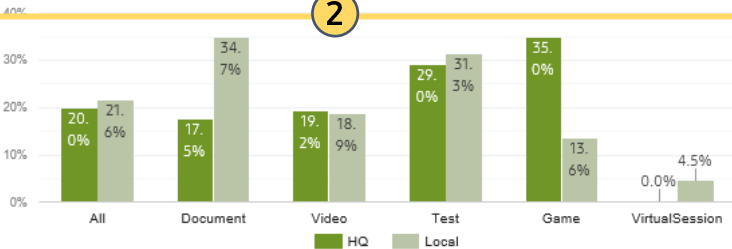


3. Content Consumption Rate (HQ : Local) ⁱ

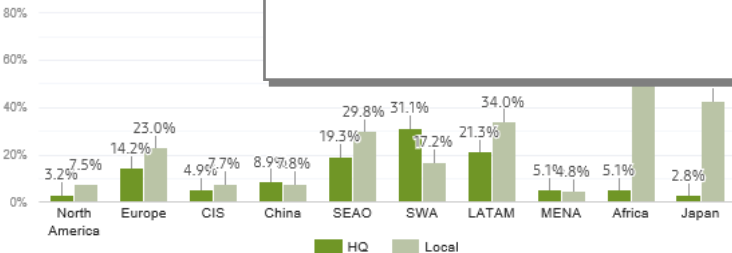
Content Consumption Rate (HQ : Local) refers to compared ratio between HQ and local based on the rate for average number of content consumed evenly

By Content Type

2



By Region/Subsidiary/Country



- Average Hits per content refers to the frequency of content which active users watch more than once

- Content Consumption Rate means “Average Number of Contents Learned per user ÷ Total Number of Contents Learned”

- Those statistics can be subdivided by content type and region/subsidiary/country

- Also, those statistics focus to show the ratio of HQ and local

4. Content Preference Ranking

4. Content Preference Ranking ⓘ

Content Preference Ranking is sorted by hits and Content Active Rate

1

Type

HitsContent Active Rate

2

Content Active Users (more than)

0

48,475

3

Delivery Method

AllHQLocal

4

Content Type

AllDocumentVideoTestGameVirtual Session

5

Top

2050100

6

Download

No.	Content Type	Content Title	Hits	Content Active Rate	Delivery Method
1	Test	S21 Key Takeaway Quiz	68,342	35.0%	HQ
2	Game	S21 Tower Plus	59,953	29.0%	HQ
3	Video	Galaxy S21 Series USP Brief	35,320	24.7%	HQ
4	Test	[Galaxy S21 Series] Bài thi_OL_RQ	30,187	96.3%	Local (Vietnam)
5	Video	Meet the Galaxy S21 Series	28,697	24.4%	HQ
6	Document	Galaxy S21 Overview	26,298	31.6%	HQ

No.	Content Type	Content Title	Hits	Content Active Rate	Delivery Method
11	Video	Galaxy S21_Quick Learn_It's all in the details	23,406	20.9%	HQ
12	Video	Galaxy S21 Series Sales Talk - How to connect with your customer	23,308	20.9%	HQ
13	Video	Galaxy S21 Series Sales Talk - How to recommend the right Galaxy S21	23,125	20.5%	HQ
14	Video	Galaxy S21_Quick Learn_How to capture Instagrammable selfies	22,693	20.8%	HQ
15	Video	Galaxy S21 Series How-To - Director's View	22,665	22.5%	HQ
16	Video	Galaxy S21 Series Sales Talk - How to close a Galaxy S21 Series sale for SES & SIS	22,389	20.9%	HQ

- Content Preference Ranking is sorted by hits and Content Active Rate. Content Active Rate is measured by “Content Active User ÷ Active User”

- 1 You can sort content by Hits and Content Active Rate
- 2 The number of Content Active Users can be set to prevent ///
- 3 By delivery method, you can set the originality of content
- 4 Also, it's possible to set the filter by content types
- 5 You can use the filter of top ranking of 20, 50, and 100
- 6 If you want to keep the ranking, you can download by excel file

5. Content Consumption Rate (HQ)

5. Content Consumption Rate (HQ) ⓘ

Content Consumption Rate refers to the rate for average number of content consumed evenly per user

1

Content type

All Document Video Test Game Virtual Session

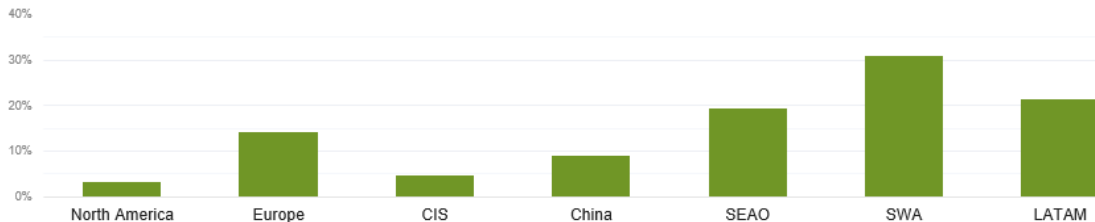
2

Content title

All

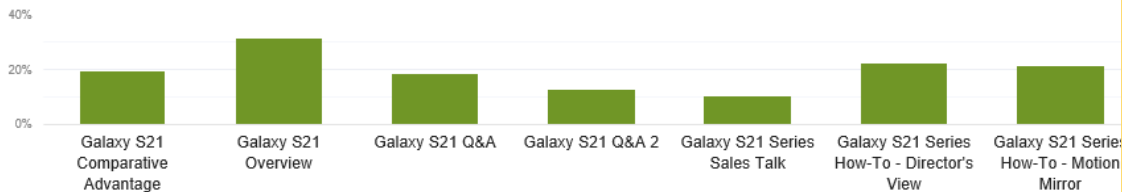
3

5-1. By Region/Subsidiary/Country



4

5-2. By Content Title



- Content Consumption Rate means "Average Number of Content Viewed per user ÷ Total Number of Content Viewed"

1

You can see content consumption rate of HQ by 6 content types

2

Also, it's possible to deduct results by USP title

3

As selecting region/subsidiary/country, you can see the result with specific area

4

Content consumption rate can be subdivided by a particular USP

6. HQ Content Status

6. HQ Content Status

HQ Content Status provides quick overview of HQ content based on various components
You can sort HQ content with ascending or descending order by using the icon(▲)

HQ Content Status provides quick overview of HQ content based on various components
You can sort HQ content with ascending or descending order by using the icon(▲)

1

2

3

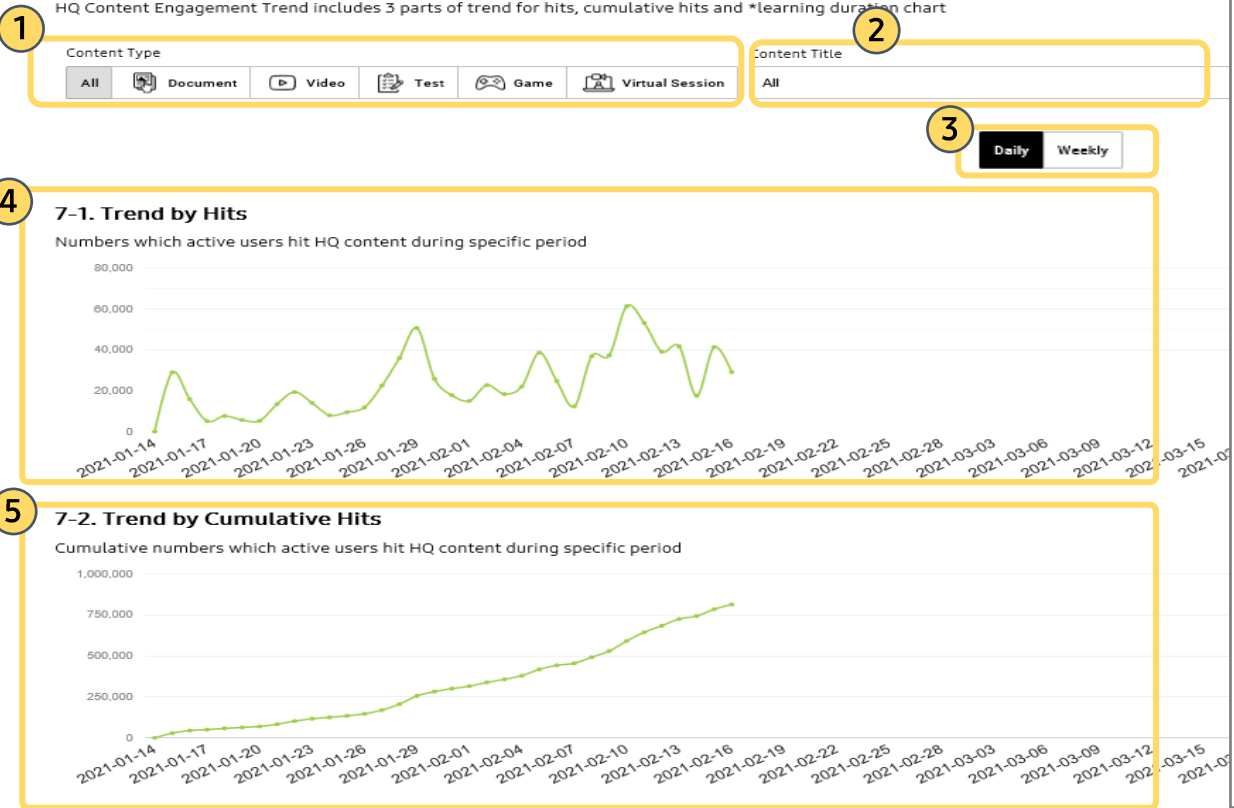
4

No.	Content Type	Content Title	Languages	Contents	Content Consumption Rate	Average Hits per content	Content Active Users	Content Active Rate	Hits	Average Hits
1	Document	Galaxy S21 Comparative Advantage	34	93	19.6%	1.10	17,546	19.0%	20,738	0.2
2	Document	Galaxy S21 Overview	39	99	31.6%	1.16	22,631	33.4%	26,298	0.4
3	Document	Galaxy S21 Q&A	39	98	18.3%	1.10	17,251	19.0%	19,189	0.2
4	Document	Galaxy S21 Q&A 2	32	85	12.5%	1.06	14,006	12.9%	14,950	0.1
5	Document	Galaxy S21 Series Sales Talk	31	84	10.6%	1.12	11,180	10.9%	12,587	0.1
6	Video	Galaxy S21 Series How-To - Director's View	31	75	22.5%	1.03	22,064	22.5%	22,665	0.2
7	Video	Galaxy S21 Series How-To - Motion Mirror	30	74	21.4%	1.02	21,192	21.4%	21,671	0.2

7. HQ Content Engagement Trend (1/2)

7. HQ Content Engagement Trend

HQ Content Engagement Trend includes 3 parts of trend for hits, cumulative hits and *learning duration chart



- HQ Content Engagement Trend includes 3 parts of trend for hits, cumulative hits and *learning duration chart(*next page)

- 1 You can see content consumption rate of HQ by 6 content types
- 2 Also, it's possible to deduct results by USP title
- 3 You can set by day or week basis
- 4 It refers to numbers which active users hit HQ content during specific period
- 5 It means cumulative numbers which active users hit HQ content during specific period

7. HQ Content Engagement Trend (2/2)

7-3. Learning Duration Chart

Learning Duration means "Time which active users learn HQ content"

Statistically, the standard for the level of significance of the existing data is 5 minutes.

The elapsed time by each content is set to be reflected from Samsung Plus system.

You can use range A and B in order to set specific time. By setting specific time range, it's possible to analyze various outputs automatically (e.g. Range A Valid Range Average Elapsed Time)

Content Type

USP title

All

Document

Video

Test

Game

Virtual Session

All



- 1 Learning Duration means "Time which active users learn HQ content"
- 2 As you select one content type among 6 types, learning duration chart is automatically calculated based on seconds. You can see how many times users view the specific type of content
- 3 The range slider can be used to set the start and end of a range by applying an elapsed time
- 4 If you set the range, each range includes the number of hits

No.	Content Type	Content Title	4 Range A Hits (0s ~ 300s)	Range B Hits (0s ~ 300s)	Valid Range Hits (0s ~ 300s)	Total Hits (0s ~ ∞s)	Valid Range Elapsed Time (0s ~ 300s)	Valid Range Average Elapsed Time (0s ~ 300s)
1	All	All	723,331 (100.0%)	723,331 (100.0%)	723,331	783,390	6h 39m 40s	1m 11s