

Insights Dashboard User Guide

Last updated 21 Jan, 2026

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

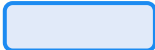

Based on insights from the data, you can make data-informed decisions on how to improve wellbeing in your organisation.

If you have any questions, please contact your Client Success Manager or email clientsuccess@intellect.co.

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Legend

-  Instructions
-  Insights

1. Accessing the dashboard

1. Accessing 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
2. Log in with your Intellect credentials
3. If you have MFA set up, you will be asked to verify your account

2. Menu Navigation

The screenshot displays the Intellect dashboard interface. On the left, a navigation menu is open, listing various sections: Dimensions 2.0, Adoption, Care utilisation, Content utilisation, Mood Check-in, Industry Standards, Dependant utilisation, and Resource Hub. A blue callout box points to this menu with the text: "Navigate to the different sections using the menu on the left." In the top right corner, there are buttons for "Viewing as 692", "Download reports", and "Account". A "More filters" button is also visible, with a callout box pointing to it that says: "Filter scores by region, department, gender, and age group". The main content area shows a dashboard for "Organisational" data, with tabs for "All time", "Last 8 Quarters", "Last 4 Quarters", and "Last 2 Quarters". It indicates the data is from "02 Sep, 2024 to 25 Nov, 2025" and allows benchmarking against "Global average" (selected) or "Industry average". The main heading is "Managing above average across key dimensions". Below this, there is a section for "Psychological Safety" with a score of 67/100, compared to a global average of 63. A callout box at the bottom left points to the "Dependant utilisation" menu item with the text: "Dependent utilisation available only if enabled for your organisation".

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Viewing as 692 Download reports Account

Organisational

All time Last 8 Quarters Last 4 Quarters Last 2 Quarters

You are viewing data from 02 Sep, 2024 to 25 Nov, 2025

Benchmark against: Global average Industry average

Info FAQ documents & personal insights quiz Learn more

Overview

Managing above average across key dimensions

Your organisation has no dimensions currently Thriving. However, you are outperforming the global average in 2 dimensions: Psychological Safety, Productivity, all of which are in the managing category. You have 3 dimensions (Mental Wellbeing, Employee Engagement, Work Burnout) that present opportunities for development compared to the global average

Psychological Safety

Your Score: 67 /100 Managing

Your Score: 67

Global average: 63

Dependent utilisation available only if enabled for your organisation

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

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

3. List of menu

You can navigate to the different sections using the menu on the left. You also can expand and minimize it

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

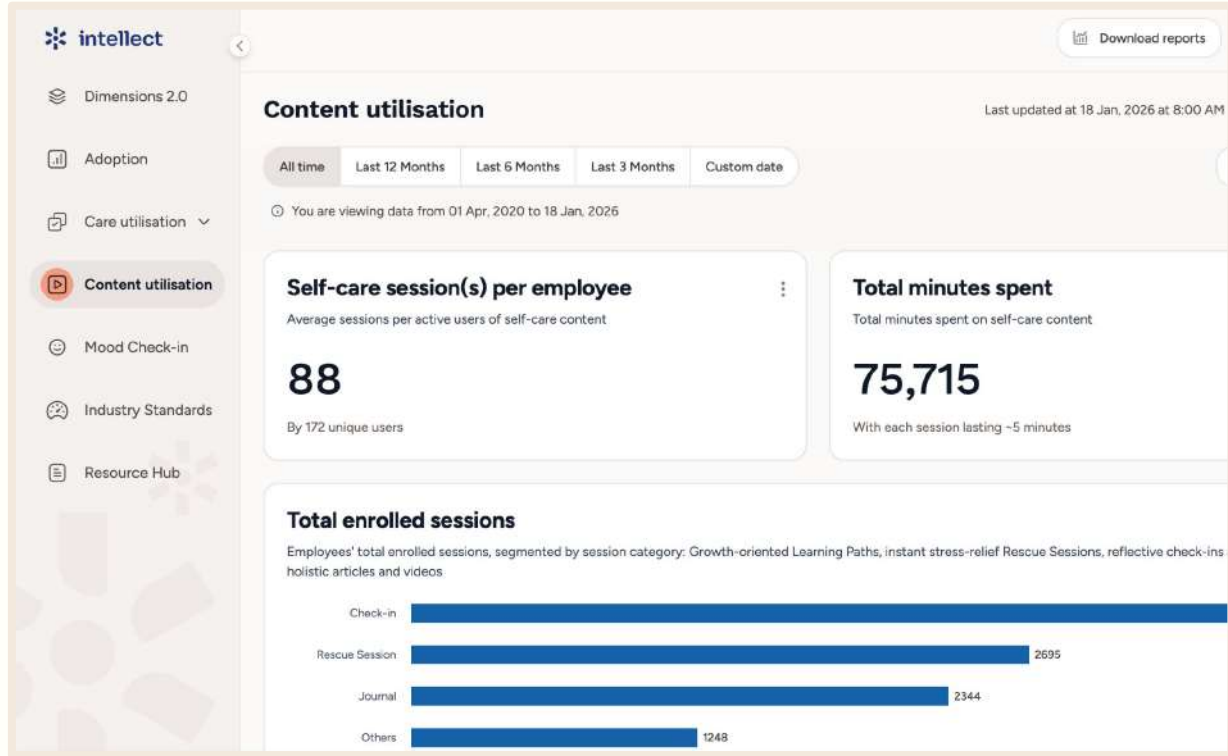
Care utilisation: Data on your employees' usage of Intellect's care services including Coaching, Clinical, Helpline, and Holistic (*based on your Intellect plan*).

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.

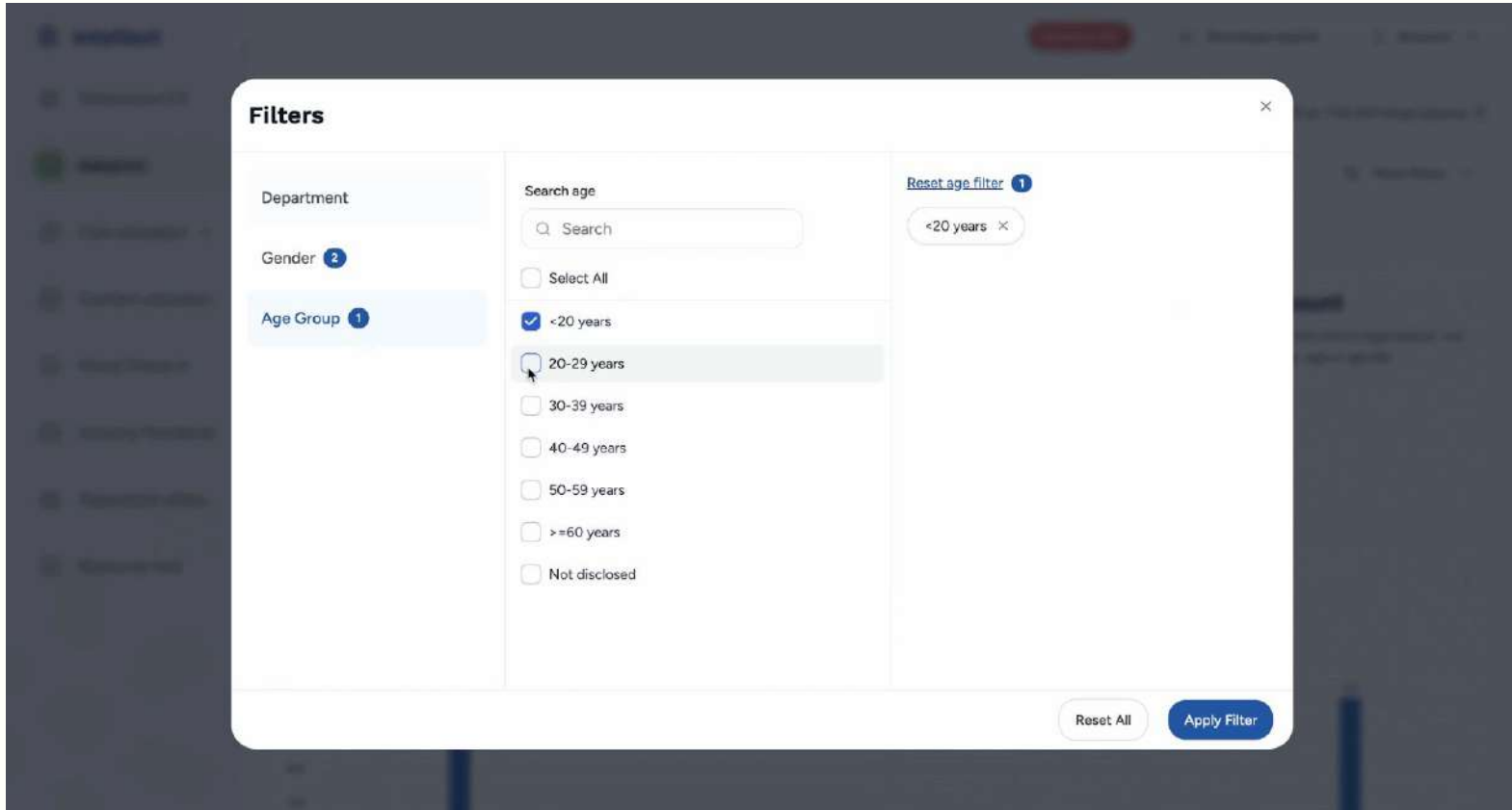
Mood Check-in: Data on your employees' overall wellbeing based on their self-reported wellbeing and stress levels using the Mood Check-in feature.

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.



4. Update filter

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



The screenshot shows a 'Filters' dialog box with a dark background. The dialog has a title bar with a close button (X) in the top right corner. On the left side, there are three filter categories: 'Department', 'Gender' (with a blue badge containing the number '2'), and 'Age Group' (with a blue badge containing the number '1'). The 'Age Group' category is selected and highlighted in light blue. The main area of the dialog is divided into three columns. The first column is titled 'Search age' and contains a search input field with a magnifying glass icon and the text 'Search'. Below the search field is a 'Select All' checkbox, which is currently unchecked. The second column contains a list of age group options, each with a checkbox: '<20 years' (checked), '20-29 years' (highlighted with a mouse cursor), '30-39 years', '40-49 years', '50-59 years', '>=60 years', and 'Not disclosed'. The third column contains a 'Reset age filter' link with a blue badge containing the number '1' and a button labeled '<20 years' with an 'X' icon. At the bottom right of the dialog, there are two buttons: 'Reset All' and 'Apply Filter'.

2. Dimensions

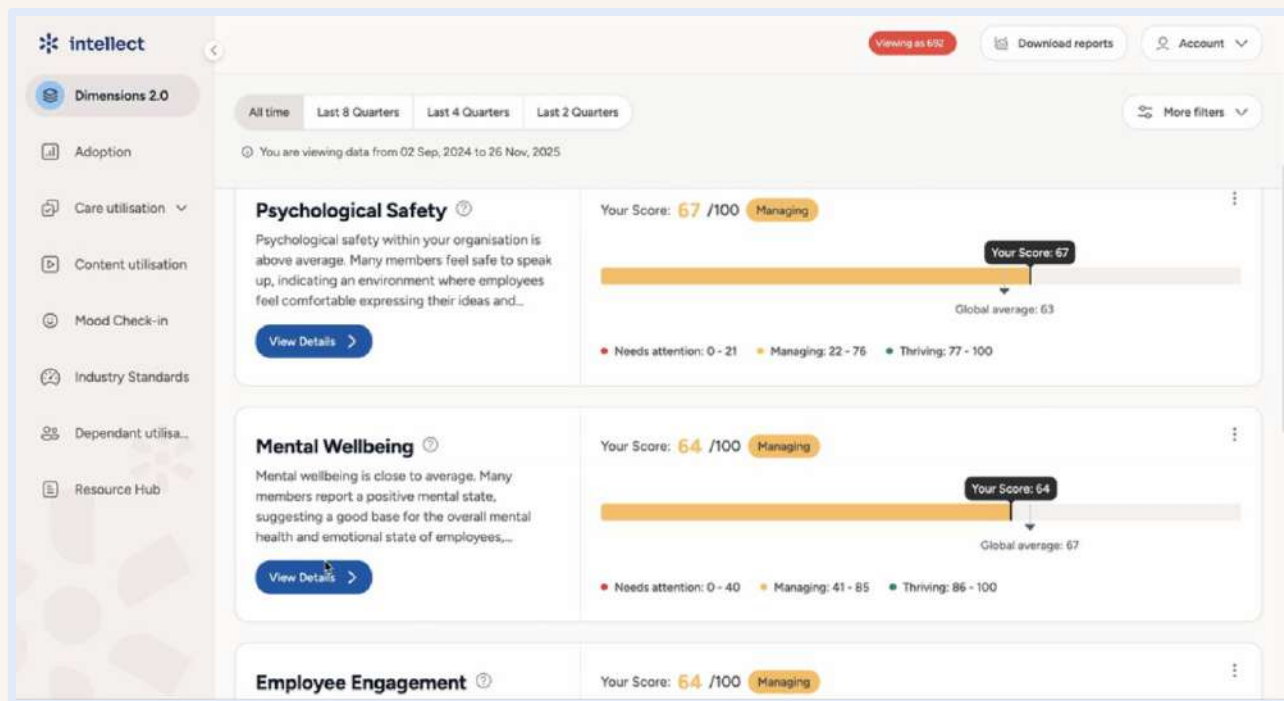
1. About Dimension

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.

2. Page structure

The screenshot shows the 'Organisational Dimensions 2.0' dashboard. On the left is a navigation menu with items: Dimensions 2.0, Adoption, Care utilisation, Content utilisation, Mood Check-in, Industry Standards, and Resource Hub. The main content area has a title 'Organisational Dimensions 2.0' and a time filter with options: All time, Last 8 Quarters, Last 4 Quarters, and Last 2 Quarters. Below this is a date range: 'You are viewing data from 16 Jan, 2023 to 24 Nov, 2025'. A 'Benchmark against:' section has radio buttons for 'Global average' (selected) and 'Industry average'. An 'Info' button is labeled 'FAQ documents & personal insights quiz'. A 'Learn more' link is in the bottom right. The overview section features an illustration of four people and the text: 'Overview Managing above average across key dimensions Your organisation has no dimensions currently Thriving. However, you are outperforming the global average in 2 dimensions: Work Burnout, Productivity, all of which are in the managing category. You have 3 dimensions (Psychological Safety, Mental Wellbeing, Employee Engagement) that present opportunities for development compared to the global average'. Three callout boxes provide additional context: a yellow box at the top right explains data calculation; a light blue box on the right explains benchmarking; and a yellow box at the bottom right explains the overview section.

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Dimensions 2.0

Adoption

Care utilisation

Content utilisation

Mood Check-in

Industry Standards

Resource Hub

Organisational Dimensions 2.0

All time Last 8 Quarters Last 4 Quarters Last 2 Quarters

You are viewing data from 16 Jan, 2023 to 24 Nov, 2025

Benchmark against: Global average Industry average

Info FAQ documents & personal insights quiz

Learn more

Overview

Managing above average across key dimensions

Your organisation has no dimensions currently Thriving. However, you are outperforming the global average in 2 dimensions: Work Burnout, Productivity, all of which are in the managing category. You have 3 dimensions (Psychological Safety, Mental Wellbeing, Employee Engagement) that present opportunities for development compared to the global average

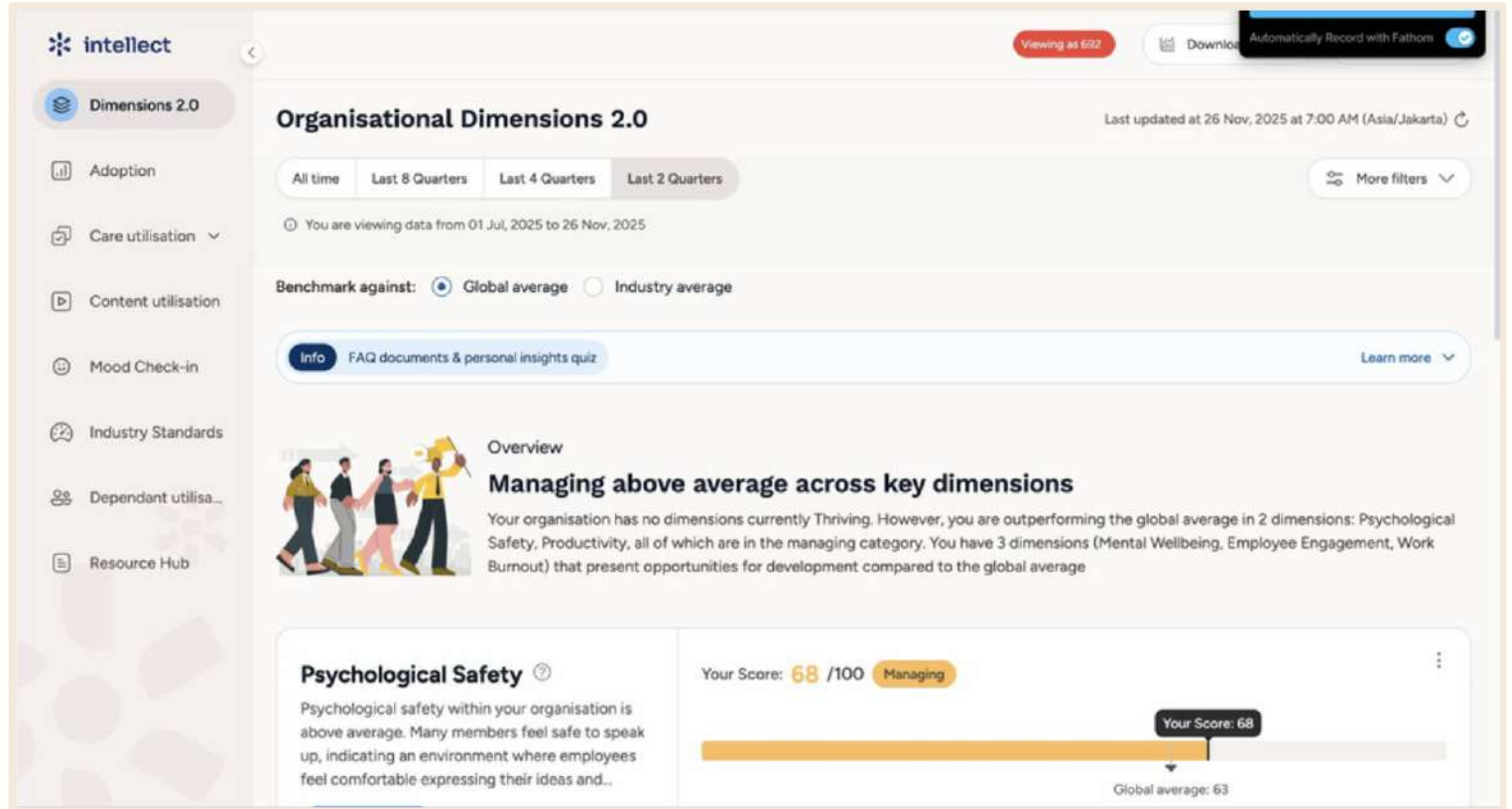
Data presented is calculated based on Personal Insights Quiz responses All time (or the chosen time period).

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.

3. Using time filter

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



4. Update Benchmark

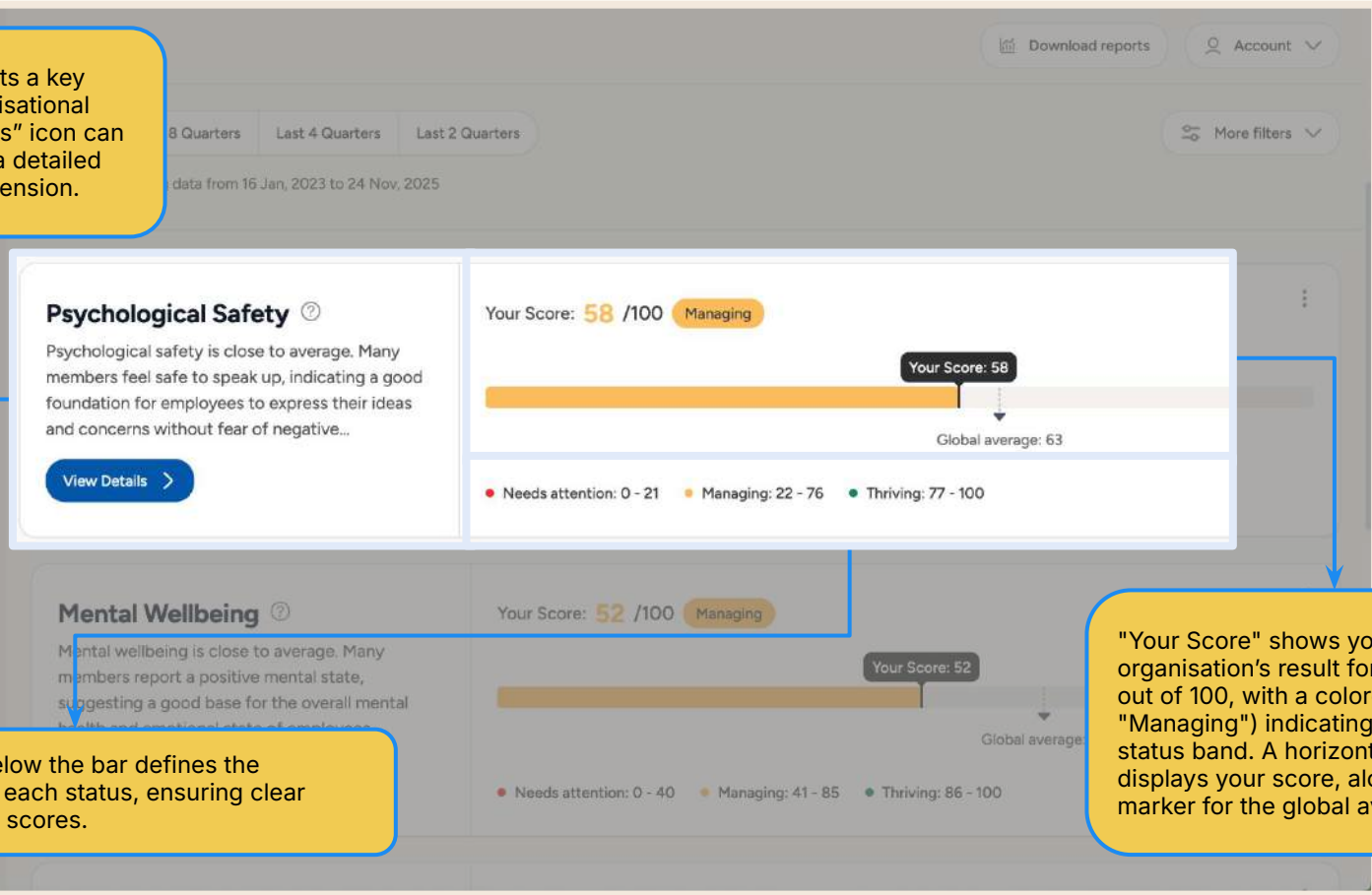
Choose to benchmark your organisation's dimension scores against either global or industry-specific averages. This helps you understand performance in a wider context and evaluate whether your results align with, exceed, or fall behind typical standards.

The screenshot displays the Intellect dashboard for 'Organisational Dimensions 2.0'. The interface is divided into several sections:

- Header:** Intellect logo, 'Viewing as 692', 'Download reports', and 'Account'.
- Left Sidebar:** Navigation menu with items: Dimensions 2.0, Adoption, Care utilisation, Content utilisation, Mood Check-in, Industry Standards, Dependant utilis..., and Resource Hub.
- Main Content Area:**
 - Organisational Dimensions 2.0:** Title and 'Last updated at 26 Nov, 2025 at 7:00 AM (Asia/Jakarta)'.
 - Time Periods:** All time, Last 8 Quarters, Last 4 Quarters, Last 2 Quarters.
 - Benchmarking:** 'You are viewing data from 02 Sep, 2024 to 25 Nov, 2025'. 'Benchmark against:' with radio buttons for 'Global average' and 'Industry average' (selected). A dropdown menu is open, listing industry categories: E-commerce and Online Services, Education, Finance and Insurance, Government and Non-profit, Healthcare and Pharmaceuticals, Luxury, Retail and FMCG, and Manufacturing.
 - Overview:** 'Managing above aver...' with a sub-header 'Overview' and a paragraph: 'Your organisation has no dimensions Safety, Productivity, all of which are i Burnout) that present opportunities f'.
 - Psychological Safety:** A section with a score of 67 / 100, labeled 'Managing'. A progress bar shows the score relative to a 'Global average: 63'.

5. Dimension - Main Page

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



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

"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.

6. Dimension - Details Page Structure

The screenshot shows the 'Safety' dimension details page in the Intellect dashboard. The page includes a header with the Intellect logo, 'Download reports', and 'Account' options. The main content area displays the 'Safety' score and benchmarking options. A sidebar on the left contains navigation items like 'Content utilisation', 'Mood Check-in', 'Industry Standards', and 'Resource Hub'. Two callout boxes provide additional context: a yellow one on the left explains the score and status tag, and a blue one on the right explains the recommendations section.

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.

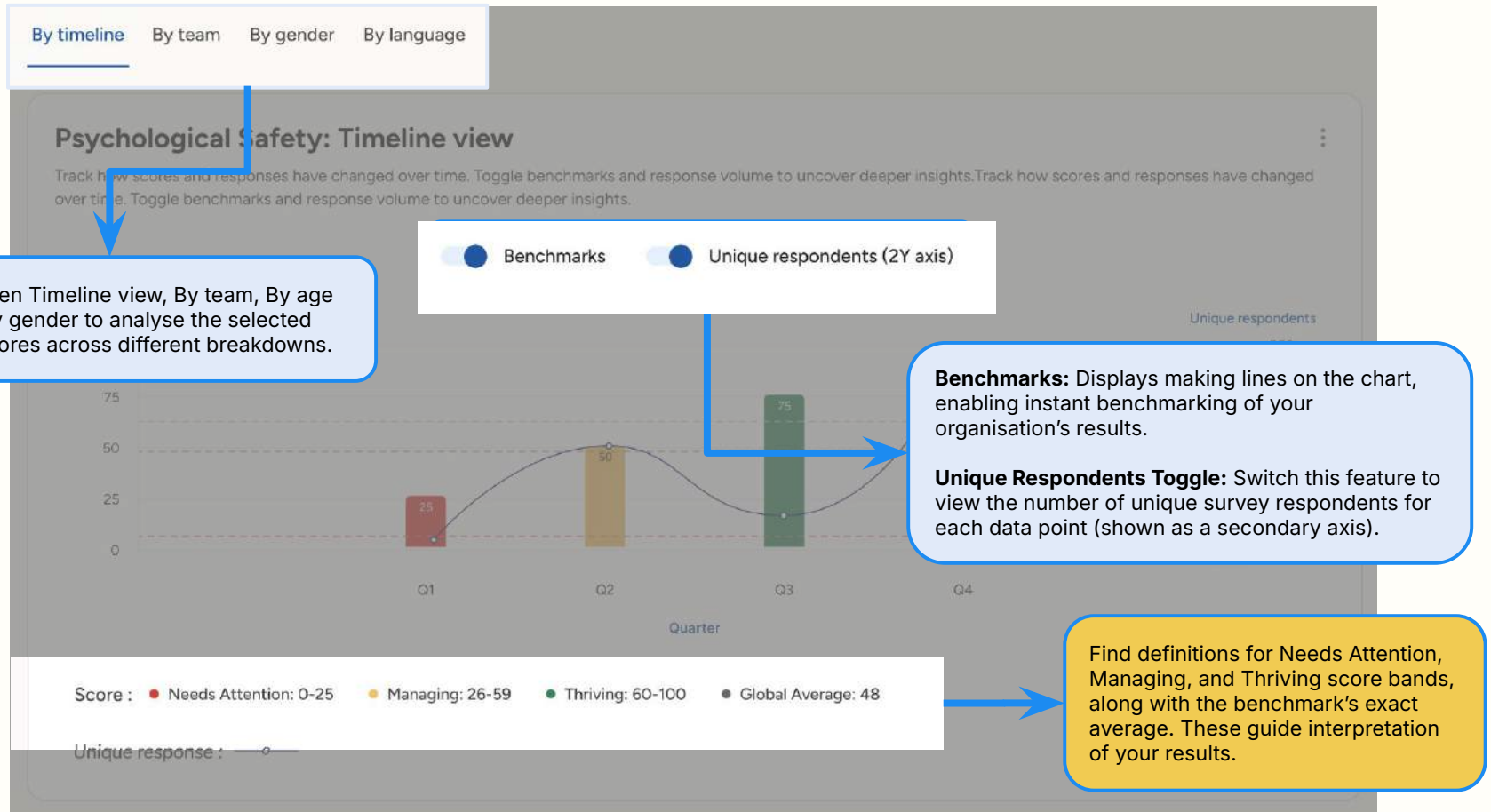
A prominent section on the right provides access to a summarized, actionable recommendations file. Download this resource to learn practical steps for improving your score in this dimension.

Score
58 /100 **Managing** (Global Avg: 63)

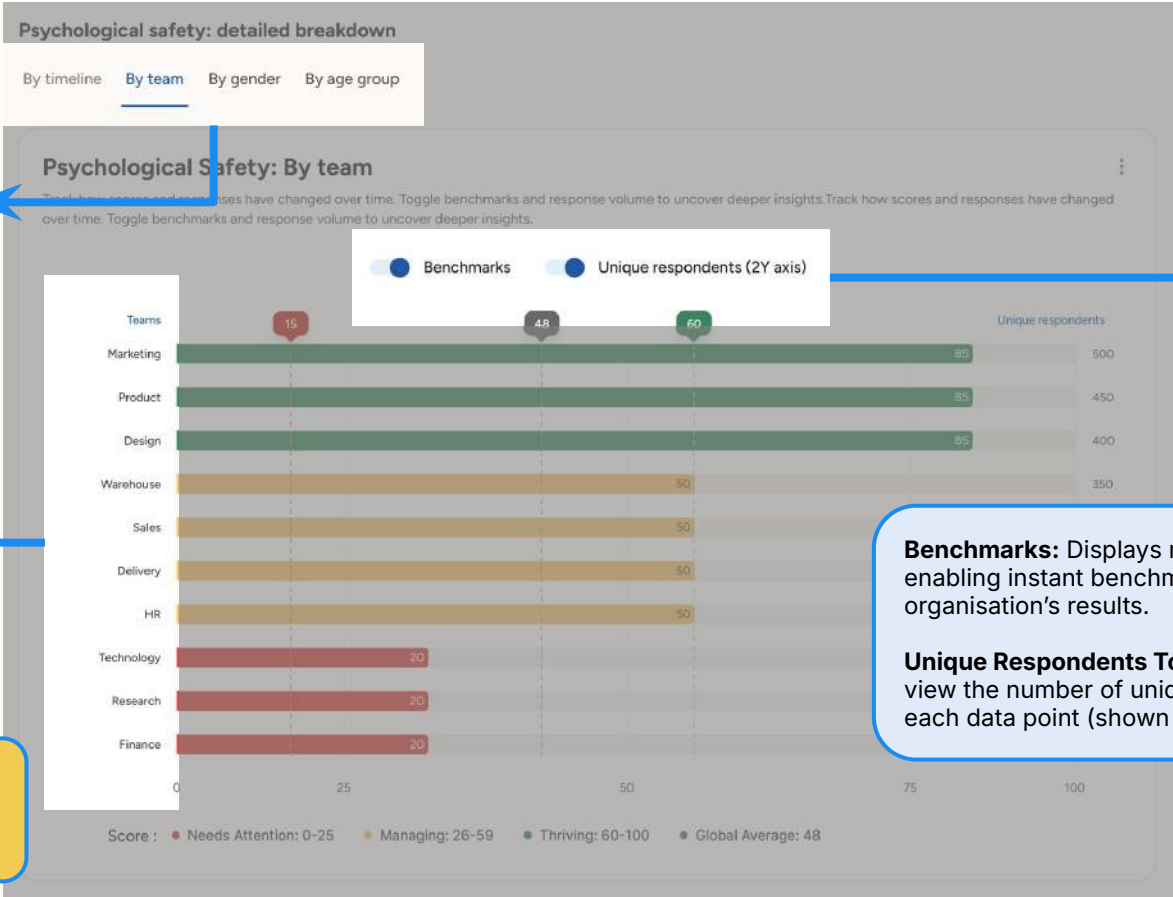
Psychological safety is close to average

Recommendations
Download a one-page summary of our recommendations to help you improve your score
[Download File](#)

7. Dimension - Timeline view



8. Dimension - Team, Age Group, Gender



Switch to "By team" to analyse scores across different teams in your organisation.

See the dimensional scores categorised by different teams.

Benchmarks: Displays marking 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).

3. Care utilisation

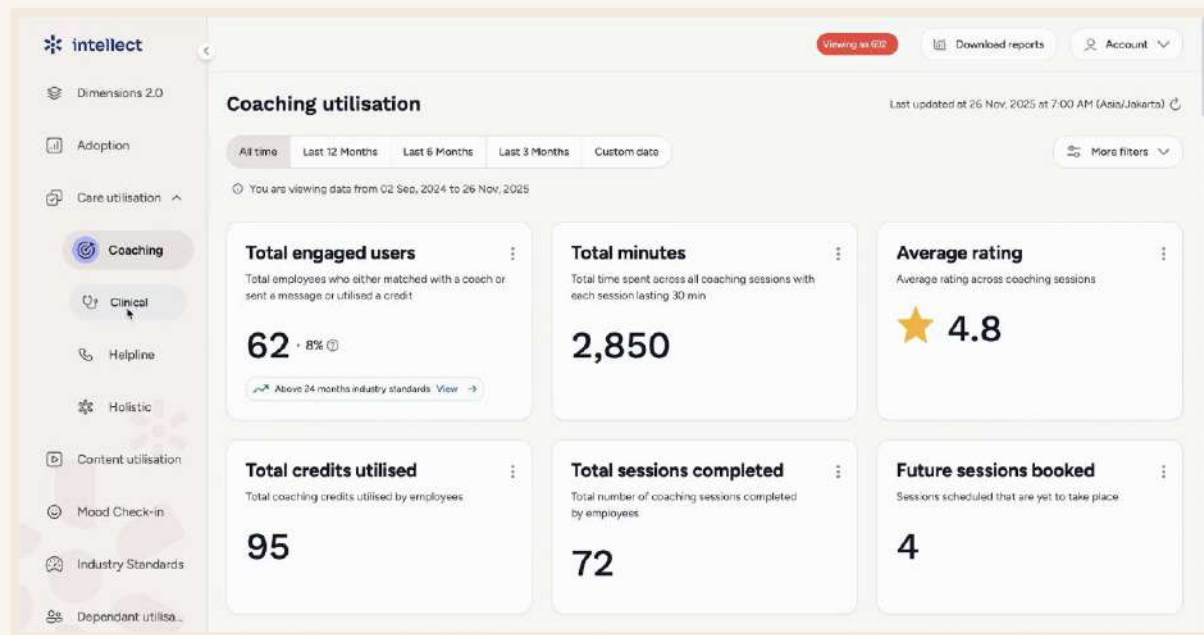
3. Care utilisation

Care utilisation

This section dives into data on your employees' usage of Intellect's care services including Coaching, Clinical, Helpline, 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.



3. Care utilisation

The dashboard displays coaching utilisation metrics for the period from 02 Sep, 2024 to 26 Nov, 2025. The main title is "Coaching utilisation".

Timeframe Selection: A callout box points to the "Last 12 Months" button in the timeframe selector, stating: "Select the timeframe you wish to view data for".

Filtering: A callout box points to the "More filters" button, stating: "Filter utilisation data by region, department, gender, and age group".

Service Selection: A callout box points to the "Coaching" button in the left-hand navigation menu, stating: "Click to expand the selection for Care utilisation. Select the service you wish to view".

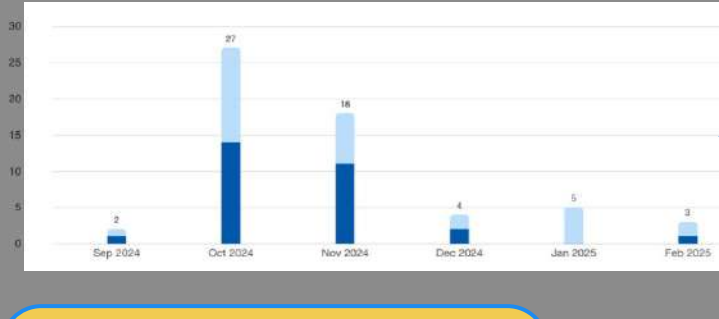
Data Points: A callout box points to the "Total minutes" card, stating: "Each data point includes a description of how the data is measured".

Metric	Description	Value
Total engaged users	Total employees who either matched with a coach or sent a message or utilised a credit	62 · 8% ?
Total minutes	Total time spent across all coaching sessions with each session lasting 30 min	2,850
Average rating	Average rating	★
Total credits utilised	Total coaching credits utilised by employees	95
Total sessions completed	Total number of coaching sessions completed by employees	-
Future sessions booked	Sessions scheduled that are yet to take place	4

3. Care utilisation

Credits utilised: split by new and repeat users

Total credits utilised by employees, split by new and repeat users; 1 coaching credit is the equivalent of a 30 min coaching session



Hover over the bar to view the split between 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

Gain insight into the main issues individuals are seeking support on.

You may use this data to inform areas you want to focus on in your wellbeing programming and communications.

Average session per user

Average coaching credits utilised per user

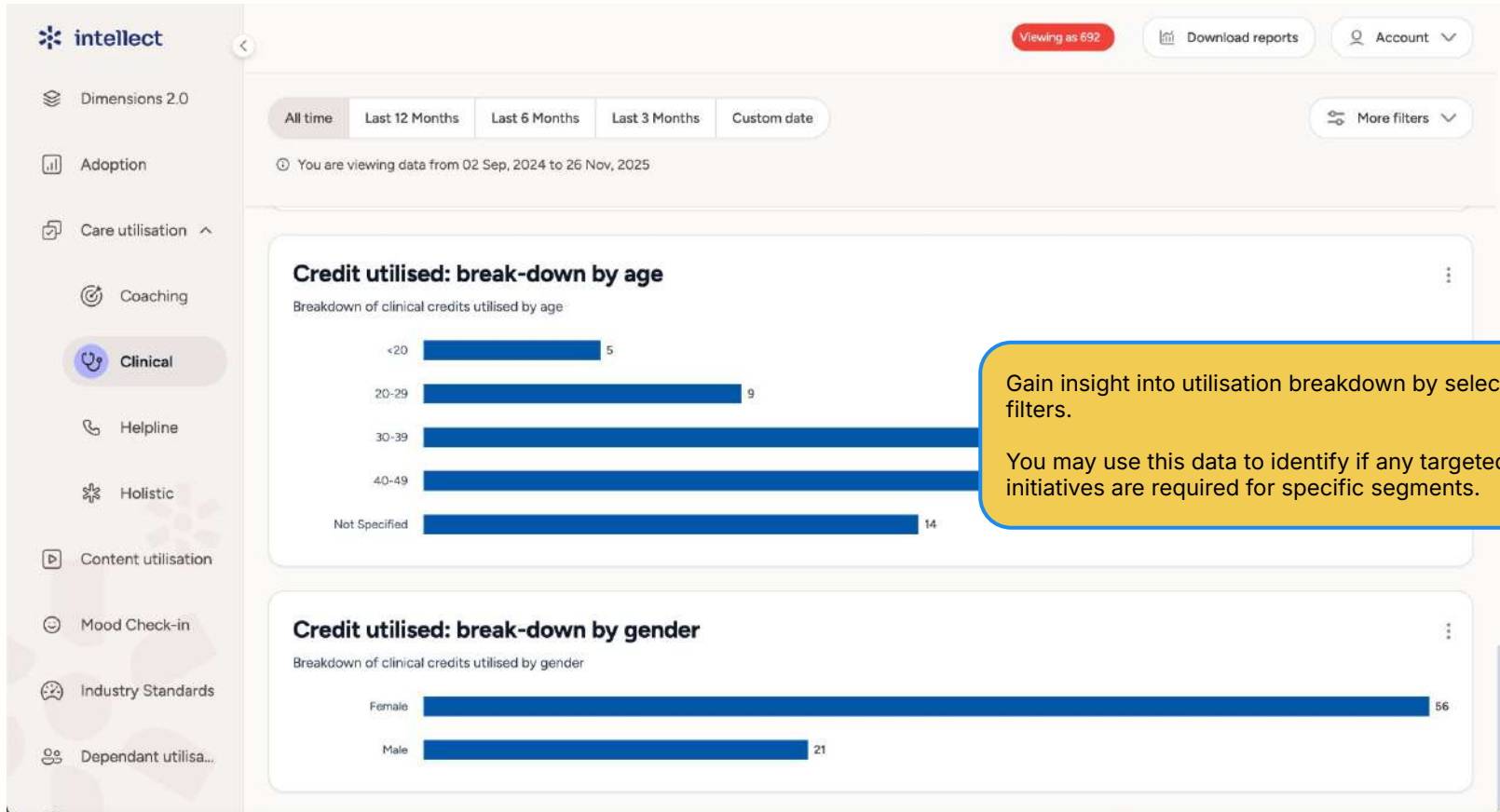
2.05

Top 10 presenting issues

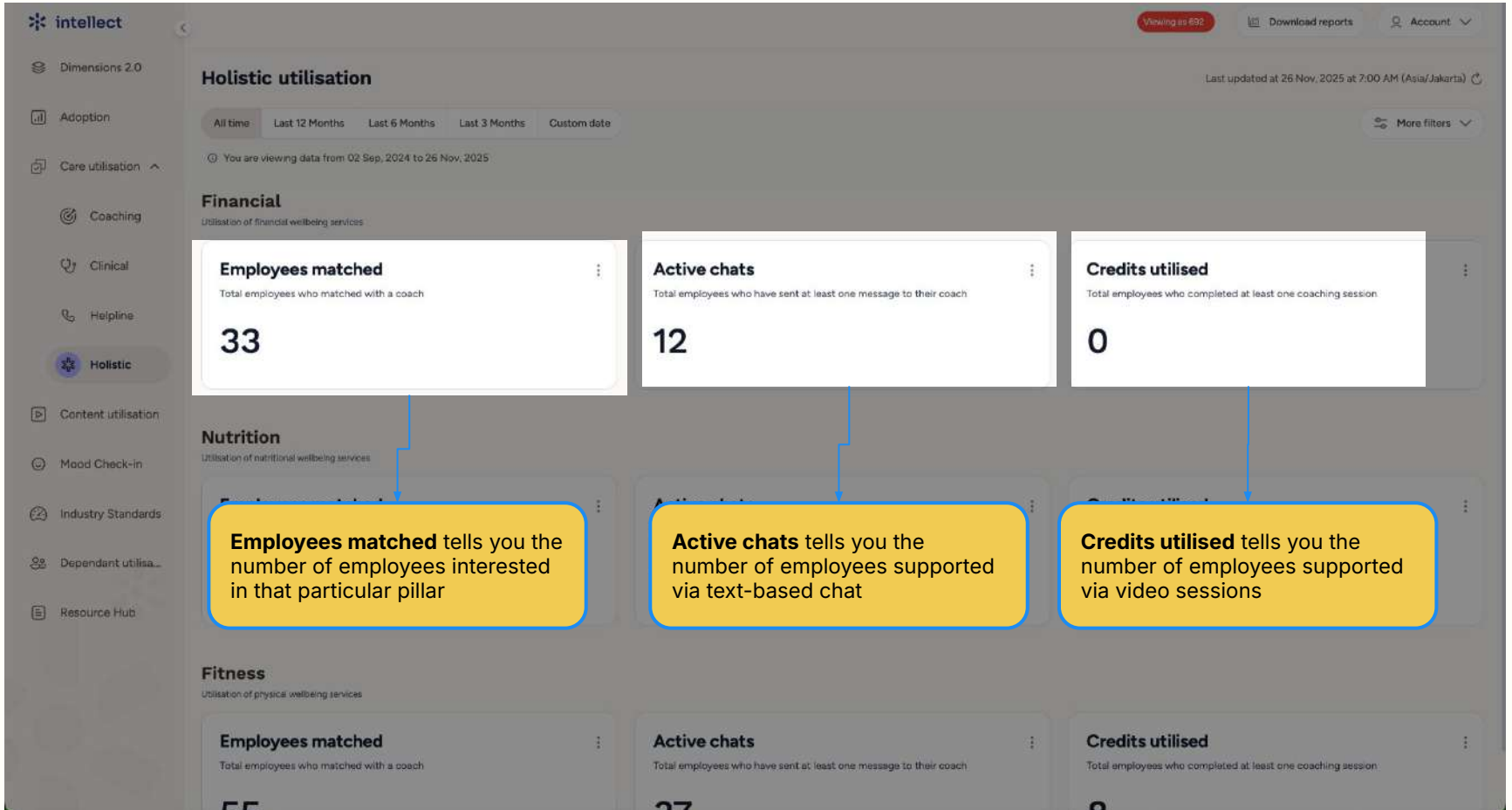
Top 10 presenting issues across categories

Topic	Presenting issue	Count ↓
Work related	Work Life Balance	8
Personal topic	Personal Growth & Wellbeing	7

3. Care utilisation



3. Care utilisation



4. Content utilisation

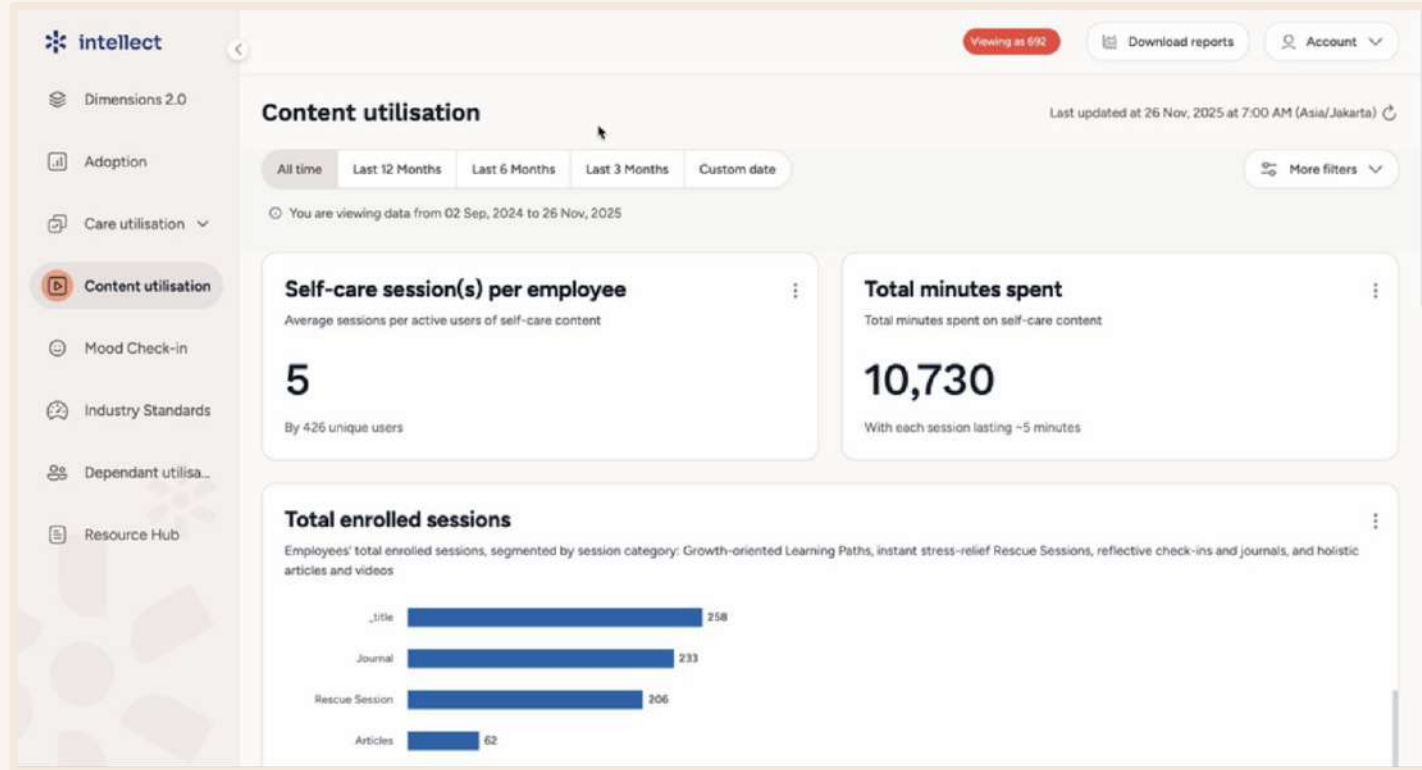
4. Content utilisation

Content utilisation

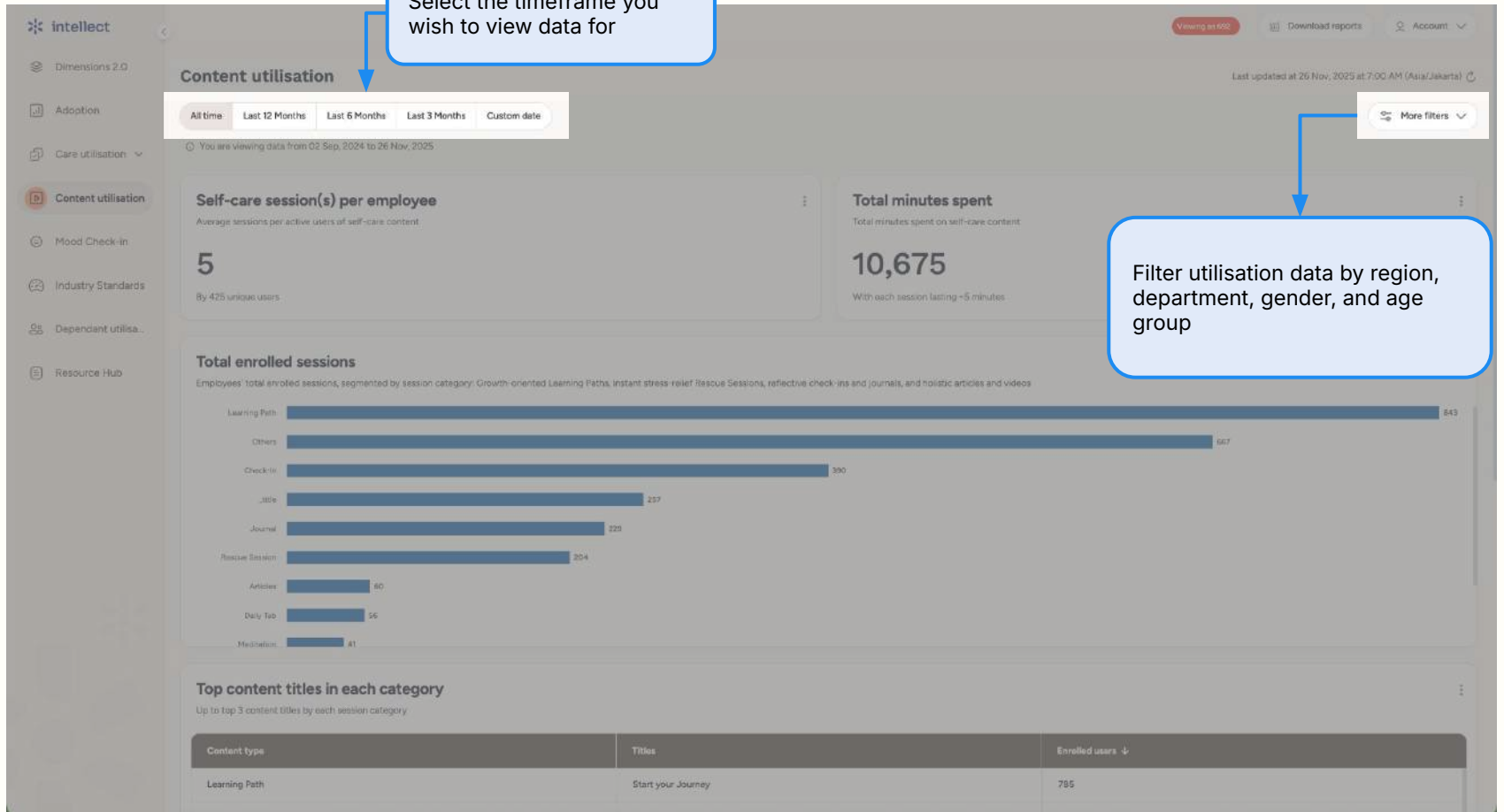
This section reveals data on your employees' usage of Intellect's self-guided features, including rescue sessions, learning paths, guided journals, Daily tab, mood check-in, guided meditations, articles, and videos.

How to use this data:

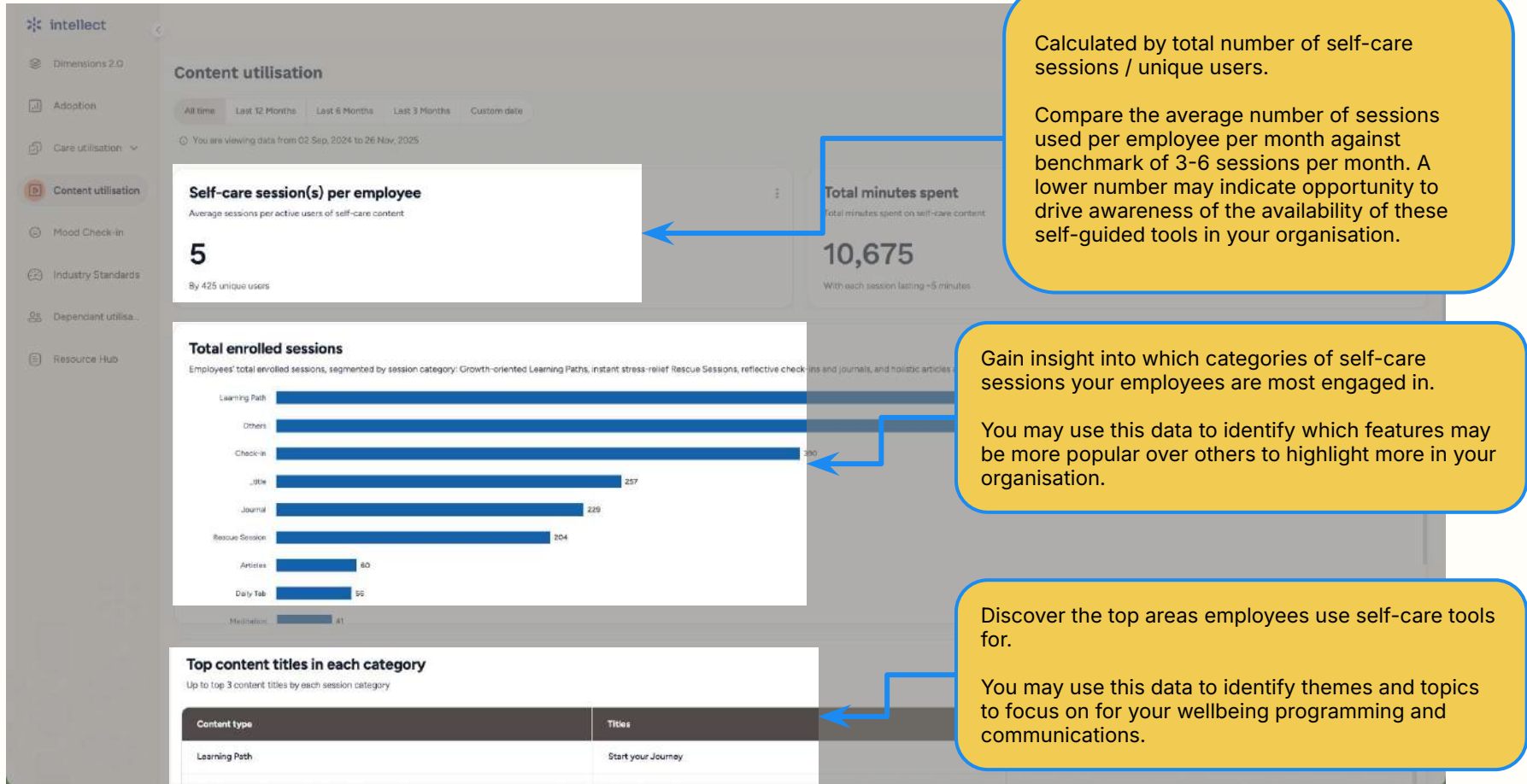
- Explore how many employees engage in self-care to proactively care for their wellbeing.
- Identify popular topics that you may use to inform your wellbeing initiatives and communications strategy.



4. Content utilisation



4. Content utilisation



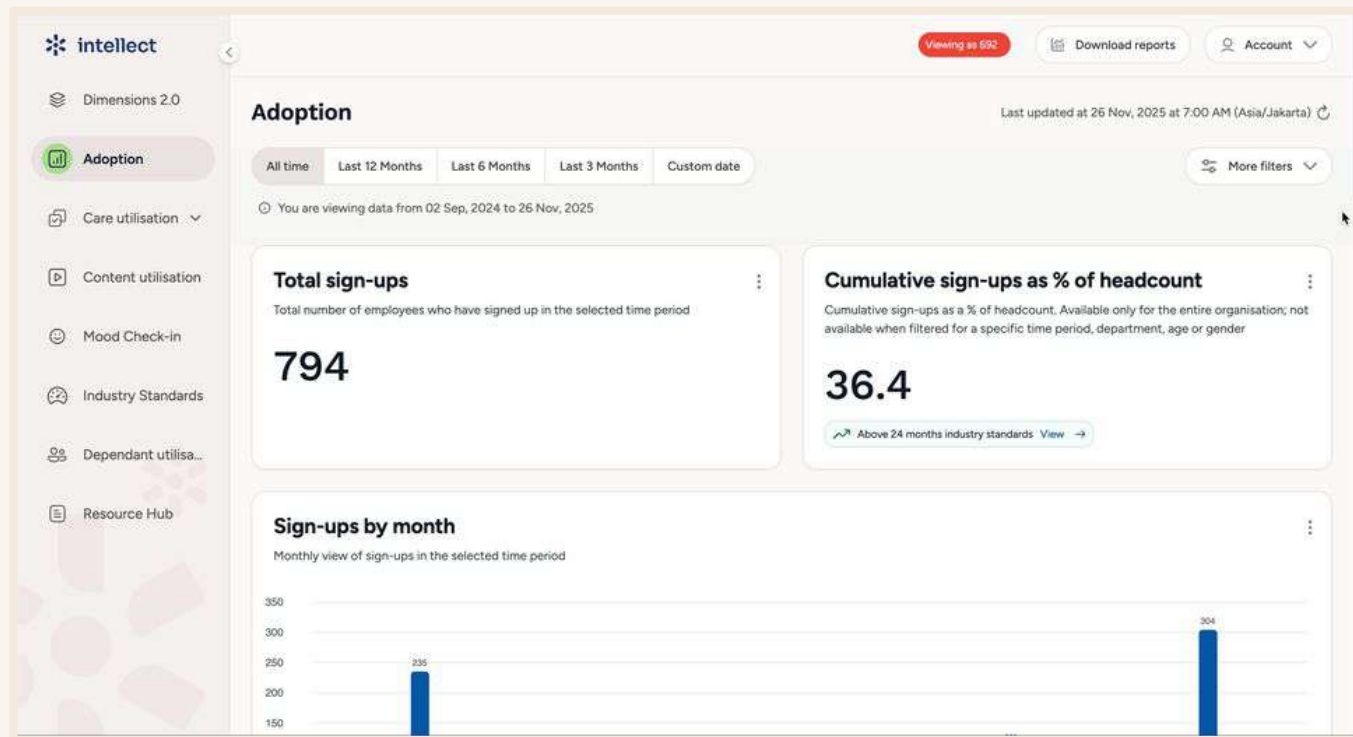
5. Adoption

Adoption

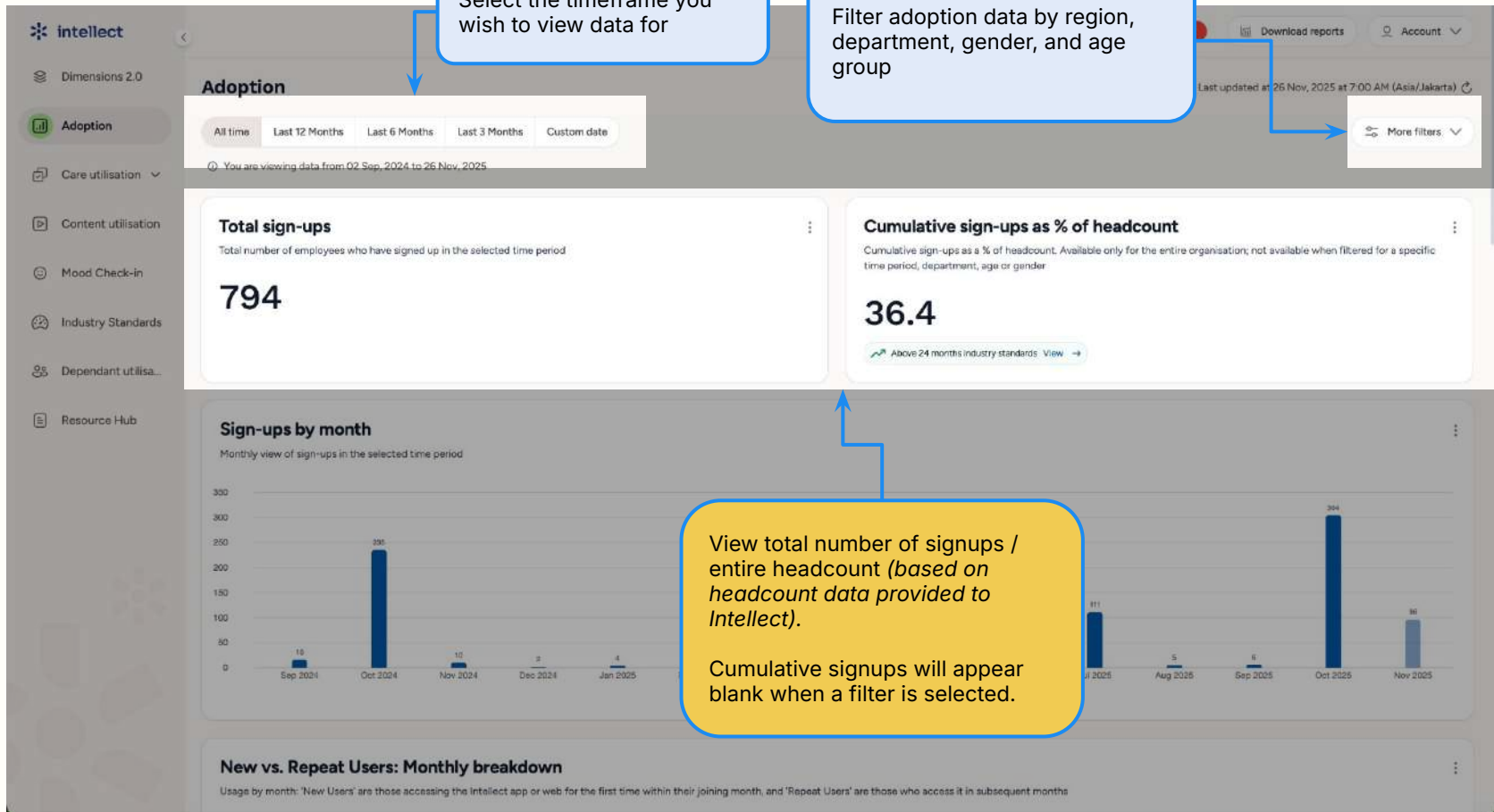
This section includes an overview and breakdown of signups in your organisation.

How to use this data:

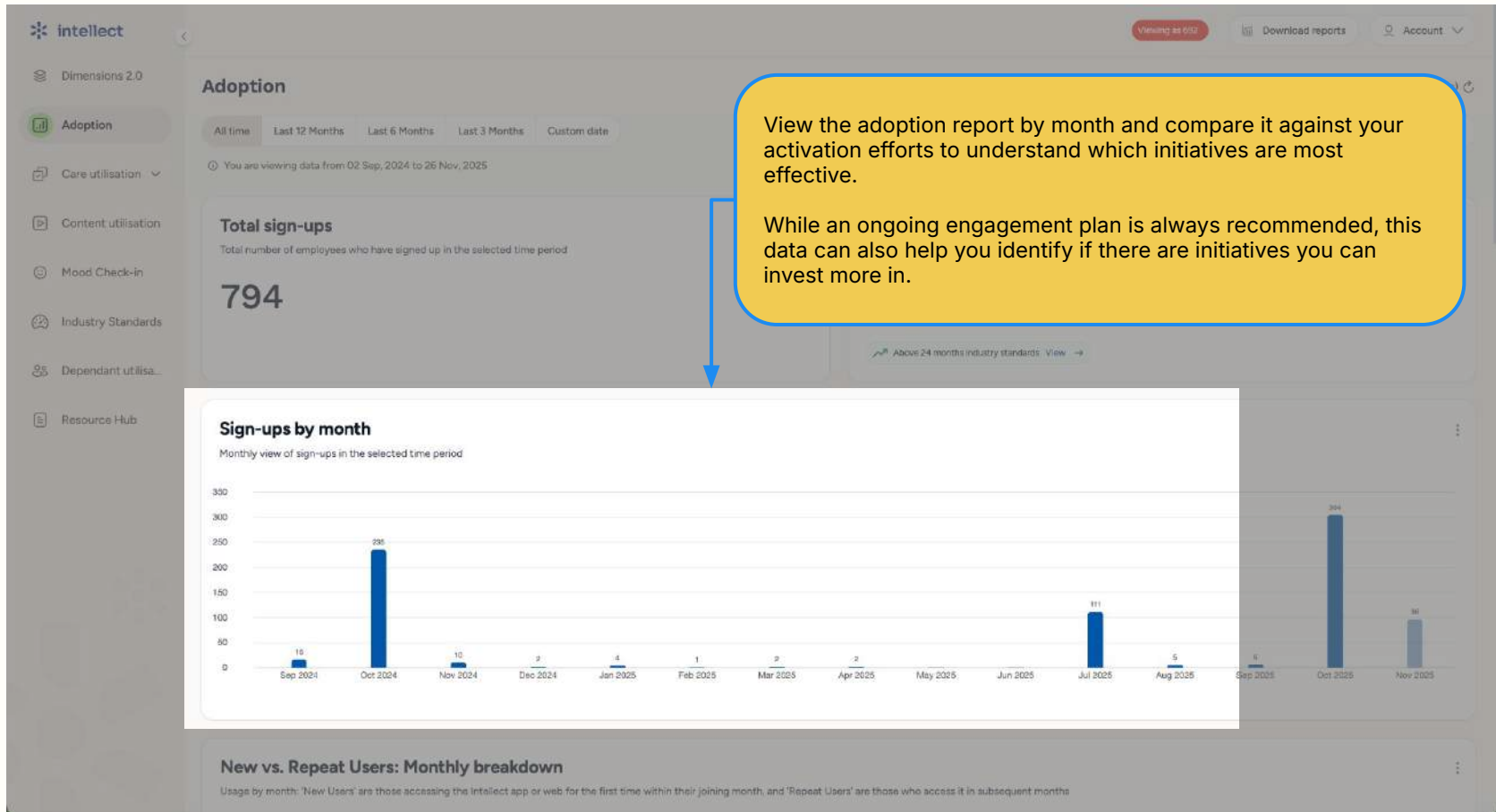
- Discover the percentage of employees who know of and have signed up for Intellect to gauge the impact of your activation efforts.
- View the adoption report by department and by month and compare it against your activation efforts to understand which initiatives are most effective.



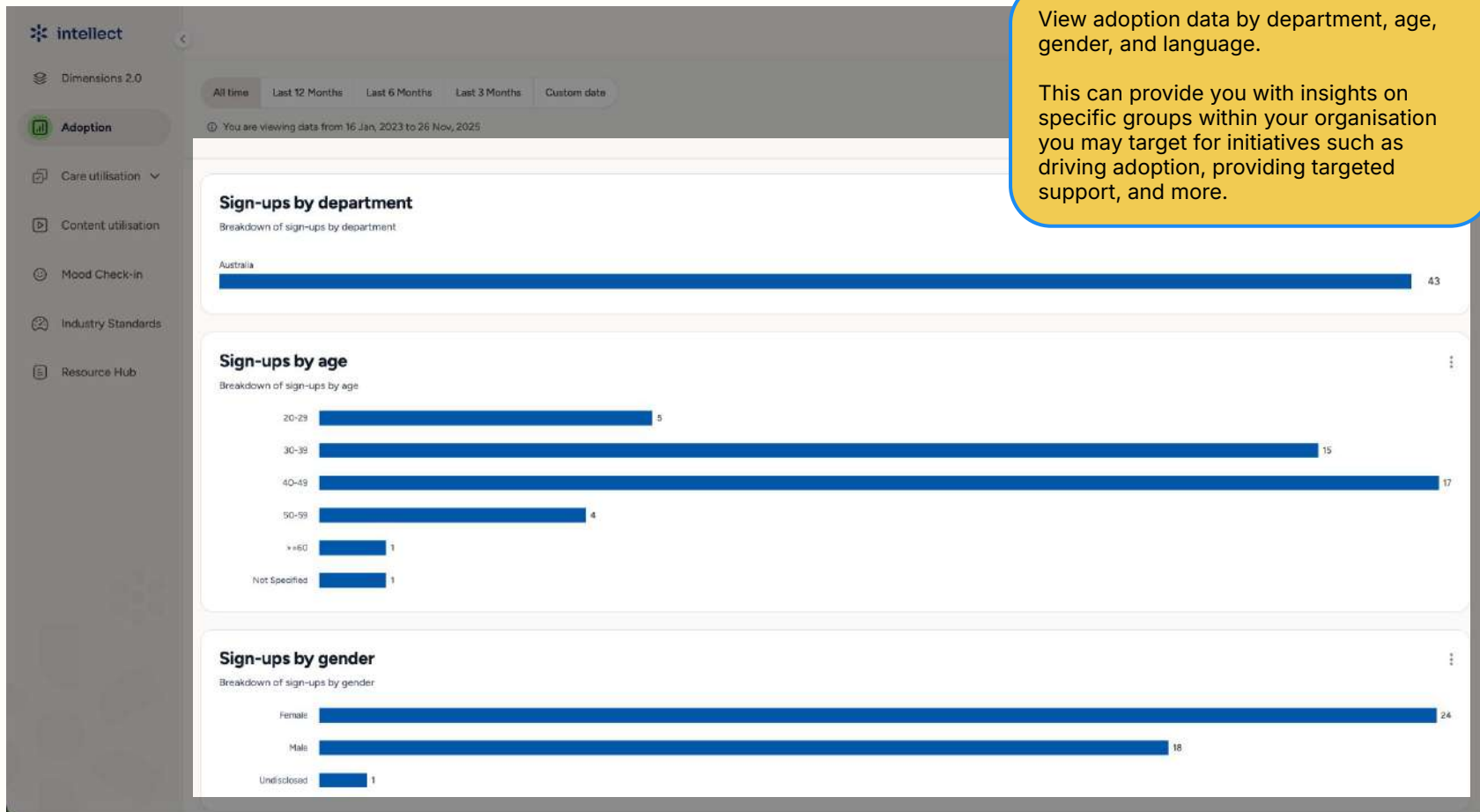
5. Adoption



5. Adoption



5. Adoption



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

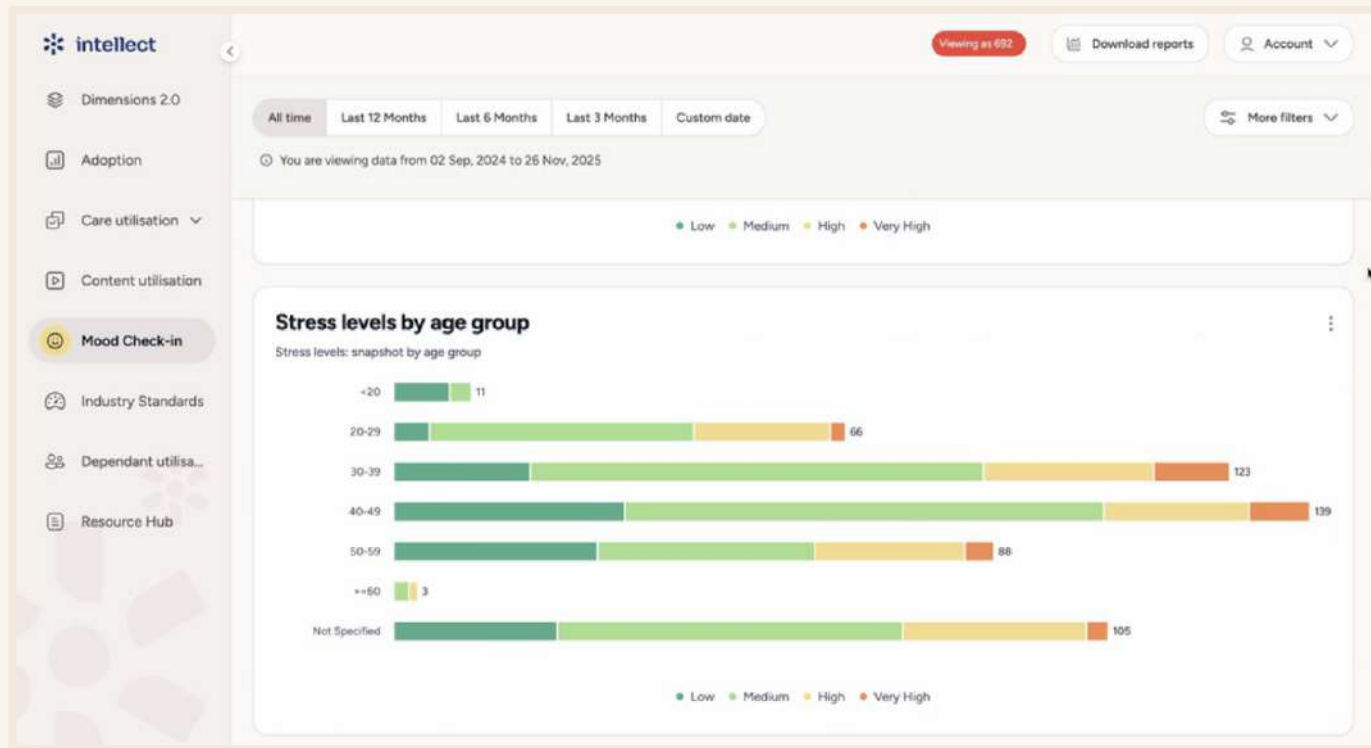
6. Mood Check-in

Mood Check-in

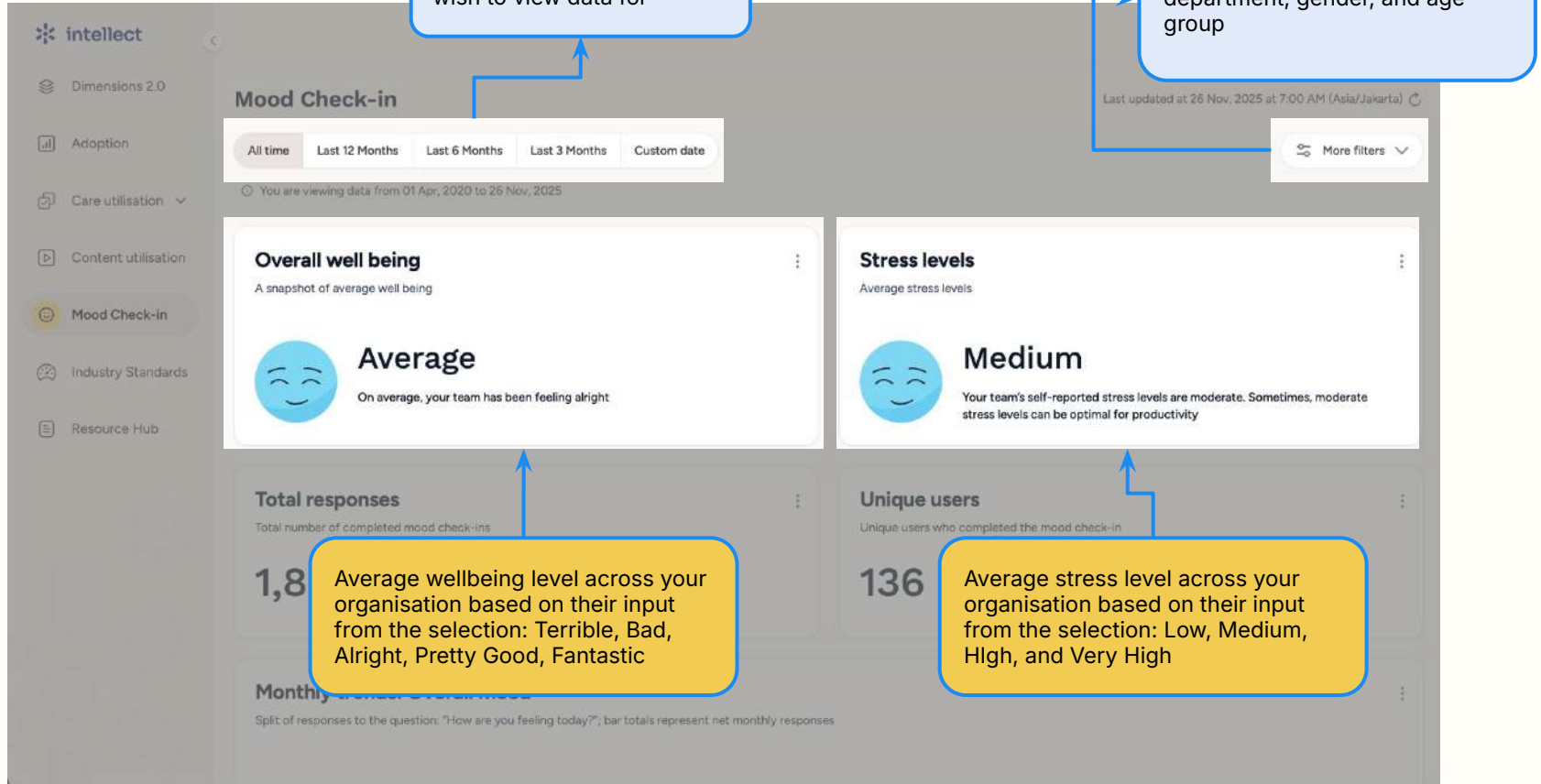
This section uncovers data on your employees' overall wellbeing based on their self-reported wellbeing and stress levels using the Mood Check-in feature.

How to use this data:

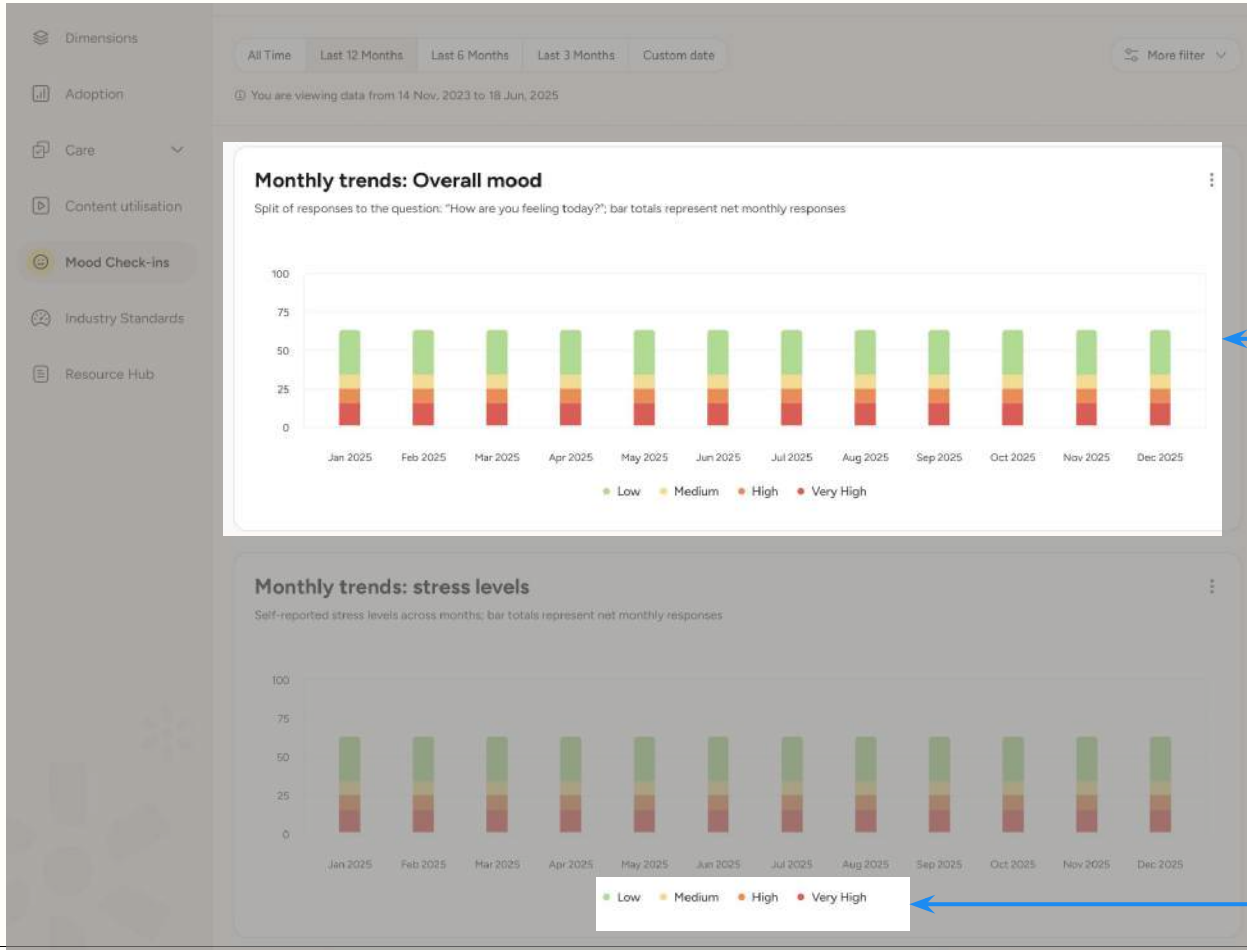
- Get a sense of how your employees feel and their stress levels, and correlate it to any key events (e.g. performance reviews, peak season, etc.).
- Understand the key factors impacting wellbeing and stress levels to identify factors that can be influenced by workplace initiatives.



6. Mood Check-in



6. Mood Check-in



View the monthly change in responses over time

Refer to the legends for the breakdown of responses each month

6. Mood Check-in

The screenshot displays the Intellect Mood Check-in dashboard. The left sidebar contains navigation options: Dimensions 2.0, Adoption, Content utilisation, Mood Check-in (highlighted), Industry Standards, and Resource Hub. The top right corner has 'Download reports' and 'Account' buttons. Below the navigation, there are filters for 'All time', 'Last 12 Months', 'Last 6 Months', 'Last 3 Months', and 'Custom date'. A date range indicator shows 'You are viewing data from 22 Jun, 2025 to 26 Nov, 2025'. The main content area is divided into two sections:

Top 5 most common emotions

Most common emotions experienced for the given time period and cohort.

Emotion	Count ↓
😡 Annoyed	1
❤️ Hurt	1
😰 Anxious	1
😞 Bored	1

A yellow callout box points to this table with the text: "Gain insight into the common emotions your organisation is experiencing and the factors influencing the emotional states".

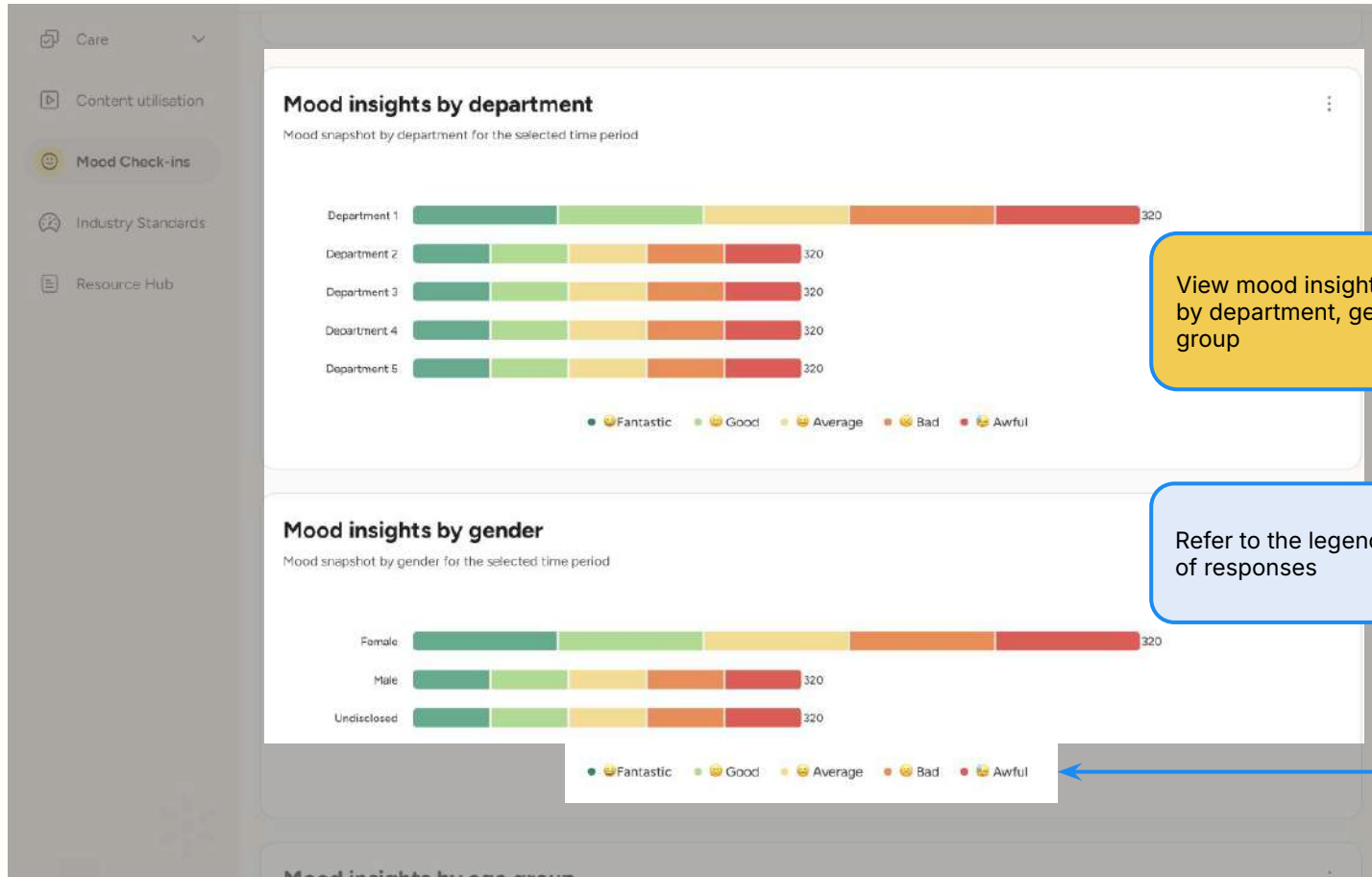
Reasons for emotional states

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.

Feeling...	Because of... ↓
Alright	🏫 School, 🧑 Friends
Bad	💔 Partner
Terrible	💰 Finances

A blue callout box points to this table with the text: "Refer to the legend for the breakdown of factors influencing different emotional states".

6. Mood Check-in

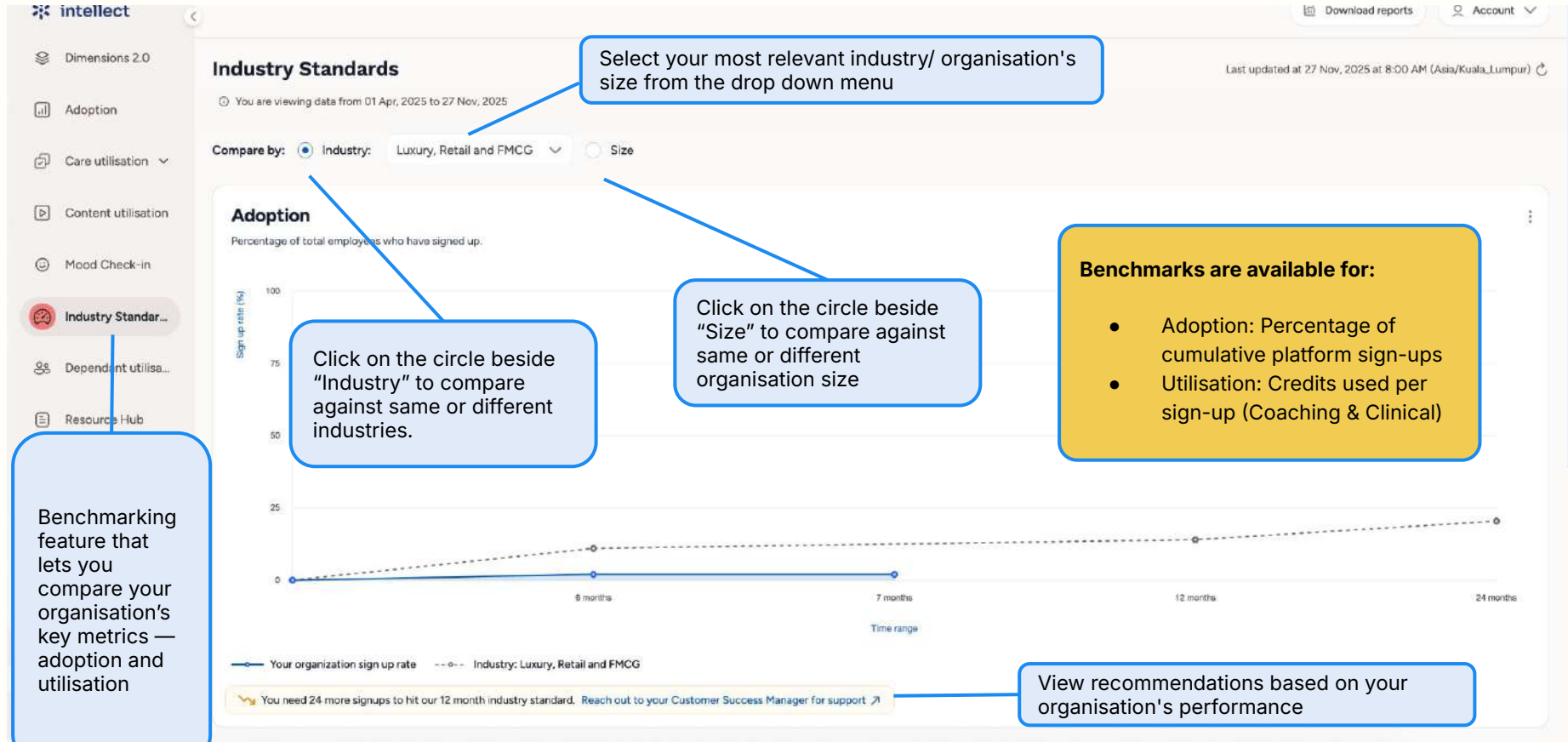


View mood insights and stress levels by department, gender, and age group

Refer to the legend for the breakdown of responses

7. Industry Standards

7. Industry Standards



8. Resource Hub

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.

The screenshot displays the Intellect Client Resource Hub interface. At the top left is the Intellect logo. A navigation sidebar on the left lists categories: Dimensions 2.0, Adoption, Care utilisation, Content utilisation, Mood Check-in, Industry Standards, and Resource Hub (highlighted in pink). The top right features a 'Download reports' button and an 'Account' dropdown. A search bar with the placeholder 'What are you looking for?' and a 'Browse By Category' dropdown are positioned below the navigation. The main banner area contains the text 'Client Resource Hub' and an illustration of two people reviewing a document on a screen, with a green checkmark and a blue upward arrow. Below the banner, a 'Welcome to Intellect's Client Resource Hub!' message is accompanied by a hand icon. Two sections are visible: 'About the Hub' with a sub-header and a paragraph, and 'Bookmarked Resources' with two buttons: 'Engagement Playbook' and 'Communications Timeline'.

7. Resource Hub

The screenshot shows the Intellect Client Resource Hub interface. On the left is a navigation sidebar with the Intellect logo and menu items: Dimensions 2.0, Adoption, Content utilisation, Mood Check-in, Industry Standards, and Resource Hub (highlighted). The main content area features a search bar at the top with the text "What are you looking for?". Below the search bar is a large heading: "Welcome to Intellect's Client Resource Hub!". Underneath is a section titled "About the Hub" containing three bullet points: "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.", and "This hub is intended for PICs only and should not be shared directly with your organisation." Below this is a call-to-action: "Get started with the bookmarked resources." A callout box with a blue border and white background points to a "Bookmarked Resources" section. This section contains four colored tiles: "Engagement Playbook" (dark blue), "Communications Timeline" (light blue), "Canva Guide" (orange), and "Frequently Asked Questions" (green). Each tile has a corresponding icon: an open book, two speech bubbles, a computer monitor with a cursor, and a magnifying glass over a document.

intellect

Download reports Account

What are you looking for?

Welcome to Intellect's Client Resource Hub!

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.

Get started with the bookmarked resources.

Bookmarked Resources

- Engagement Playbook
- Communications Timeline
- Canva Guide
- Frequently Asked Questions

Get started with these bookmarked resources first!

7. Resource Hub

The screenshot displays the Intellect Resource Hub interface. On the left, a sidebar lists navigation options: Dimension, Adoption, Content utilisation, Mood Check-in, Industry Standards, and Resource Hub (highlighted). The main content area features a search bar with the text "What are you looking for?". A prominent "NEW!" banner is centered, with the heading "Resources, campaigns, and more". Below this, six campaign cards are displayed in a 2x3 grid:

- Q4 Campaign: Connection and Community
- December Campaign: Reflection and Gratitude
- November Campaign: Vulnerability and Connection
- Mental Health Festival 2025 Recordings
- Passport Challenge
- Self-Care Bingo Challenge

At the bottom of the banner, there are two buttons: "Browse All Campaigns" and "Browse All Infographics". A blue callout box with the text "New campaigns and collateral will be updated here" has an arrow pointing to the "Resource Hub" item in the sidebar. Another blue callout box with the text "View all campaigns" has an arrow pointing to the "Browse All Campaigns" button.









7. Resource Hub

The screenshot displays the Intellect Resource Hub interface. On the left is a navigation sidebar with the Intellect logo at the top, followed by a search bar and a list of menu items: Dimensions 2.0, Adoption, Content utilisation, Mood Check-in, Industry Standards, and Resource Hub. The Resource Hub item is highlighted with a blue arrow pointing to a callout box. The main content area features a search bar with the placeholder text "What are you looking for?". Below the search bar is the heading "Browse by Resources" and a grid of eight resource categories, each with an illustration, a title, and a brief description. A second blue callout box points to the search bar.

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

What are you looking for?

Browse by Resources

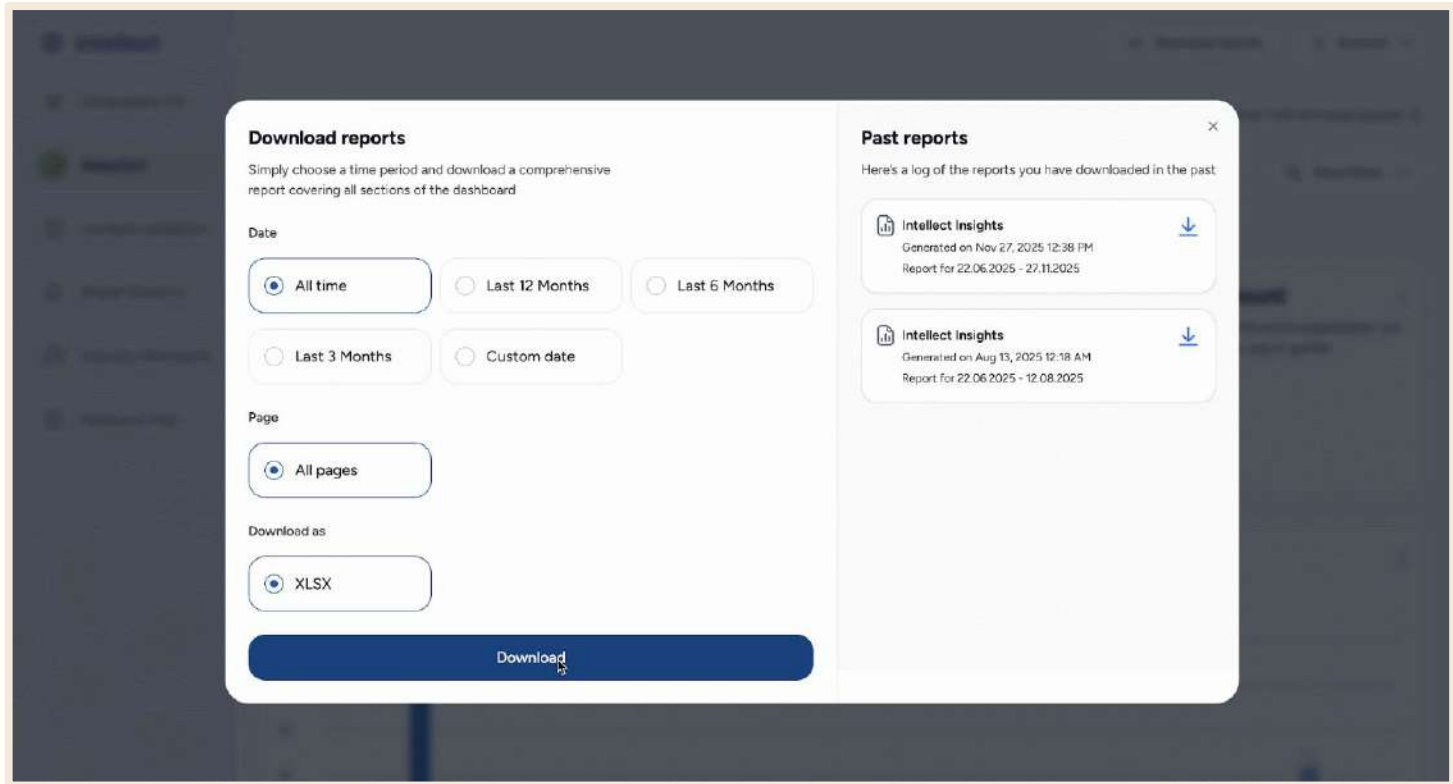
 <p>Pre-launch & Launch Plug-and-play assets to tease and launch Intellect</p>	 <p>Evergreen Resources Collateral to drive awareness of Intellect all year round</p>	 <p>Feature-based Infographics Materials to share about Intellect features</p>	 <p>Monthly Campaigns Mini campaigns to engage your organisation each month</p>
 <p>Audience-Specific Resources Resources to engage different user groups and audience</p>	 <p>User Challenges and One-Off Campaigns Interactive resources to engage your organisation</p>	 <p>Learning & Wellbeing Programmes Elevate Workforce Health, Engagement & Resilience</p>	 <p>Organisational Wellbeing Consultancy Explore our consultancy services and make wellbeing a core part of your organisation</p>

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

9. Downloading a report

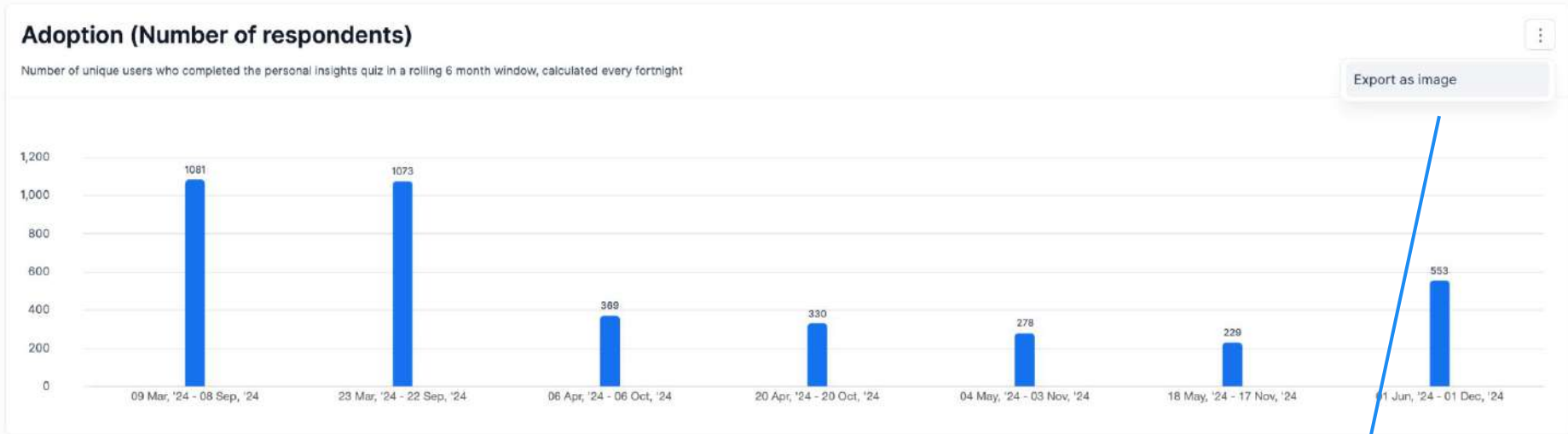
8. Downloading a report

1. Click on download report to generate a complete report for your organisation.
2. Select the options provided to format your report, then click Download.
3. A pop-up will notify you once your report is generated. Access your downloads on your desktop to view the exported report.



10. Downloading charts as images

9. Downloading charts as images



Top 10 presenting issues

Top 10 presenting issues across categories

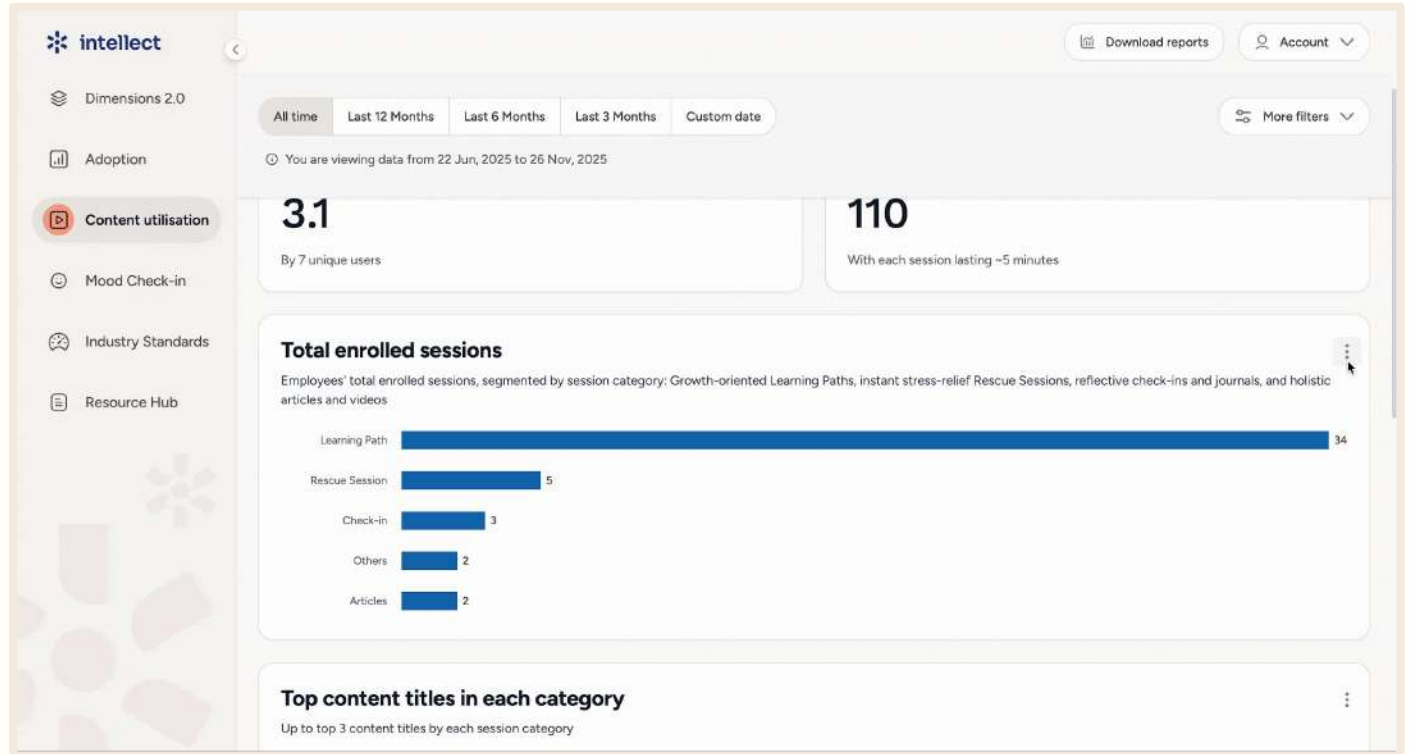
Topic	Presenting issue	Count ↓
Work related	Workplace Relations	17
Work related	Work Performance	16
Work related	Work Environment	15
Personal topic	Personal Growth & Wellbeing	15
Relationship/ Interpersonal issues	Spouse/Significant Other/Partner issues	12
Work related	Work Life Balance	10

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

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11. 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

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12. 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
	Helpline Total calls	Total Helpline calls to the Intellect Helpline
	Helpline Unique callers	Employees who called the Intellect helpline
	Helpline Top 5 presenting issues	Top reasons for calling the Intellect Helpline
	Helpline Risk profile	Helpline call breakdown by risk category, determined by the PHQ4 and/or standard triaging questions
	Helpline Region	Breakdown of completed Helpline 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