

Digital Apps Interaction Summary Dashboard Overview

Digital Apps Interaction Summary is a pre-built dashboard in Alchemer Dashboard that brings your Alchemer Digital app data together in one place. Open it to see how customers feel about your apps, how they respond to your Love Dialog, Rating Dialog, surveys, and prompts, and whether they keep coming back. It's ready the moment you arrive, so you can spend your time acting on what you see instead of building charts.

What can this dashboard help me do?

This dashboard helps you quickly understand app health in one place. You can:

- Monitor feedback collection across apps
- Understand shift in sentiment over time
- Visualize app store ratings over time
- Set proactive alerts on KPIs

Who gets it

Every Alchemer Digital customer gets this dashboard automatically, whatever their Dashboard license. There's nothing to set up, create, or refresh.

Open the dashboard

1. In Alchemer Digital, open the 9-square grid menu and go to Alchemer Dashboard. See [Navigating from Digital to Dashboard](#).
2. Open **Digital Apps Interaction Summary**.

Tip: Click the star next to the dashboard title to add it to your Favorites.



What's on the dashboard

The dashboard has two tabs.

Tab	What it shows
Summary	Six sections: Sentiment Summary, Overall Distribution, Sentiment Details, Rating Dialog, Customer Interactions, and Usage and Retention.

Tab	What it shows
Fan Signals	Two sections: Fan Signals Summary, which shows Repeat, Shifted, and New fan growth, and Fans vs Risk Breakdown, which charts fans and risks for each group.

The layout is fixed. You can filter and explore every chart, but you can't add, remove, or rearrange charts. That keeps the view consistent for everyone on your team.

Filter the dashboard

Two filters sit above the tabs and apply to the tab you're viewing.

Filter	Default	What it does
Date Range Selector	Last 30 days	Sets the time period: Today, Last 7 days, Last 30 days, Last month, Last 90 days, Last 6 months, or All time. Click Apply to update the charts, or Reset to default to go back to Last 30 days.
App Title	None selected	Chooses which apps to show. Use Include to show only the apps you pick, or Exclude to leave them out. Search the list or use Add values in bulk , then click Apply . Every chart on the tab reloads for the apps you chose.



When you select more than one app, the dashboard combines them weighted by activity, not as a simple average. An app with more activity has more influence on the combined figure.

Note: Not every section follows the date filter. On the Summary tab, **Overall Distribution** and **Usage and Retention** always use your full history, so trends stay comparable from period to period. Each of those sections shows a reminder on screen.

Permissions and access

You see only the Digital apps you can access in Alchemer Digital. Your Digital permissions carry over automatically, so there's nothing extra to manage in Dashboard.

This also explains why two teammates can see different totals on the same dashboard. If your numbers don't match a colleague's, check whether you both have access to the same apps in Alchemer Digital.

To learn how your Digital role sets your Dashboard license, see the [Alchemer Dashboard Permissions Overview](#).

Data freshness and history

- New Digital data can take up to 4 hours to appear in the dashboard.
- The dashboard keeps three years of daily history.
- When you delete data in Alchemer Digital, it's removed from the dashboard too.

How to read a KPI tile

KPI tiles work the same way on every tab.

Part of the tile	What it tells you
Title	The metric, for example Net Fan Score.
Current value	The latest value for your filters.
Date	The date of that value.
Comparison line	How much the value changed, shown with an arrow, compared with the previous value and its date. Click > to open the comparison.
Trend line	A small line showing how the value has moved over time.

Hover over any chart to see its controls: **Share**, **Spark**, and more options (...). With Advanced Dashboard, use Spark to refine a chart by asking questions in plain language.

FAQ

Why don't the totals in two sections match?

They may cover different time periods. Most sections follow the Date Range Selector, but Overall Distribution and Usage and Retention use your full history.

Why does the current month look low?

The current month isn't over yet, so its numbers are still growing. Charts that show months label it as **Month in progress**.

What does "Comparison point unavailable" mean?

There's no earlier value to compare against for your current filters, so the tile shows the current value only.

Why can't I see all of our apps?

The dashboard shows only the apps you can access in Alchemer Digital. Ask your Digital admin if you need access to more apps.

Can I add or change charts?

Not on this dashboard. Its layout is fixed. To build your own charts from Digital data, see [Getting Started with Dashboard for Digital Customers](#).

How current is the data?

New Digital data can take up to 4 hours to appear.

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