

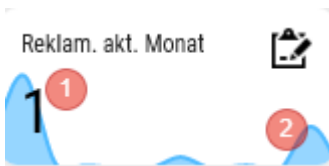
KPI Widgets Complaint

There are 3 widgets available in the Complaint type.

You can find KPI widgets in the "2 x 1 Widgets" type on the dashboard; further information on displaying them can be found [here](#).

Complaint Current month

The basis for the count is the field "Order date" from the complaint header.



1. The number shows the quantity of complaints in the current month.
 - Black, if the value is greater than 0
 - Red, if the value is equal to 0.
2. The blue chart shows the quantity of complaints per month in the last 12 months. In this example screenshot, more orders were generated about 6 months ago than this month or 12 months ago.

Order status	Included in count
Uncompleted complaint	x
Completed, not transferred complaint	x
Completed, transferred complaint	x
Deleted complaint	

Complaint value Current month

The basis for calculating the monthly values is the field "Order date" from the complaint header.



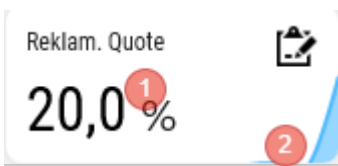
1. The number shows the total of the current month without decimal places.
 - Black, if the value is greater than 0

- Red, if the value is equal to 0.

2. The blue chart shows the values per month from the past 12 months.

Order status	Value included in calculation
Uncompleted complaint	x
Completed, not transferred complaint	x
Completed, transferred complaint	x
Deleted complaint	

Complaint rate



1. The number shows the ratio of complaints to orders of the current month.

- Black, if the value is greater than 0
- Red, if the value is equal to 0.

2. The blue chart shows the rate per month from the past 12 months.

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