

# Performance analytics and reporting

This workflow automatically generates comprehensive performance analytics reports by collecting delivery data from multiple systems, analyzing key metrics, and distributing insights to stakeholders. It enables data-driven decision making and proactive performance optimization across courier operations.

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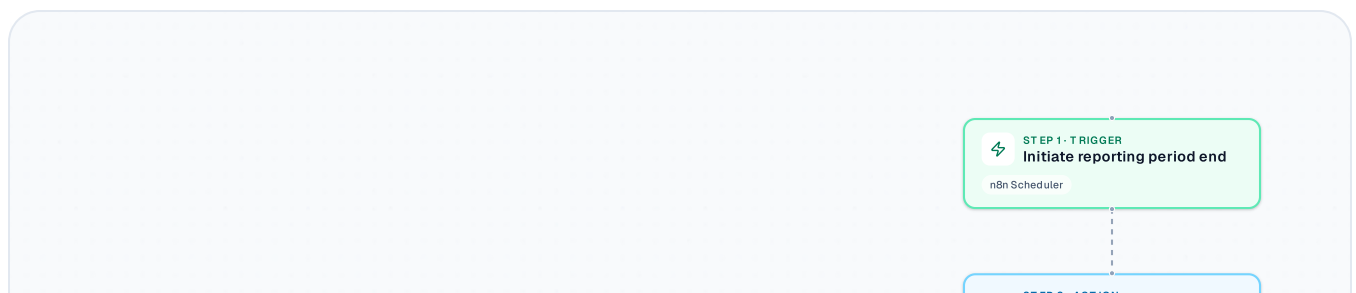


## WORKFLOW TRIGGER

End of reporting period (daily, weekly, or monthly) reached

## Visual Flow

Each node represents an automated step. Connections show how data and decisions move through the workflow.





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## Step-by-Step Breakdown

Detailed explanation of each automated stage in the workflow.

1

⚡ TRIGGER

### Initiate reporting period end

Workflow triggers automatically at the end of each configured reporting period. System timestamps the report generation and sets data collection parameters for the specified timeframe.

2

 ACTION

### Collect delivery performance data


Extracts comprehensive delivery metrics including completion rates, delivery times, route efficiency, and driver performance from route management systems. Data is aggregated and normalized for analysis.

Route4 Me

Onfleet

Circuit

3

 ACTION

### Gather tracking and POD data

Retrieves proof-of-delivery records, customer satisfaction scores, exception events, and real-time tracking accuracy metrics. Consolidates customer interaction and delivery confirmation data.

Track-POD

GetSwift

4

 ACTION

### Calculate performance KPIs

Processes collected data to compute key performance indicators including on-time delivery rates, cost per delivery, driver productivity, and customer satisfaction scores. Applies statistical analysis and trend calculations.

Excel/Google Sheets

Business Intelligence Tools

5

 DECISION

### Evaluate performance thresholds

Compares calculated KPIs against predefined performance targets and industry benchmarks. Determines if any metrics fall below acceptable thresholds requiring immediate attention or escalation.

n8n Logic

Business Rules Engine

6

 ACTION

## Generate formatted reports

Creates customized performance reports with visualizations, trend analysis, and actionable insights for different stakeholder groups. Formats reports for executive dashboards, operational reviews, and driver feedback.

Report Generation Tools

Data Visualization Platform

7

 OUTPUT

## Distribute performance insights

Automatically sends completed reports to relevant stakeholders including management dashboards, operations teams, and driver scorecards. Archives reports and sets up follow-up actions for underperforming metrics.

Email Systems

Dashboard Platforms

Document Management



## Outputs

## AI Business OS

- Executive performance dashboard

Operational KPI reports

- Driver performance scorecards
- Customer satisfaction analysis
- Cost efficiency breakdown



### Key Metrics

- On-time delivery percentage
- Cost per delivery
- Driver productivity score
- Customer satisfaction rating
- Route efficiency index



### Tools & Integrations

- Route4Me
- Onfleet
- Circuit
- Track-POD
- GetSwift
- n8n Scheduler
- n8n Logic
- Excel/Google Sheets
- Business Intelligence Tools
- Business Rules Engine
- Report Generation Tools
- Data Visualization Platform
- Email Systems



## AI Business OS

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