

# Retail C-Suite Strategic Management Decision Platform– FAQs

## 1. What is the Retail C-Suite Strategic Management Decision Platform?

The **Retail C-Suite Strategic Management Decision Platform** is a powerful Retail analytics solution that provides **real-time insights** into sales, inventory, customer experience, fulfilment, and profitability to C-Suite Decision-makers such as CEO, CFO and Business Leaders. It seamlessly integrates with **SAP** and other retail systems to help businesses make data-driven decisions.

## 2. Who can benefit from this dashboard?

The Retail Dashboard is designed for:

- **Retail Executives & Business Leaders** – Gain a deeper view of business performance for strategic decision-making
- **Finance & Operations Leaders** – Analyze profitability and optimize the supply chain.
- **Warehouse Leaders** – Monitor inventory levels and mitigate stockout risks

## 3. How does the dashboard connect to SAP?

The dashboard connects to SAP through a **Microsoft Fabric Connectors**, ensuring real-time synchronization of sales, inventory, and financial data. Users simply need to enter their SAP credentials to establish a connection.

## 4. What key metrics does the dashboard track?

The Retail Dashboard provides insights into:

- **Sales Performance** – Sales growth, conversion rates, net sales, and revenue trends.
- **Inventory Management** – Stock accuracy, turnover rates, stockouts, and order fill rates.
- **Fulfilment Overview** – On-time deliveries, backorder rates, and cycle times.
- **Profitability Metrics** – Transaction value, operating profit, and customer lifetime value (CLV).
- **Customer Experience** – CSAT, NPS, repeat purchase rates, and resolution times.

## 5. How do I get started?

### Step 1: Sign Up & Access the Dashboard

1. **Purchase & Activate** – After purchasing the Retail Dashboard from the Microsoft Marketplace, you will receive a confirmation email with login credentials.
2. **Login to the Dashboard** – Visit [Dashboard URL](#) and sign in using your registered Microsoft account.

### Step 2: Connect Your Data Sources

6. To get real-time insights, connect your existing retail systems, including SAP and other third-party platforms.

#### **SAP Integration**

1. Navigate to Settings > Integrations in the dashboard.
2. Select SAP Connection and click "Connect".
3. Enter your SAP system credentials (API key, endpoint URL, and authentication details).
4. Click "Test Connection" to ensure successful integration.
5. Once verified, click "Save & Sync" to start real-time data synchronization.

#### **Other Retail Systems (POS, CRM, ERP, etc.)**

- Click "Add Integration", select the relevant system, and follow the connection steps.
- For custom integrations, refer to the Developer API Guide in the Help section.

### **6. Can I customize the dashboard?**

The dashboard provides a standardized view of key retail metrics to ensure consistency in reporting. While different views cannot be customized, users can drill down into specific data points by selecting charts and visual elements for deeper insights.

### **7. Do I need technical expertise to use this dashboard?**

No, the Retail Dashboard is **user-friendly and requires no coding**. It features an intuitive interface with pre-configured reports and real-time analytics.

### **8. How do I access the dashboard?**

Once purchased, you will receive login credentials via email. Simply **log in through your browser** to access the dashboard from anywhere.

### **9. Is my data secure?**

Yes, the Retail Dashboard follows **industry-leading security protocols** to protect your data, ensuring compliance with enterprise security standards.

### **10. Where can I get support?**

**Customer Support:** Email [Support@valuexpa.com](mailto:Support@valuexpa.com) for technical assistance.