

## FAQs

### Answers to your questions and concerns

#### **Can you connect multiple instances of TeamSupport to TeamInsights?**

Yes. You have the ability to add multiple TeamSupport accounts to a single TeamInsights account, however aggregation of that data is not possible. We can help you configure it properly.

#### **Can you pull in other data sources directly into TeamInsights?**

No. External data sources are not supported in TeamInsights. Only TeamSupport data.

#### **What types of reports can you run?**

There is a large variety of reports to run from pivot tables, to line/bar/pie charts, to indicators. It would be easier to answer what reports you cannot do!

#### **Can you create and share dashboards with other users?**

Yes. You can share dashboards with other TeamInsights users.

#### **Can you share or send dashboards to non-TeamInsights users?**

No. TeamInsights is limited to only TeamInsights users. But you do have the ability to export a report to a PDF and mail it to anyone, including non- users.

#### **Can you have multiple dashboards?**

Yes. You can create multiple dashboards.

#### **How often is the data updated in TeamInsights?**

Once per day.

#### **Can you set alerts based on reporting metrics?**

Yes. We have a Pulse feature that monitors and sends alerts based on metrics set by your organization.

#### **Can you modify others dashboards?**

Only the owner of the report and dashboard can make changes. Other viewers can be given permissions to make visual adjustments, but the changes don't stick, and the owner of the report/dashboard is the master.

**Contact TeamInsights today by calling 800.596.2820 ext. 1  
or email [Sales@TeamInsights.com](mailto:Sales@TeamInsights.com).**