

# Insights Dashboard User Guide

Last updated 1 Aug, 2025

# Insights Dashboard Guide

This guide has been developed to support organisations in analysing and interpreting the data gathered via the Intellect platform for you to:

1. Understand your organisation's state of organisational and employee health and wellbeing
2. Understand your employees' adoption and utilisation of Intellect's services

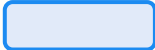

Based on insights from the data, you can make data-informed decisions on how to improve wellbeing in your organisation.

If you have any questions, please contact your Client Success Manager or email [clientsuccess@intellect.co](mailto:clientsuccess@intellect.co).

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## Legend

-  Instructions
-  Insights

# 1. Accessing the dashboard

## 1. Accessing the dashboard



### Sign in

Welcome back, we've missed you!

Email

Password

[Forgot password ?](#)

Continue

Use SSO instead

We Help 3.5 Million Members Worldwide  
Raise the Bar for Mental Health Access and  
Quality

1. Visit [insights.intellect.co](https://insights.intellect.co)
2. Log in with your Intellect credentials
3. If you have MFA set up, you will be asked to verify your account

# 1. Accessing the dashboard



Viewing as 1

Download report



Navigate to the different sections using the menu on the left.

Dimensions

Adoption

Care utilisation

Content utilisation

Mood Check-in

Dependant utilisation

Resource Hub

**Dimensions:** The overview of your organisation's health based on scores across five key workplace dimensions.

**Care utilisation:** Data on your employees' usage of Intellect's care services including Coaching, Clinical, EAP, and Holistic (*based on your Intellect plan*).

**Content utilisation:** Data on your employees' usage of Intellect's self-guided features, including rescue sessions, learning paths, guided journals, Daily tab, mood check-in, guided meditations, articles, and videos.

**Adoption:** Overview and breakdown of signups in your organisation.

**Mood Check-in:** Data on your employees' overall wellbeing based on their self-reported wellbeing and stress levels using the Mood Check-in feature.

**Resource Hub:** Your one-stop site to everything you need to drive engagement, view processes, SLAs, and policies, and more as your organisation's PIC.

Filter scores by region, department, gender, and age group

More filters

Click on "View breakdown" to get your score breakdown by select filters and to view changes over time

View breakdown

Dependent utilisation available only if enabled for your organisation

# 2. Dimensions

# Dimensions

This section provides an overview of your organisation's health based on scores across five key workplace dimensions: Psychological Safety, Mental Wellbeing, Employee Engagement, Work Burnout, and Productivity. These results are derived from your users' responses to the Personal Insights Quiz.

## How to use this data:

- Instantly view your organisation's health across all key wellbeing and productivity dimensions. Use time filters to track progress, and benchmark your scores against global and industry averages.
- Apply filters—such as department, team, age group, or gender—to break down scores and reveal disparities, helping you pinpoint groups that may need targeted interventions.
- Quickly identify which dimensions are thriving, managing, or need attention, enabling you to celebrate strengths and focus improvement efforts where they're most needed.

Refer to the [FAQs](#) for more information.

Dimensions

Content utilisation

Mood Check-in

Dependant utilisation

# Organisational Dimensions

Last updated at 03 Aug, 2025 at 11:54 PM (Asia/Calcutt

All time	Last 8 Quarters	Last 4 Quarters	Last 2 Quarter
----------	-----------------	-----------------	----------------

You are viewing data from 10 Jul, 2025 to 04 Aug, 2025

Benchmark against:  Global average  Industry average

[Info](#) Learn about our personal insights quiz and our industry wic



Overview

## Managing

Your organisati  
Employee Enga  
attention. Focu  
dimension perf

## 2. Dimensions



Dimensions

Content utilisation

Mood Check-in

Dependant utilisation

# Organisational Dimensions 2.0

Last updated at 03 Aug, 2025 at 11:54 PM (Asia/Calcutta)

All time Last 8 Quarters Last 4 Quarters **Last 2 Quarters**

You are viewing data from 10 Jul, 2025 to 04 Aug, 2025

Benchmark against:  Global average  Industry average

[Info](#) Learn about our personal insights quiz and our industry wide benchmark research



Overview

## Managing across all dimensions

Your organisation is in the managing category across all 5 dimensions: Psychological Safety, Mental Wellbeing, Employee Engagement, Work Burnout, Productivity. There are no dimensions currently Thriving or needing attention. Focus on strategies to elevate these managing dimensions towards Thriving. Compare individual dimension performance against the Intellect to identify priorities within this group.

Data presented is calculated based on Personal Insights Quiz responses over the last 2 quarters (or the chosen time period).

Scores are calculated in a rolling 2 Quarters window, and are updated every 1st and 14th of the month at UTC midnight.

Choose to benchmark your organisation's dimension scores against either global or industry-specific averages. This helps you understand performance in a wider context and evaluate whether your results align with, exceed, or fall behind typical standards.

**Overview** of the performance of your organisation across all five dimensions.

## 2. Dimensions

### Dimensions

All time Last 8 Quarters Last 4 Quarters Last 2 Quarters

More filters

You are viewing data from 10 Jul, 2025 to 04 Aug, 2025

### Psychological Safety

Psychological safety is close to average. Many members feel safe to speak up, indicating a good foundation for employees to express their ideas and concerns without fear of negative...

[View Details](#)

Your Score: **61** /100 **Managing**

Your Score: 61

Global average: 63

**Needs attention** Score: 0-21 **Managing** Score: 22-76 **Thriving** Score: 77-100

### Wellbeing

Wellbeing is close to average. Many members feel safe to speak up, indicating a good foundation for employees to express their ideas and concerns without fear of negative...  
Wellbeing is close to average. Many members feel safe to speak up, indicating a good foundation for employees to express their ideas and concerns without fear of negative...  
Wellbeing is close to average. Many members feel safe to speak up, indicating a good foundation for employees to express their ideas and concerns without fear of negative...

[View Details](#)

A banded legend below the bar defines the numerical range for each status, ensuring clear interpretation of the scores.

Your Score: 5

Global average: 67

**Needs attention** Score: 0-40 **Managing** Score: 41-85 **Thriving** Score: 86-100

Each card represents a key dimension of organisational health. "View Details" icon can be used to access a detailed analysis of that dimension.

"Your Score" shows your organisation's result for the dimension out of 100, with a colored tag (e.g. "Managing") indicating the current status band. A horizontal bar visually displays your score, along with a marker for the global average.

## 2. Dimensions

- Dimensions
- Content utilisation
- Mood Check-in
- Dependant utilisation

All time Last 8 Quarters Last 4 Quarters Last 2 Quarters

More filters

You are viewing data from 10 Jul, 2025 to 04 Aug, 2025

Benchmark against:  Global average  Industry average

### Overview

**Score**  
61 /100 Managing (Global Avg: 63)

See your current score out of 100 for the selected dimension, along with a status tag (e.g. "Managing"). The global or industry average is shown in parentheses for direct comparison.

### Psychological safety is close to average

Psychological safety is close to average, indicating a good foundation for employees to speak up without fear of negative consequences. Focus on...

A prominent section on the right provides access to a summarized, actionable recommendations file. Download this resource to learn practical steps for improving your score in this dimension.



### Recommendations

Download a one-page summary of our recommendations to help you improve your score

[Download File](#) ↓

## 2. Dimensions

### Psychological safety: detailed breakdown

Timeline view By team By age group By gender

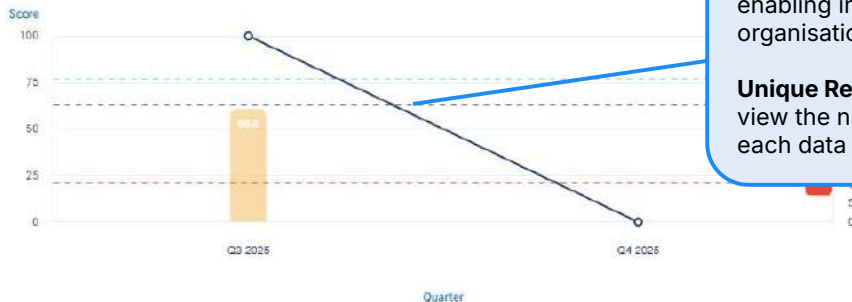
Switch between Timeline view, By team, By age group, and By gender to analyse the selected Dimension scores across different breakdowns.

#### Timeline view

Track how scores and responses have changed over time. Toggle benchmarks and response volume to uncover

Benchmarks  Unique respondents (2Y axis)

ⓘ Some quarters haven't reached the minimum response threshold yet  
We need a minimum of 20 respondents for small (headcount < 100), 40 for medium (100-999), and 80 for large (> 1000) organisations to maintain statistical validity.



**Benchmarks:** Displays making lines on the chart, enabling instant benchmarking of your organisation's results.

**Unique Respondents Toggle:** Switch this feature to view the number of unique survey respondents for each data point (shown as a secondary axis).

Score: **Needs attention** Score: 0-21 **Managing** Score: 22-76 **Thriving** Score: 77-100 **Global average** Score: 63

Unique respondents:

Find definitions for Needs Attention, Managing, and Thriving score bands, along with the benchmark's exact average. These guide interpretation of your results.

## 2. Dimensions

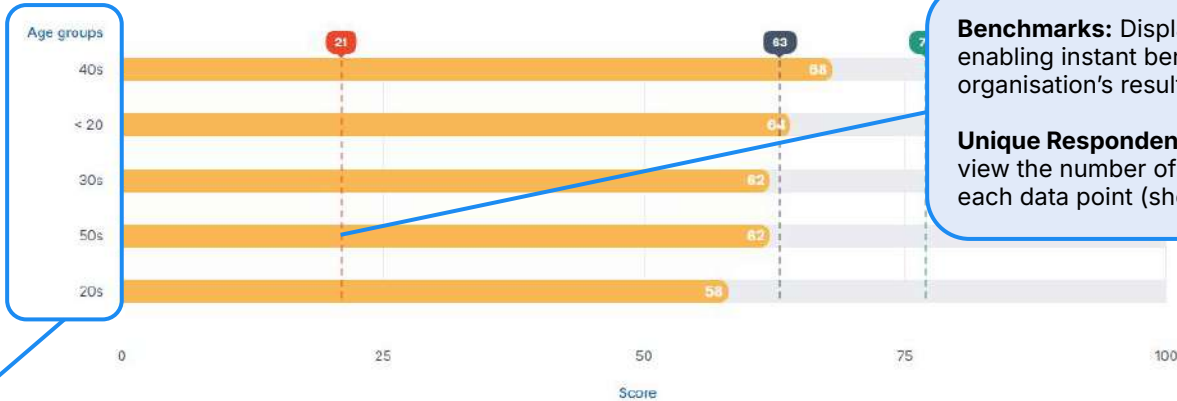
### Age groups

Track scores across age groups. Toggle benchmarks

Switch to "By age group" to analyse scores across different age groups in your organisation.

Benchmarks  Unique respondents (2Y axis)

ⓘ Some groups haven't reached the minimum response threshold and are hidden from this view  
We need a minimum of 5 unique respondents per group in the selected time period to ensure confidentiality



**Benchmarks:** Displays making lines on the chart, enabling instant benchmarking of your organisation's results.

**Unique Respondents Toggle:** Switch this feature to view the number of unique survey respondents for each data point (shown as a secondary axis).

See the dimensional scores categorised by different age groups

Score: **Needs attention** Score: 0-21 **Managing** Score: 22-76 **Thriving** Score: 77-100 **Global average** Score: 63

# 3. Care utilisation

# Care utilisation

This section dives into data on your employees' usage of Intellect's care services including Coaching, Clinical, EAP, and Holistic (based on your Intellect plan).


## How to use this data:

- Understand which care services your employees are using most and when they are using the services.
- Dive into key metrics, such as:
  - Total engaged users - Understand the total number of employees engaged in care.
  - Average rating - Understand quality and perception of value of care services to your employees.
  - Credit utilisation - Understand employees who are making use of video sessions, the breakdown between new and returning users, and the average number of video sessions per user.
  - Top presenting issues - Discover the key reasons your employees are seeking support on.

 Dimensions

 Care utilisation 

 **Coaching**

 Clinical

 EAP

 Holistic

 Content utilisation

 Adoption

 Mood Check-in

## Coaching utilisation

Last updated at 11 Jul, 2024 at 11:51 AM (Asia/Kuala\_L)

**All time**   Last 12 Months   Last 6 Months   Last 3 Months

 You are viewing data from 01 Jun, 2019 to 11 Jul, 2024

### Total engaged users

Total employees who either matched with a coach or sent a message or utilised

# 238

### Credit utilisation across months

Total coaching credits utilised across months; 1 coaching credit is the equivalent

60

50

### 3. Care utilisation



Viewing as

Filter utilisation data by region, department, gender, and age group

Dimensions

Care utilisation

Coaching

Clinical

EAP

Holistic

## Coaching utilisation

Last updated at 11 Jul, 2024 at 11:51 AM (Asia/Kuala\_Lumpur)

All time Last 12 Months Last 6 Months Last 3 Months Custom date

Select the timeframe you wish to view data for

More filters 1

You are viewing data from 01 Jun, 2019 to 11 Jul, 2024

### Total engaged users

Total employees who either matched with a coach or sent a message or utilised a credit

238

Click to expand the selection for Care utilisation. Select the service you wish to view

Each data point includes a description of how the data is measured

### Total minutes

Total time spent across all coaching sessions with each session lasting 30 min

18300

### Average rating

Average rating across coaching sessions

4.5 ★

### Credit utilisation across months

Total coaching credits utilised across months; 1 coaching credit is the equivalent of a 30 min coaching session

Identify when employees are using the service that may correlate with other factors (e.g. webinar programming and wellbeing initiatives, peak seasons, performance review periods, etc.)

60

50

56

47

### 3. Care utilisation



### 3. Care utilisation

**Total users matched**  
Employees who matched with a coach

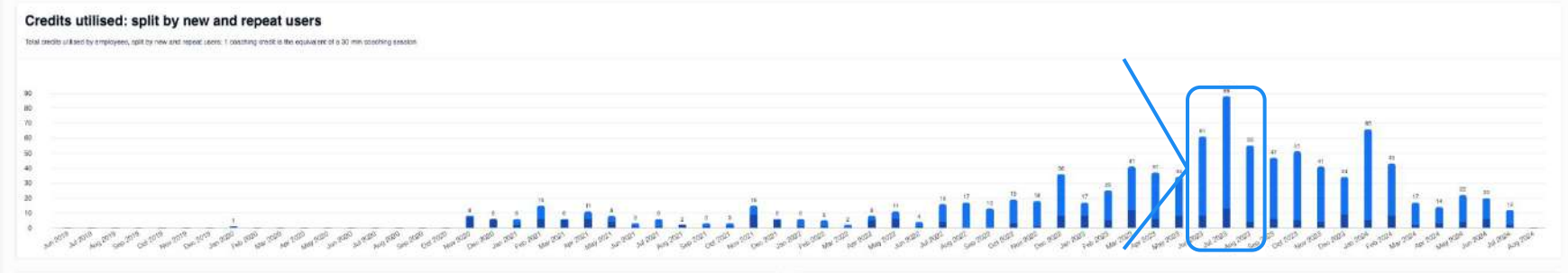
1546

**Active chats**  
Employees who sent at least one message to their coach

63

**Unique attendees**  
Employees who utilised at least one credit by attending a coaching session

198



**Users with multiple sessions**  
Employees who utilised more than 1 credit

120

**Average session per user**  
Average coaching credits utilised per user

4.94

**Top 10 presenting issues**  
Top 10 presenting issues across categories

Topic	Presenting Issue	Count ↓
Grief/Loss	Personal Growth & Enrichment (Individual Growth and Wellbeing)	420
Grief/Loss	Spouse/Significant Other (Relationship Issues)	294
Work Life Balance	Work Life Balance	150
Work Life Balance	Work Performance (Speed of Work/Quality Targets/KPI/Policy)	130
Grief/Loss	Family Concerns (Immediate Family)	126
Anxiety disorders (Multiam, phobias, social anxiety, panic, GAD, etc)	Neurodevelopmental (ID, GDD, ASD, ADHD, Learning disorders, Motor disorders)	126

### 3. Care utilisation

Dimensions

Care utilisation

Coaching

**Clinical**

EAP

Holistic

Content utilisation

Adoption

Mood Check-in

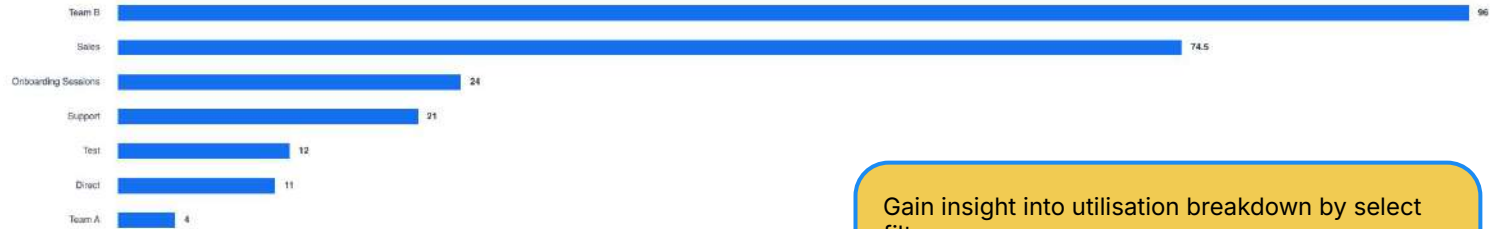
All time Last 12 Months Last 6 Months Last 3 Months Custom date

More filters

You are viewing data from 01 Jun, 2019 to 16 Jul, 2024

#### Credit utilised: break-down by department

Credit utilised: break-down by department



Gain insight into utilisation breakdown by select filters.

You may use this data to identify if any targeted initiatives are required for specific segments.

#### Credit utilisation by age

Credit utilisation by age



#### Credit utilisation by gender

Credit utilisation by gender

### 3. Care utilisation

- Dimensions
- Care utilisation
- Coaching
- Clinical
- EAP
- Holistic**
- Content utilisation
- Adoption
- Mood Check-in

## Holistic utilisation

Last updated at 11 Jul, 2024 at 15:07 PM (Asia/Kuala\_Lumpur)

All time Last 12 Months Last 6 Months Last 3 Months Custom date

More filters

You are viewing data from 01 Jun, 2019 to 11 Jul, 2024

### Financial

Utilisation of financial wellbeing services

#### Employees matched

Total employees who matched with a coach

39

Employees matched tells you the number of employees interested in that particular pillar

#### Active chats

Total employees who have sent at least one message to their coach

14

Active chats tells you the number of employees supported via text-based chat

#### Credits utilised

Total employees who completed at least one coaching session

10

Credits utilised tells you the number of employees supported via video sessions

### Nutrition

Utilisation of nutritional wellbeing services

#### Employees matched

Total employees who matched with a coach

70

#### Active chats

Total employees who have sent at least one message to their coach

22

#### Credits utilised

Total employees who completed at least one coaching session

6

### Fitness

Utilisation of physical wellbeing services

#### Employees matched

Total employees who matched with a coach

57

#### Active chats

Total employees who have sent at least one message to their coach

24

#### Credits utilised

Total employees who completed at least one coaching session

2

# 4. Content utilisation

## 4. Content utilisation

# Content utilisation

This section reveals data on your employees' usage of Intellect's self-guided features, including rescue sessions, learning paths, guided journals, Daily tab, mood check-in, guided meditations, articles, and videos.

### How to use this data:

- Explore how many employees engage in self-care to proactively care for their wellbeing.
- Identify popular topics that you may use to inform your wellbeing initiatives and communications strategy.

Dimensions

Care utilisation

**Content utilisation**

Adoption

Mood Check-In

## Content utilisation

Last updated at 11 Jul, 2024 at 15:26 PM (Asia/Kuala\_Lumpur)

All time Last 12 Months Last 6 Months Last 3 Months Custom date

You are viewing data from 01 Jun, 2019 to 11 Jul, 2024.

### Self-care session(s) per employee

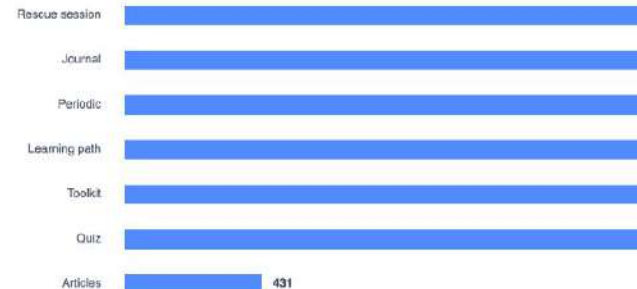
Average sessions per active users of self-care content

# 17.5

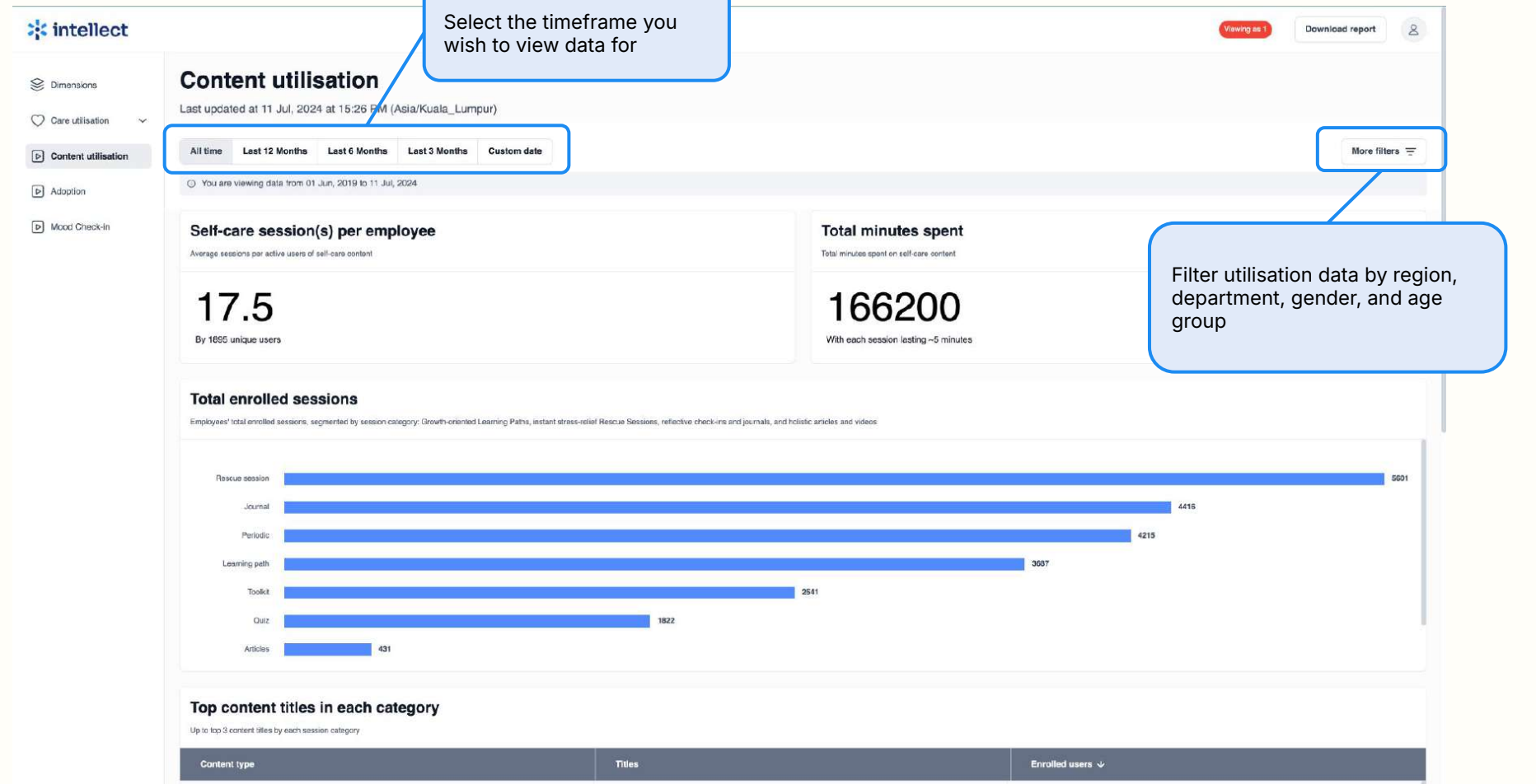
By 1695 unique users

### Total enrolled sessions

Employees' total enrolled sessions, segmented by session category: Growth-oriented Learning Paths, instant stress-relief Res



## 4. Content utilisation

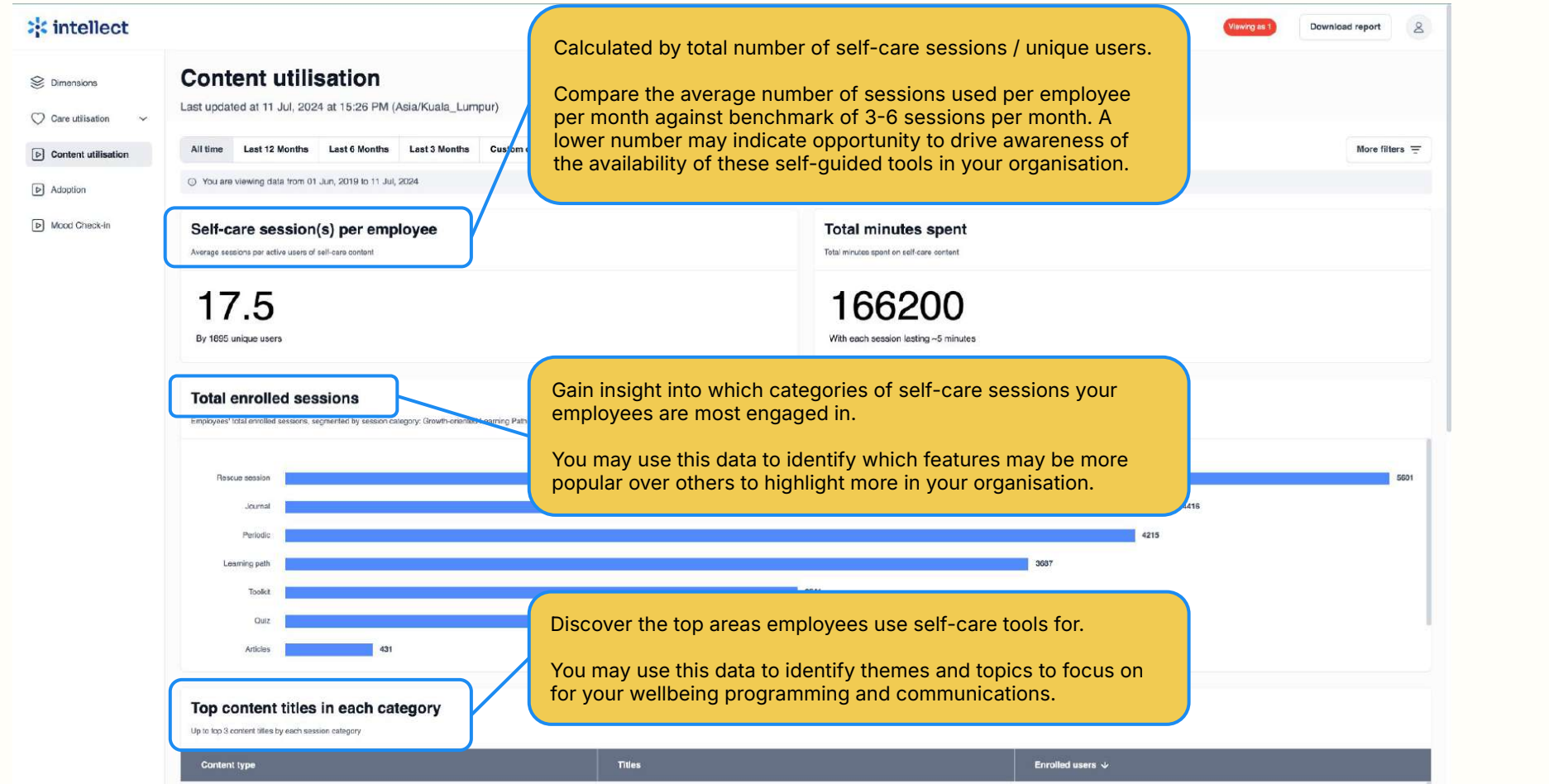


Select the timeframe you wish to view data for

More filters

Filter utilisation data by region, department, gender, and age group

## 4. Content utilisation



# 5. Adoption

# Adoption

This section includes an overview and breakdown of signups in your organisation.

### How to use this data:

- Discover the percentage of employees who know of and have signed up for Intellect to gauge the impact of your activation efforts.
- View the adoption report by department and by month and compare it against your activation efforts to understand which initiatives are most effective.

 Dimensions

 Care utilisation 

 Content utilisation

 **Adoption**

 Mood Check-in

## Adoption

Last updated at 11 Jul, 2024 at 17:31 PM (Asia/Kuala\_...)

All time

Last 12 Months

Last 6 Months

Last 3 Months

 You are viewing data from 01 Jun, 2019 to 11 Jul, 2024

### Total signups

Total number of employees who have signed up in the selected time period

# 1943

### Signups by month

Monthly view of sign-ups in the selected time period

300

250

## 5. Adoption

**intellect**

Dimensions  
Care utilisation  
Content utilisation  
**Adoption**  
Mood Check-in

# Adoption

Last updated at 11 Jul, 2024 at 17:31 PM (Asia/Kuala\_Lumpur)

Select the timeframe you wish to view data for

Filter adoption data by region, department, gender, and age group

All time | **Last 12 Months** | Last 6 Months | Last 3 Months | Custom date

More filters

You are viewing data from 01 Jun, 2019 to 11 Jul, 2024

### Total signups

Total number of employees who have signed up in the selected time period

# 1943

### Cumulative signups as % of headcount

Cumulative signups as a % of headcount. Available only for the entire organisation; not available when filtered for a specific time period, department, age or gender

# 194.3%

View total number of signups / entire headcount (based on headcount data provided to Intellect).  
Cumulative signups will appear blank when a filter is selected.

All time | Last 12 Months | **Last 6 Months** | Last 3 Months | Custom date

You are viewing data from 01 Jan, 2024 to 30 Jun, 2024

### Total signups

Total number of employees who have signed up in the selected time period

# 550

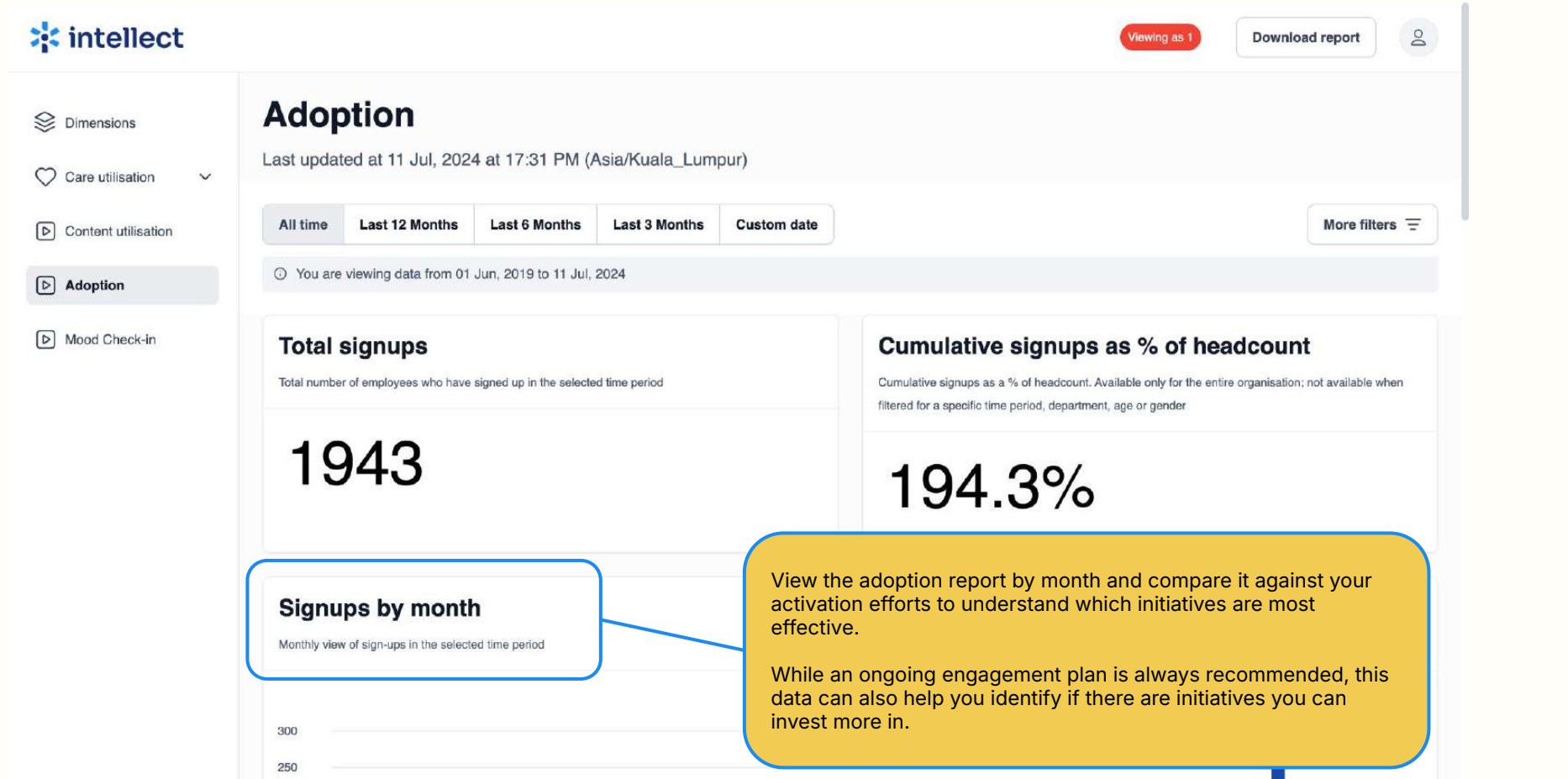
### Cumulative signups as % of headcount

Cumulative signups as a % of headcount. Available only for the entire organisation; not available when filtered for a specific time period, department, age or gender

# -

300  
250

## 5. Adoption



# 5. Adoption

Dimensions

Care utilization

Contract utilization

Adoption

Mood Check-in

All time Last 12 Months Last 6 Months Last 3 Months Custom date

More filters

You are viewing data from 01 Jan, 2019 to 31 Jul, 2024

## Signups by department

Breakdown of signups by department



## Signups by age

Breakdown of signups by age



## Signups by gender

Breakdown of signups by gender



## Signups by language

Breakdown of signups by language

View adoption data by department, age, gender, and language.

This can provide you with insights on specific groups within your organisation you may target for initiatives such as driving adoption, providing targeted support, and more.

# 6. Mood Check-in

# Mood Check-in

This section uncovers data on your employees' overall wellbeing based on their self-reported wellbeing and stress levels using the Mood Check-in feature.

### How to use this data:


- Get a sense of how your employees feel and their stress levels, and correlate it to any key events (e.g. performance reviews, peak season, etc.).
- Understand the key factors impacting wellbeing and stress levels to identify factors that can be influenced by workplace initiatives.

 Dimensions

 Care utilisation 

 Content utilisation

 Adoption

 **Mood Check-in**

## Mood Check-in

Last updated at 11 Jul, 2024 at 18:00 PM (Asia/Kuala\_LU)

All time

Last 12 Months

Last 6 Months

Last 3 Months

 You are viewing data from 01 Jan, 2024 to 30 Jun, 2024

### Overall well being

A snapshot of average well being



## Average

Your team has been feeling neutral or average ov

### Total responses

Total number of completed mood check-ins

# 239

## 6. Mood Check-in

**intellect**

Dimensions  
Care utilisation  
Content utilisation  
Adoption  
**Mood Check-in**

### Mood Check-in

Last updated at 11 Jul, 2024 at 18:00 PM (Asia/Kuala\_Lumpur)

Select the timeframe you wish to view data for

Filter adoption data by region, department, gender, and age group

All time | Last 12 Months | Last 6 Months | Last 3 Months | Custom date

More filters

You are viewing data from 01 Jan, 2024 to 30 Jun, 2024

#### Overall well being

A snapshot of average well being

**Average**

Your team has been feeling neutral or average overall.

#### Stress levels

Average stress levels

**Medium**

Healthy, moderate stress levels can be optimal for engagement, productivity, and performance.

#### Total responses

Total number of completed mood check-ins

**239**

Average wellbeing level across your organisation based on their input from the selection: Terrible, Bad, Alright, Pretty Good, Fantastic

#### Unique users

Unique users who completed the mood check-in

**101**

Average stress level across your organisation based on their input from the selection: Low, Medium, High, and Very High

# 6. Mood Check-in

- Dimensions
- Adoption
- Care utilisation
- Content utilisation
- Mood Check-in**
- Dependant utilisation

All time Last 12 Months Last 6 Months Last 3 Months Custom date

View the monthly change in responses over time

You are viewing data from 01 Apr, 2024 to 09 Dec, 2024

More filters

## Monthly trends: Overall mood

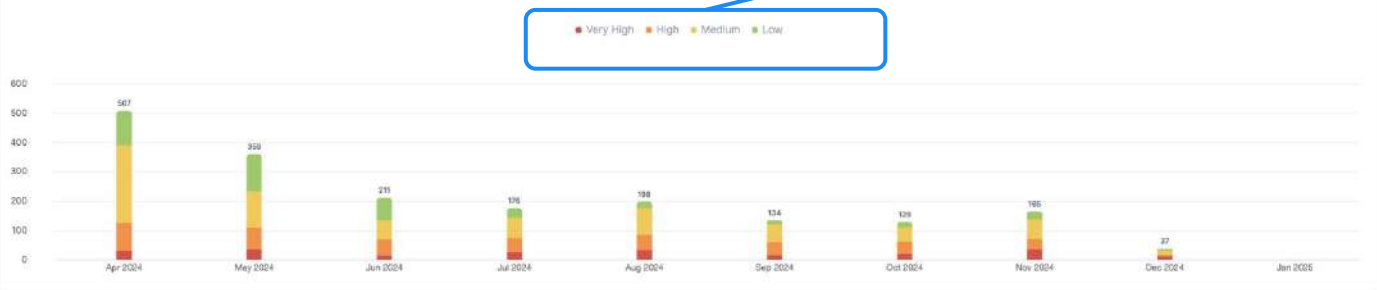
Split of responses to the question: "How are you feeling today?"; bar totals represent net monthly responses



Refer to the legends for the breakdown of responses each month

## Monthly trends: stress levels

Self-reported stress levels across months; bar totals represent net monthly responses



Help us improve  
Share your feedback!  
Help us make this dashboard better for you!

## 6. Mood Check-in



- Dimensions
- Care utilisation
- Content utilisation
- Adoption
- Mood Check-in**

All time Last 12 Months Last 6 Months Last 3 Months Custom date

You are viewing data from 01 Jan, 2024 to 30 Jun, 2024

Viewing as: Download report

More filters

Gain insight into the common emotions your organisation is experiencing and the factors influencing the emotional states

### Top 5 most common emotions

Most common emotions experienced for the given time period and cohort

Emotion	Count ↓
🌞 Optimistic	40
😊 Grateful	38
😌 Relaxed	30
😰 Anxious	
😫 Exhausted	

Refer to the legacy for the breakdown of factors influencing different emotional states

### Reasons for emotional states

Responses to the question: "You feel this way (e.g., Fantastic/Awful) because of... (e.g., Work/Exercise)," highlighting the factors influencing different emotional states.

- Weather
- News
- Hobbies
- Music
- School
- Friends
- Partner
- Family
- Finances
- Work
- Health
- Exercise



### Mood insights by department

Mood inspired by department for the selected time period

## 6. Mood Check-in



# 7. Resource Hub

# Resource Hub

The Resource Hub is your one-stop site to all the materials and resources you'll need as your organisation's PIC. In here, you'll find:

- Collateral, campaigns, and materials to drive awareness and adoption of Intellect's services in your organisation and encourage a culture of wellbeing — from posters and one-pagers, to blurbs and eDMs, to videos and gifs.
- Additional engagement levers, such as Intellect's extensive L&D catalogue (webinars, workshops, and curated programmes), and information for running on-sites events.
- Resources for leaders, pulling from Intellect's repository of thought leadership articles, research, and more.
- Key documents such as FAQs, processes, SLAs, guides, and more.

The hub is updated on an ongoing basis, and new content is continually added.

 Dimensions

 Adoption

 Care utilisation 

 Content utilisation


 Mood Check-in

 **Resource Hub**

# Client Resource Hub

 Welcome to

## About the Hub

 You'll find the whole repository of resources you can use to share about Intellect and promote

# 👋 Welcome to Intellect's Client Resource

Get started with these bookmarked resources first!

### About the Hub

📖 You'll find the whole repository of resources you can use to share about Intellect and promote a culture of wellbeing.

🔄 We continuously update this page.

⚠️ This hub is intended for PICs only and should not be shared directly with your organisation.

### Bookmarked Resources

Engagement Playbook



Communications Timeline



Canva Guide



Frequently Asked Questions



## 7. Resource Hub

The screenshot displays the Intellect Resource Hub interface. On the left is a navigation sidebar with the following items: Dimensions, Adoption, Care utilisation (with a dropdown arrow), Content utilisation, Mood Check-in, and Resource Hub (highlighted with a grey background). The main content area features the Intellect logo at the top left, a search bar with the placeholder text "What are you looking for?", and a "Download reports" button with a user profile icon at the top right. The central heading is "New! Mini Campaigns". Below this, there are three campaign cards: "August 2025 Transitions: Managing Life's Transitions", "July 2025 Self-Care: International Self-Care Day", and "Q2 2025 Diversity, Equity, and Inclusivity (DEI) Quarterly Campaign". A callout box on the right states "New campaigns and collateral will be updated here". Below the cards, it says "Available in 11 languages". There are two buttons: "Browse All" (highlighted with a blue box) and "View all campaigns" (also highlighted with a blue box and connected to the "Browse All" button by a line). At the bottom, there is a blue banner with the text "New to Intellect? Start with our communications timeline" and a yellow arrow icon.

intellect

Download reports

What are you looking for?

### New! Mini Campaigns

**August 2025**  
Transitions  
Managing Life's Transitions

**July 2025**  
Self-Care  
International Self-Care Day

**Q2 2025**  
Diversity, Equity, and Inclusivity (DEI)  
Quarterly Campaign

Available in 11 languages

[Browse All](#) [View all campaigns](#)

What are Intellect's mini campaigns? →

New to Intellect?  
Start with our communications timeline

→

New campaigns and collateral will be updated here

## 7. Resource Hub



Browse resources such as infographics, learning and wellbeing programmes, guides, and more to drive engagement all year round

Search by categories, types of resources (e.g., banners and posters), or keywords

What are you looking for?

### Browse by Resources

- Care utilisation**
- Content utilisation**
- Mood Check-in**
- Resource Hub**

<p><b>Pre-launch &amp; Launch</b> Plug-and-play assets to tease and launch Intellect</p>	<p><b>Evergreen Resources</b> Collateral to drive awareness of Intellect all year round</p>	<p><b>Feature-based Infographics</b> Materials to share about Intellect features</p>	<p><b>Monthly Campaigns</b> Mini campaigns to engage your organisation each month</p>
<p><b>Content Library for Leaders</b> Articles available to share with your organisation</p>	<p><b>Support &amp; HR Resources</b> Guides, FAQs, and processes</p>	<p><b>Learning &amp; Wellbeing Programmes</b> Elevate Workforce Health, Engagement &amp; Resilience</p>	<p><b>Protocols</b> Standardised procedures and guidelines that need to be followed in specific situations</p>

# 8. Downloading a report

## 8. Downloading a report

### Dimensions

Care utilisation

Content utilisation

Adoption

# Organisational and personal dimensions

Last updated at 11 Jul, 2024 at 9:37 AM (Asia/Kuala\_Lumpur)

**How org. dimensions work**  
How org. dimensions work



**Download latest study**  
Download latest study



**How employees take**  
How employees take P...

Click on download report to generate a complete report for your organisation.

### Download reports

Simply choose a time period and download a comprehensive report covering all sections of the dashboard

Date

All time  Last 12 Months  Last 6 Months  
 Last 3 Months  Custom date

Page

All pages

Download as

XLSX

Download

### Past reports

Here's a log of the reports you have downloaded in the past

**Intellect Insights**  
Generated on Jul 11, 2024 08:30 PM  
Report for 1.06.2019 - 11.07.2024



Select the options provided to format your report, then click Download.

Previously generated reports will appear on the right.



### Your report is generated

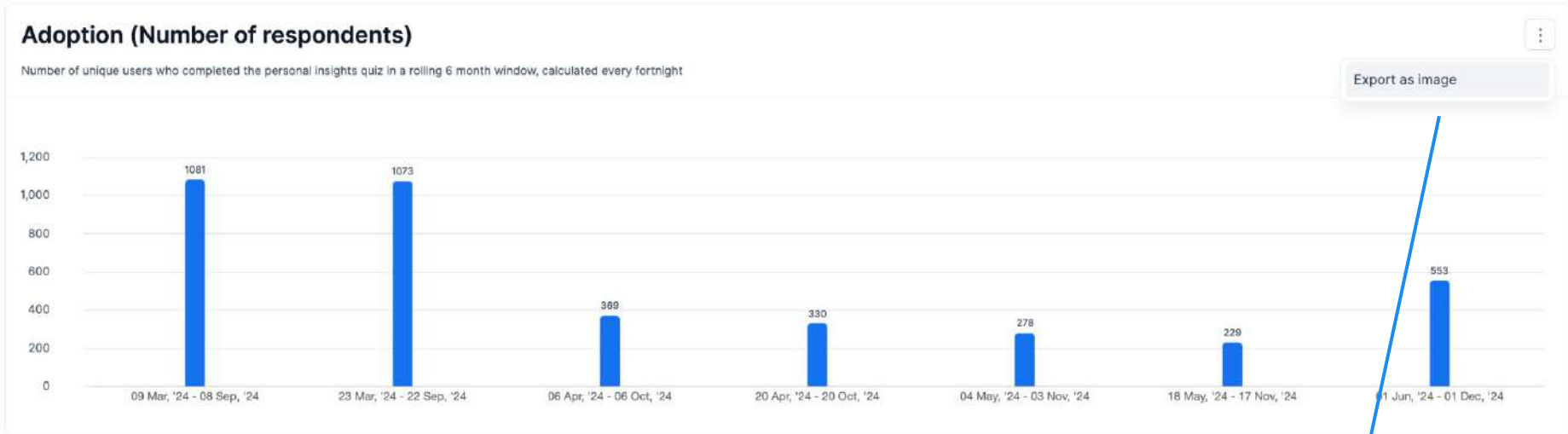
Your report has been generated successfully and will start soon

Ok, great

A pop-up will notify you once your report is generated. Access your downloads on your desktop to view the exported report.

# 9. Downloading charts as images

## 9. Downloading charts as images



### Top 10 presenting issues

Top 10 presenting issues across categories

Topic	Presenting issue	Count ↓
Work related	Workplace Relations	17
Work related	Work Performance	16
Work related	Work Environment	15
Personal topic	Personal Growth & Wellbeing	15
Relationship/ Interpersonal issues	Spouse/Significant Other/Partner issues	12
Work related	Work Life Balance	10

Export as image

Click on any chart to download the chart or entire table as an image. This can then be pasted into your internal PPTs directly

# 10. Access to multiple organisations

## 10. Access to multiple organisations

**Coaching utilisation**  
Last updated at 12 Dec, 2024 at 6:45 AM (Europe/London)

All time | **Last 12 Months** | Last 6 Months | Last 3 Months | Custom date

More filters

You are viewing data from 01 Feb, 2024 to 12 Dec, 2024

Organisation

Select organisations

Search

Select All

Org. A

Org. B

Org. C

Org. D

Org. E

Org. F

Org. F

Apply

If you have access to multiple organizations, select the one whose data you wish to view.

Please note that department breakdowns on any page won't be visible in case you have access to multiple organisations

# 11. Appendix

## 11. Appendix

Section	Term	Definition
Dimensions	Organisational Dimensions	Dimensions that help you gauge the health of your organisation via an overall score and 3 dimensions of workspace engagement, employee wellbeing, and organisational support
	Organisational health score	Organisational Health is measured across three key dimensions that reflect the employee experience: workplace engagement, employee wellbeing, and organisational support
	Adoption	Number of unique users who completed the personal insights quiz in a rolling 6 month window, calculated every fortnight
Care utilisation	Total engaged users	Total employees who either matched with a provider or sent a message or utilised a credit
	Total minutes	Total time spent across all session(s) with each session lasting 30 minutes for coaching and 60 minutes for clinical
	Average rating	Average rating across coaching or clinical session(s)
	Credit utilisation across months	Total coaching credits utilised across months; 1 credit is the equivalent of a virtual 30-minute coaching session or 60-minute clinical session
	Total users matched	Employees who matched with a provider

## 11. Appendix

Section	Term	Definition
Care utilisation	Active chats	Employees who sent at least one message to their coach
	Unique attendees	Employees who utilised at least 1 credit by attending a session
	Credits utilised: split by new and repeat users	New users: Users who have not utilised coaching credits prior Repeat users: Users who have utilised coaching credits and have returned for additional sessions
	Users with multiple session(s)	Employees who utilised more than 1 credit
	Average session per user	Average coaching credits utilised per user, calculated by total credits/ number of unique users
	Top 10 presenting issues	Top 10 issues that employees are seeking care for, based on the issue reported by the provider
	Languages selected	Languages selected by users before selecting a coach <i>(most users select the same language for the platform and for coaching)</i>
	Credit utilised: break-down by department	Breakdown of coaching credits utilised by department, based on the user's selected department at the time of sign-up

## 11. Appendix

Section	Term	Definition
Care utilisation	Credit utilised: break-down by age	Breakdown of coaching credits utilised by age, based on the user's reported age at the time of sign-up
	Credit utilised: break-down by gender	Breakdown of coaching credits utilised by gender, based on the user's selected gender at the time of sign-up
	EAP Total calls	Total EAP calls to the Intellect Helpline
	EAP Unique callers	Employees who called the Intellect helpline
	EAP Top 5 presenting issues	Top reasons for calling the Intellect Helpline
	EAP Risk profile	EAP call breakdown by risk category, determined by the PHQ4 and/or standard triaging questions
	EAP Region	Breakdown of completed EAP calls by region
Content utilisation	Session(s) per employee	Average number of session(s) per employee, calculated by total sessions / number of unique users
	Total minutes spent	Total minutes spent on self-care content

## 11. Appendix

Section	Term	Definition
Content utilisation	Total enrolled session(s)	Employees' total enrolled session(s), segmented by session category: Learning Paths, Rescue session(s), check-ins, journals, and holistic articles and videos
	Top content titles in each category	Up to top 3 content titles by each session category
	Total enrolled session(s) by department	Total session(s) enrolled, split by department based on the user's selected department at the time of sign-up and further segmented by session category
Adoption	Total signups	Total number of employees who have signed up with Intellect via the app, website, or helpline in the selected time period
	Signups as % of total headcount	Cumulative signups as a % of headcount. Available only for the entire organisation; not available when filtered for a specific time period, department, age or gender
	Signups by month	Monthly view of sign-ups in the selected time period
Mood Check-in	Total responses	Total number of completed mood check-ins
	Unique users	Number of unique users who completed the mood check-in