

Reviewing your dashboard

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The OnceHub Dashboard is designed to help you accelerate your lead capture, qualification, and engagement.

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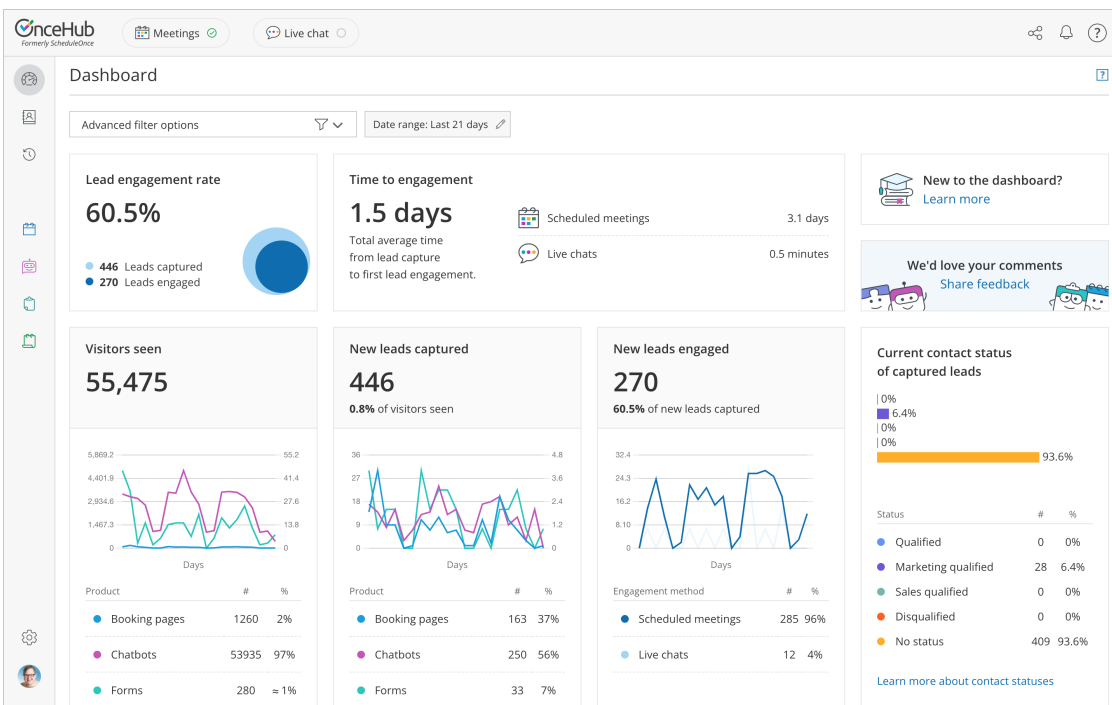


Figure 1: Dashboard

You don't need to do anything special to get started with your dashboard. Just use [booking pages](#), [chatbots](#) or [forms](#) to capture, qualify, and engage with leads, and the dashboard data will refresh every few minutes.

Lead engagement rate

Your lead engagement rate shows the number of leads engaged as a percentage of leads captured. (Lead engagements include live chat conversations, instant meetings, and scheduled meetings.)

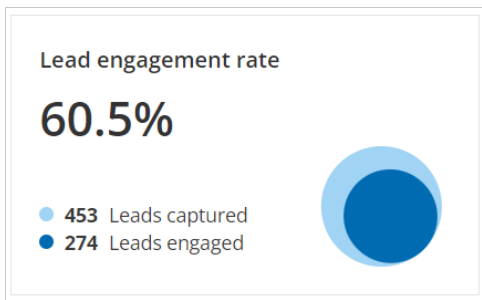


Figure 2: Lead engagement rate

For example:

- Your booking pages, chatbots, or forms captured 453 leads.
- You had 274 lead engagements using live chat conversations, instant meetings, or scheduled meetings.
- Your lead conversion rate was $274 \div 453 = 60.5\%$.

Learn more about [accelerating your lead conversion rate](#).

Time to engagement

Your time to engagement metrics show the average time from initial lead capture to initial lead engagement.

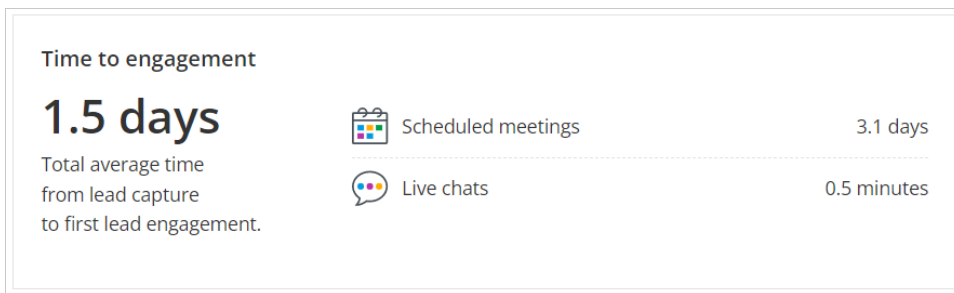


Figure 3: Time to engagement

For example, live chat conversations can happen within a few minutes of capturing a new lead, while scheduled meetings can take several days.

Learn more about [accelerating your time to lead engagement](#).

Learn more about [how your dashboard calculates time to lead engagement](#).

Visitors seen

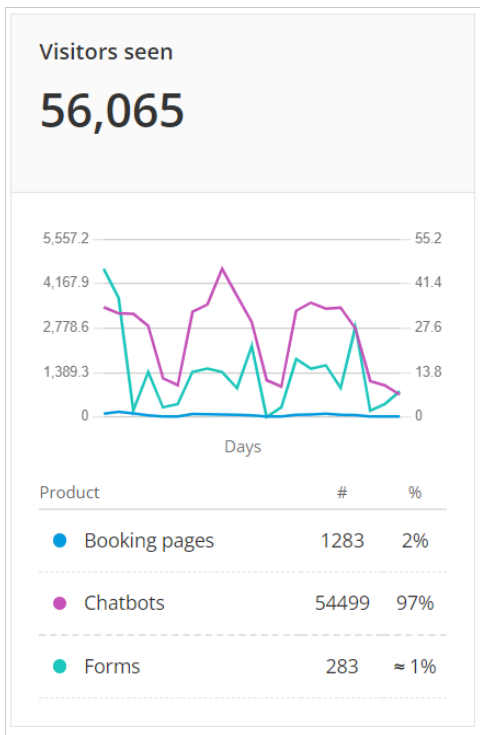


Figure 4: Visitors seen

Your visitors seen metric shows how many visitors were seen by your booking pages, chatbots, or forms.

- A visitor may have been seen by your booking pages, chatbots, or forms, but that doesn't mean they interacted with them.

Learn more about [how your dashboard calculates visitors seen](#).

New leads captured

Your new leads captured show how many new leads were captured by your booking pages, chatbots, or forms.

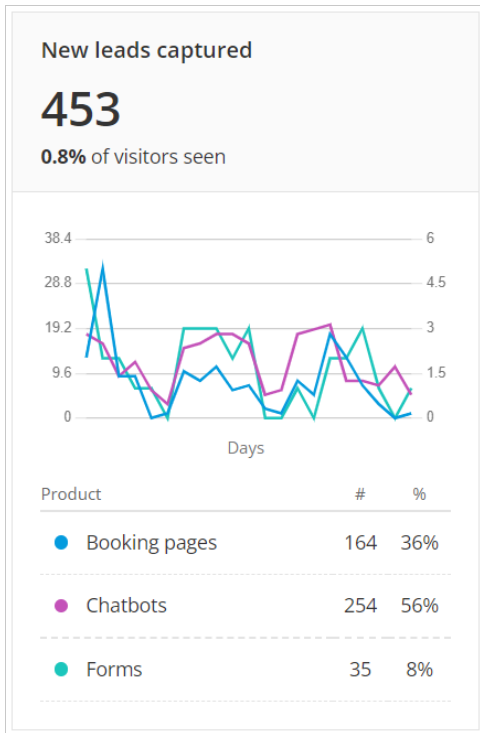


Figure 5: New leads captured

- A high lead capture rate indicates that you have good quality visitors coming to your website and that your booking pages, chatbots, or forms are well optimized.
- A low lead capture rate indicates that you have poor quality visitors coming to your website or that you need to optimize your booking pages, chatbots, or forms.

Learn more about [accelerating your lead capture rate](#).

Learn more about [how your dashboard calculates new leads captured](#).

New leads engaged

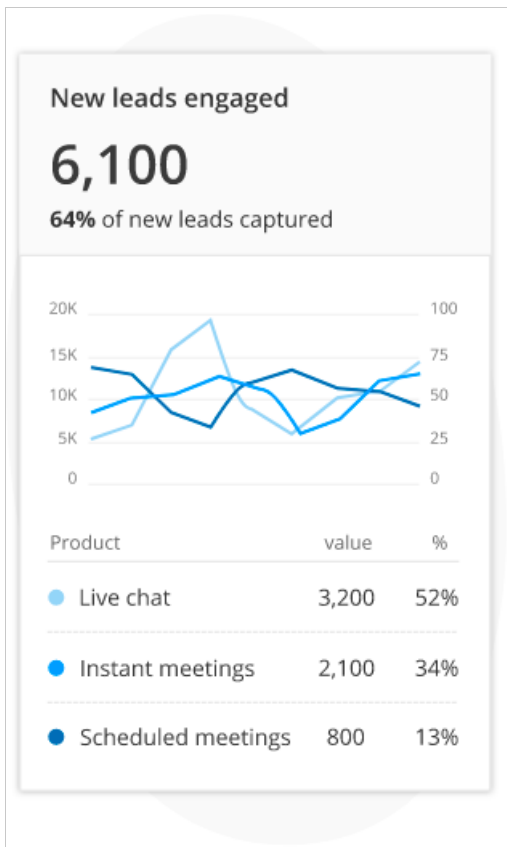


Figure 6: New leads engaged

Your new leads engaged shows the number of leads engaged and the number of live chat conversations, instant meetings, or scheduled meetings.

- A high lead engagement rate can indicate that you and your team have good availability for engaging with qualified leads.
- A low lead engagement rate can indicate that you and your team have poor time availability for engaging with qualified leads.

Learn more about [accelerating your lead engagement rate](#).

Contact status

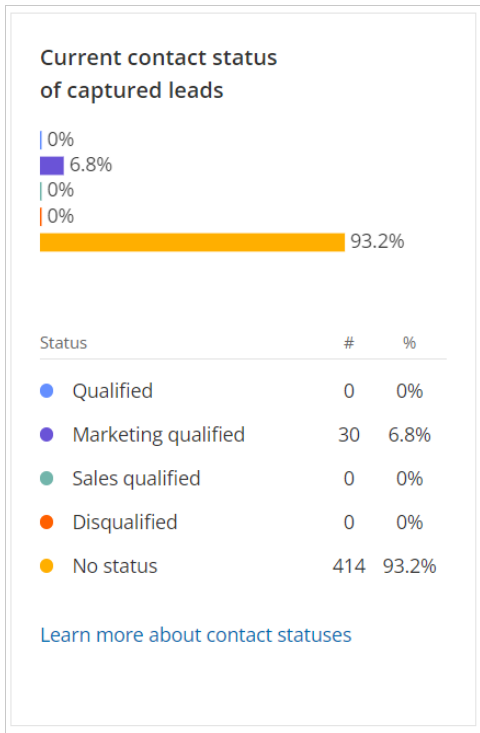


Figure 7: Current contact status

The current contact status of captured leads show the qualification status of leads who were captured during the selected date range.

- A high lead qualification rate indicates that you have good quality visitors coming to your website and that your qualification questions are well-optimized.
- A low lead qualification rate indicates that you have poor quality visitors coming to your website or that you need to optimize your qualification questions.

Learn more about [accelerating your lead qualification rate](#).

Learn more about [lead qualification status](#).