



Eleos Documentation Dashboard

We know how much of your time and energy goes into supporting clients—and how important it is that your tools support you in return.

The Documentation dashboard gives you a clear, real-time view of the value Eleos brings—focusing on what matters most: time saved, provider satisfaction, and note quality.

Each metric provides you with actionable insights to improve results, celebrate wins, spot opportunities, and strengthen a culture where providers feel supported and clients receive the best care. To make it easier to understand the dashboard, we've developed this table to walk you through each metric you'll see and what it means.

Impact Overview

Metric	Description
Notes Generated	The number of activities Eleos directly supported across Live Session and Text Summary, reducing provider effort, accelerating documentation, and elevating note quality.
Hours Saved	The cumulative time Eleos has given back to providers, quantifying the burden removed and supporting workforce well-being and capacity planning. Eleos uses 15 minutes/note as a baseline for how long it takes to write a note without Eleos. This baseline can be adjusted per org to provide a more accurate number.
Time Saved per Note	The average time saved on each Eleos-assisted note, highlighting value gained in daily workflows. Eleos uses 15 minutes/note as a baseline. This can be adjusted per org to provide a more accurate number.
Average Note Rating (Out of 5)	Shows the average rating (out of 5) that providers give Eleos-generated Suggestions, reflecting the perceived quality and usefulness of the notes they receive.

Adoption & Engagement

Rollout & activation

Metric	Description
Licenses Issued	The total number of licenses in scope, providing context for adoption and usage levels across your organization.
Configured Providers	The number of providers who are set up to use Eleos, showing the potential reach of the Documentation product.
Activated Providers	The number of providers who have generated at least one note with Eleos, offering a clear read on real usage that can be filtered by timeframe or profession.
License Utilization	The percentage of configured users relative to total licenses, surfacing rollout gaps.

Usage patterns

Metric	Description
Onboarding Users <i>(first 30 days after first note)</i>	<p>Tracks provider progress from first use through the first month, showing successful vs. slow starts, helping identify where early nudges can accelerate adoption.</p> <p>Successful onboarding = created ≥ 5 notes in the first week</p> <p>Onboarding – Slow Start = created < 5 notes in the first week</p>
Ongoing Usage <i>(after day 30)</i>	<p>Segments providers into Active, Power Providers, Low Engagement, or Dropped-Off, giving leaders a clear view of long-term use. This makes it easier to celebrate champions, target coaching, and reduce drop-off.</p>
Notes Generated by Week	<p>The weekly number of activities Eleos directly supported across Live Session and Text Summary, reducing provider effort, accelerating documentation, and elevating note quality. This uncovers usage patterns over time.</p>
Notes Generated by Activity Type	<p>Breaks down notes by session type (e.g., individual, groups, psych, intake), pinpointing where Eleos is driving the most value and where an intervention is needed.</p>
Notes per Provider by Week	<p>Captures the average number of notes completed weekly by each active provider, highlighting frequency and consistency of use across teams.</p>
Program View	<p>Provides a program-level snapshot of adoption and value realized, helping replicate bright spots and guide support where teams may need extra help.</p>

Provider View

Metric	Description
Provider View	Gives a detailed snapshot of individual provider adoption and value realized, helping leaders identify opportunities for coaching, support, and celebration.
Top Ten Providers	Highlights the highest-performing providers, making it easy to celebrate champions and learn what drives their success.
Power Providers	Highlights providers who generate 60+ notes in the last 30 days, spotlighting high engagement and adoption so organizations can replicate winning behaviors across the organization.
Flagged Providers for Follow-Up	Surfaces providers showing early signs of low engagement, allowing teams to reach out proactively before drop-off occurs.
Awaiting First Use	Identifies providers who haven't yet created a note with Eleos, helping teams close onboarding gaps and ensure every provider gets started.
Onboarding – Slow Start	Flags providers who have created fewer than five notes in their first week after their first note, enabling early intervention to build confidence and steady use.
Low Engagement	Highlights providers who have created 0 notes in the last 30 days after the first note.
Dropped-Off	Highlights providers who have created 0 notes in the last 90 days after the first note.

Voice of the Provider

Metric	Description
Average Note Rating <i>(Out of 5)</i>	Shows the average rating (out of 5) that providers give Eleos-generated Suggestions, reflecting the perceived quality and usefulness of the notes they receive.
Notes Submitted with Feedback	Tracks the number of feedback submitted per week, helping interpret the strength and reliability of the "Average Note Rating" metric.
Feedback Themes	Highlights common themes across provider feedback to identify strengths, trends, and areas for improvement.
Provider Feedback	Surfaces direct provider feedback, including note ratings and comments, to capture provider sentiment in their own words.

Raw Data

Metric	Description
Generated Notes Table	Enables you to export raw data at the note level, providing transparency and flexibility for your own analysis or reports. The raw data that can be exported includes: Name, Email, Note Creation Time, Activity Type, among others.

If you have any questions, feel free to reach out to your Customer Success Manager.