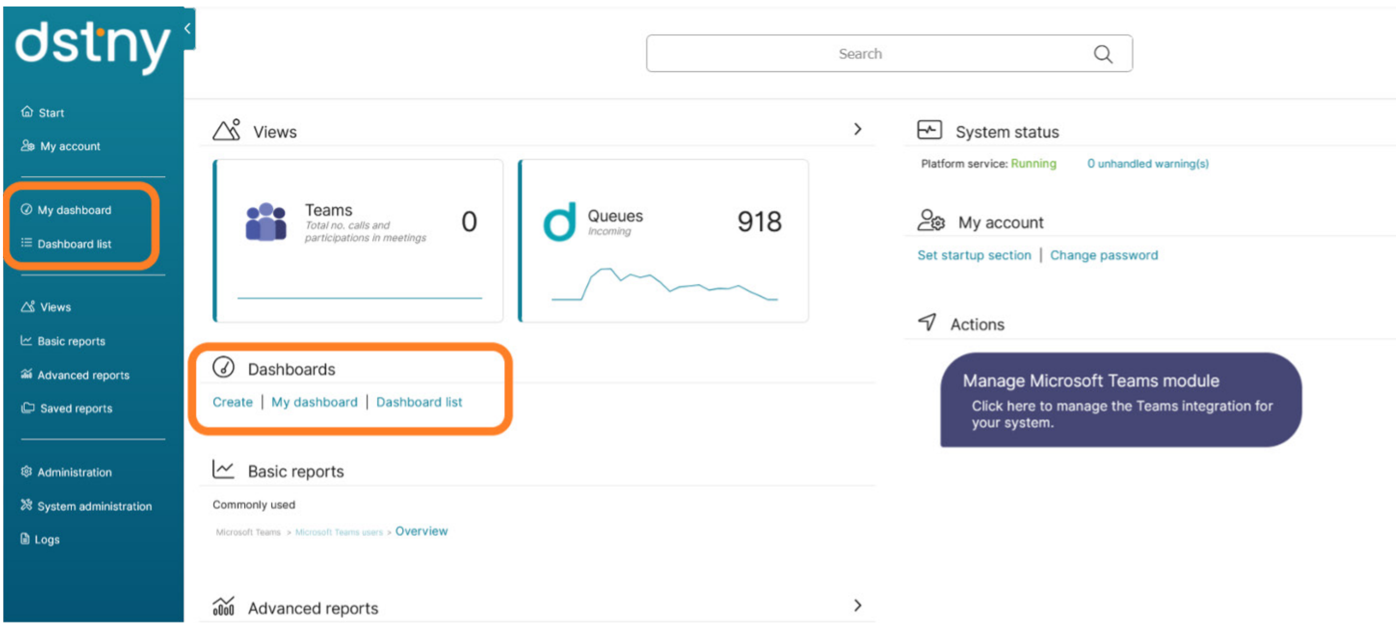
QUICK GUIDE DASHBOARD

GET ACCESS TO STATISTICS AND REAL-TIME DATA

Dashboard is our replacement for Wallboard where you will be able to see automatically updated statistics and real-time data, and be able to adjust it completely according to your needs. The service is built into our report tool so you have access to all statistics on the same website.

CREATE A DASHBOARD

1 Log on to https://reports.dstny.se/ and click on **Dashboard list** to see available dashboards.



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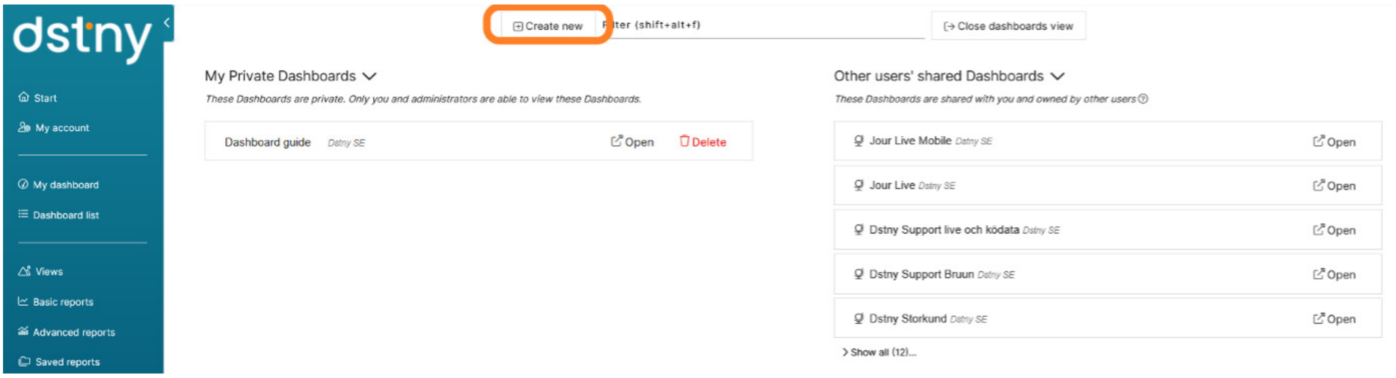
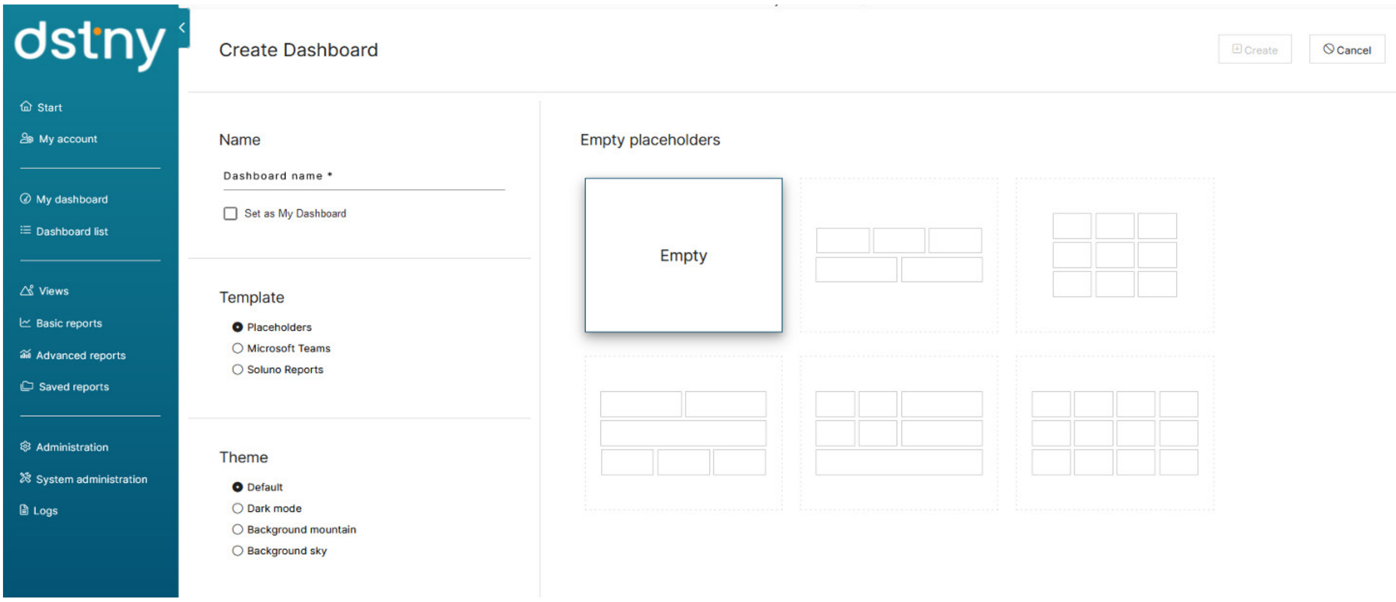
2 To create a new Dashboard, click on **Create new**.

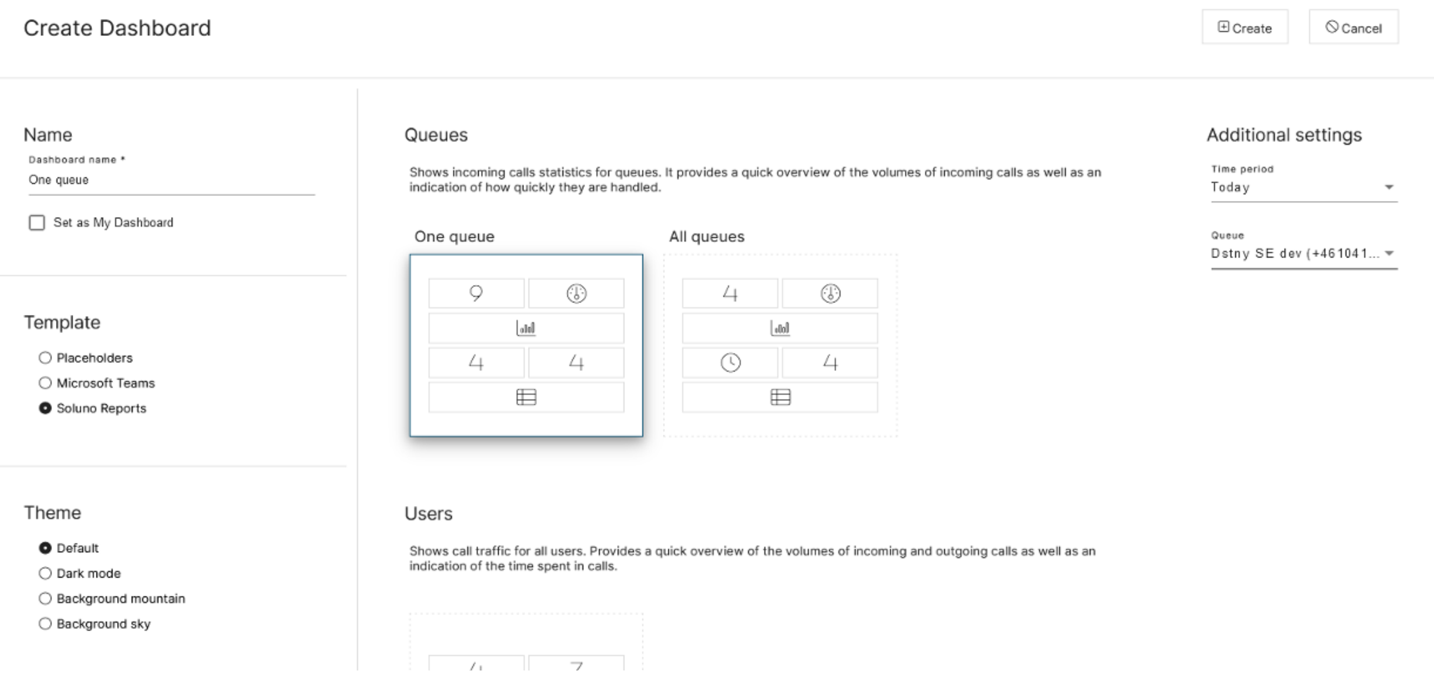


When you create a new Dashboard there are available templates to quickly get started. You can also create a new blank Dashboard to start from scratch.



Placeholder: Creates a dashboard with empty widgets in different layouts. You then get to choose which information the dashboard should contain. Telepo

BCS – Statistics: If you want to get started quickly with a dashboard for a specific queue, all queues or statistics for all users.

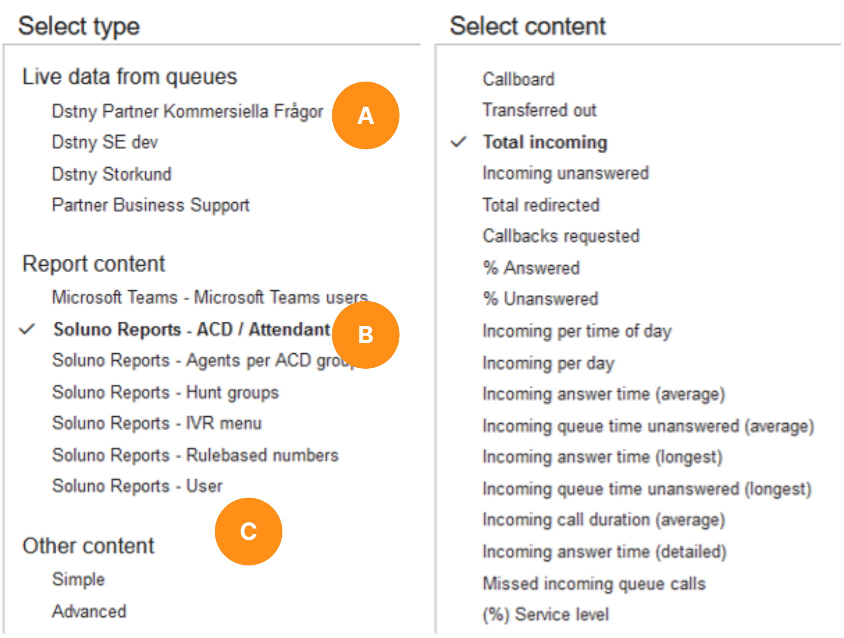


Regardless if you choose to create it yourself or choose an available template, you can always change the dashboard when you are in the **Dashboard view**.

ADD CONTENT TO YOUR WIDGETS

1. Click on **Add Content**, if you have a widget that is without content you can click on **Add content here**.

2. Choose the type and content the widget should present.



Report content: Statistics that are updated automatically. You both choose which period, time and measurement object the widget should display.
E.g. the current week between 08:00-17:00 with statistics from ACD groups 1 and 2.

Live data from queues: Displays data that is updated in real-time. E.g. calls in queue, agent information, queue times.

Other content: Other content in addition to statistics. Pictures, videos, quick access to basic reports, RSS feed, etc.

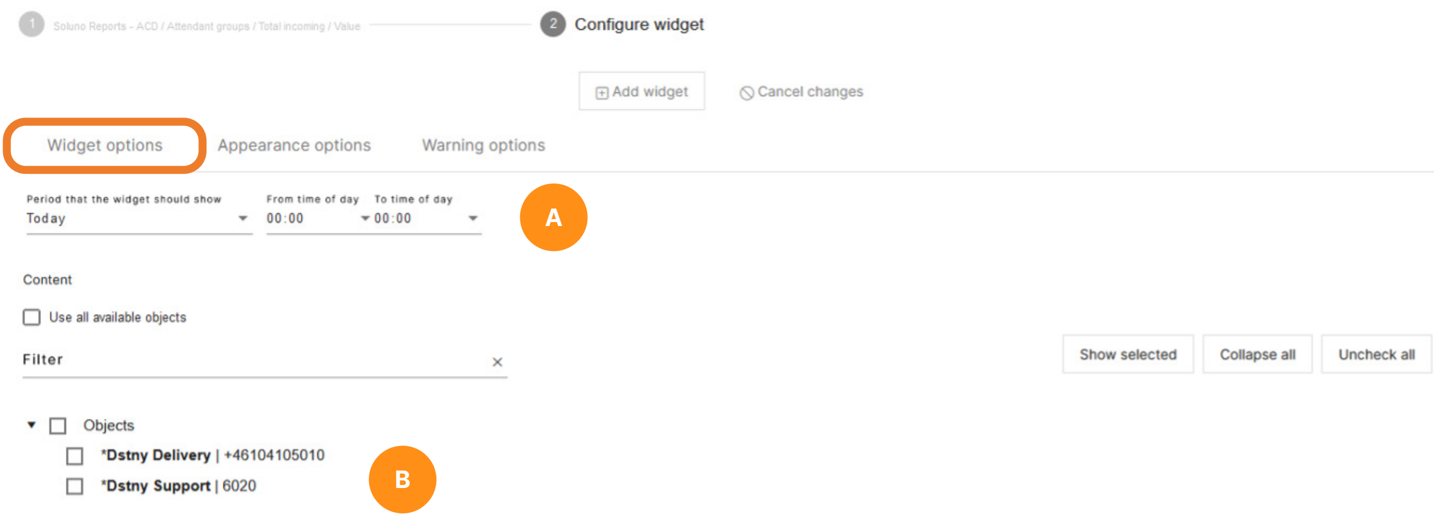
CONFIGURE WIDGET

WIDGET SETTINGS

Under the **Widget settings tab** you configure the u widgeten.

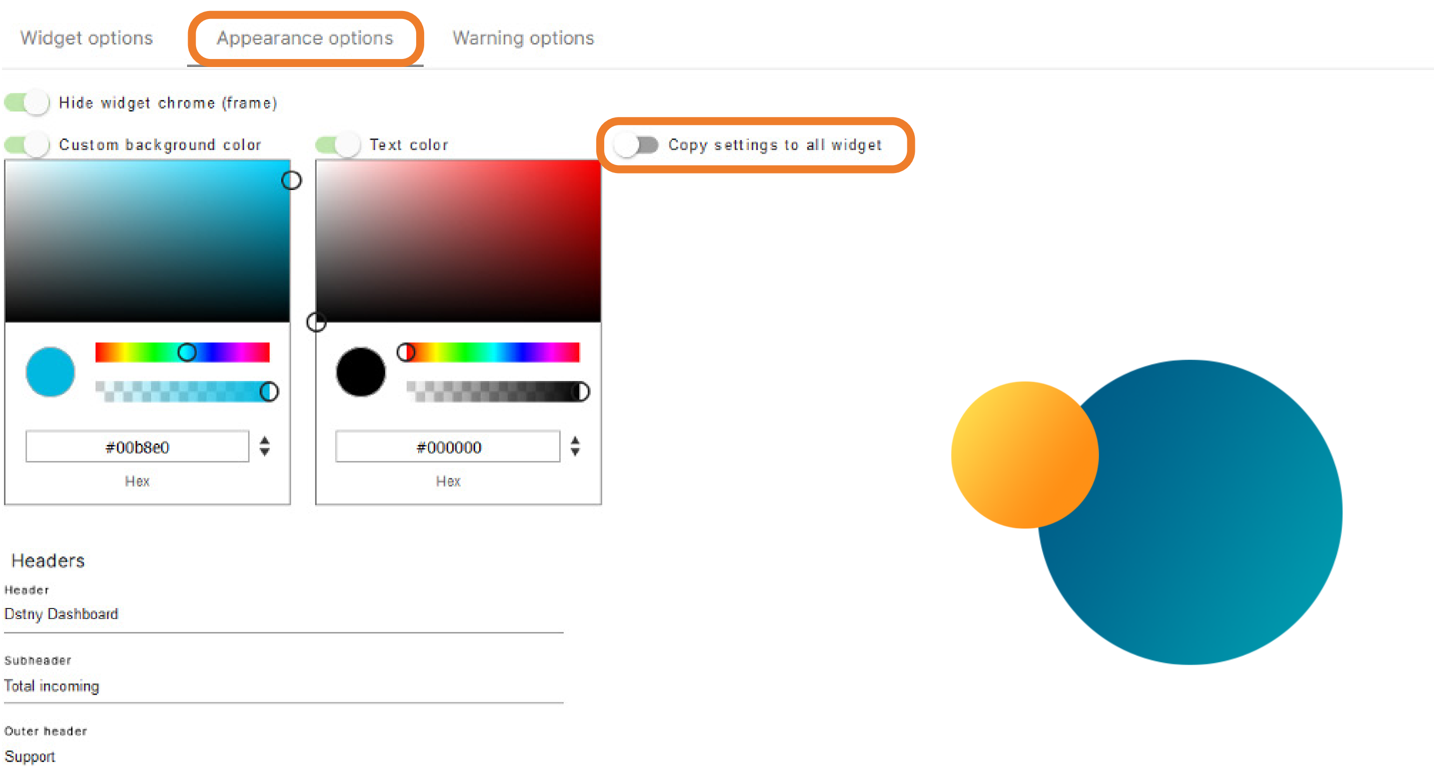
1. Select the period and times the widget should report (A below).

2. Select which object or users the widget should report (B below).



APPEARANCE OPTIONS

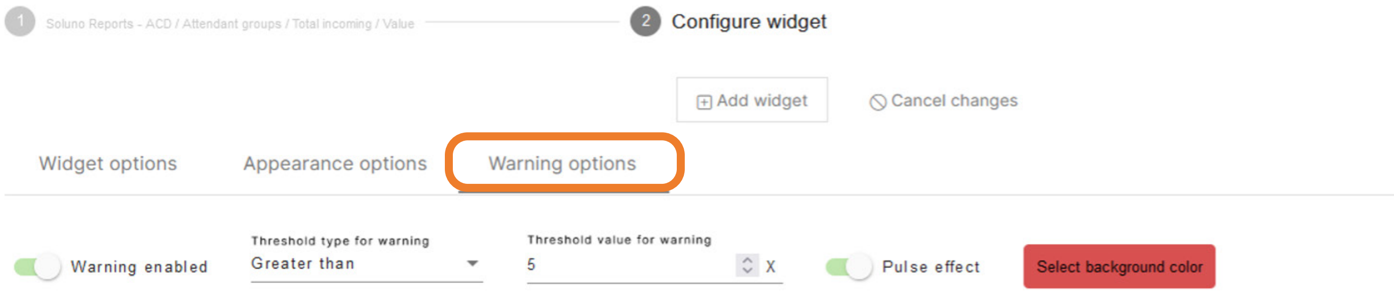
Under the **Appearance options** tab, you are able to design the widget. You can also add headers for the widget. If you want all widgets to have the same appearance, check **Copy the settings to all widgets**.



WARNING OPTIONS

For some widgets, you can enable alerts when a value is above or below a certain limit. This function can be used for example, if you want a warning when the queue time for a queue is too long or if the number in queue is too many according to a specific value.

Any color can be used when a warning is activated and a pulsating effect to draw attention to the warning.

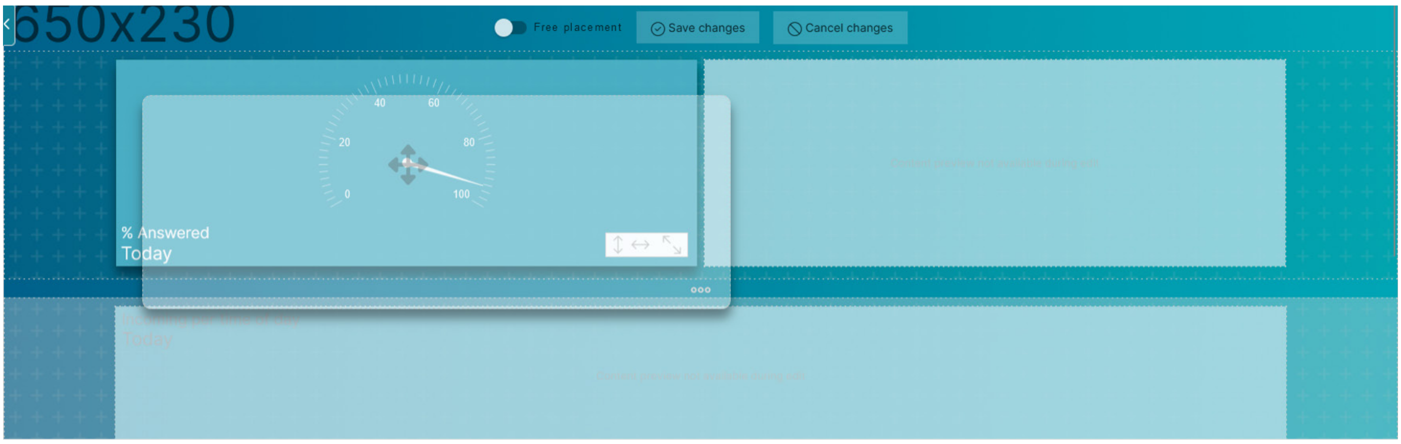


EDIT MODE

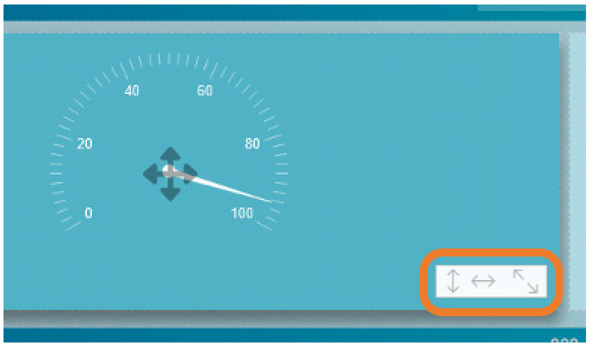
In edit mode, you can change the size and position of your widgets. Hover over the three dots in a widget and click the pen or select Edit layout at the top of the Dashboard menu. You will then be taken to edit mode of the Dashboard.

1. Click on the widget you want to edit.

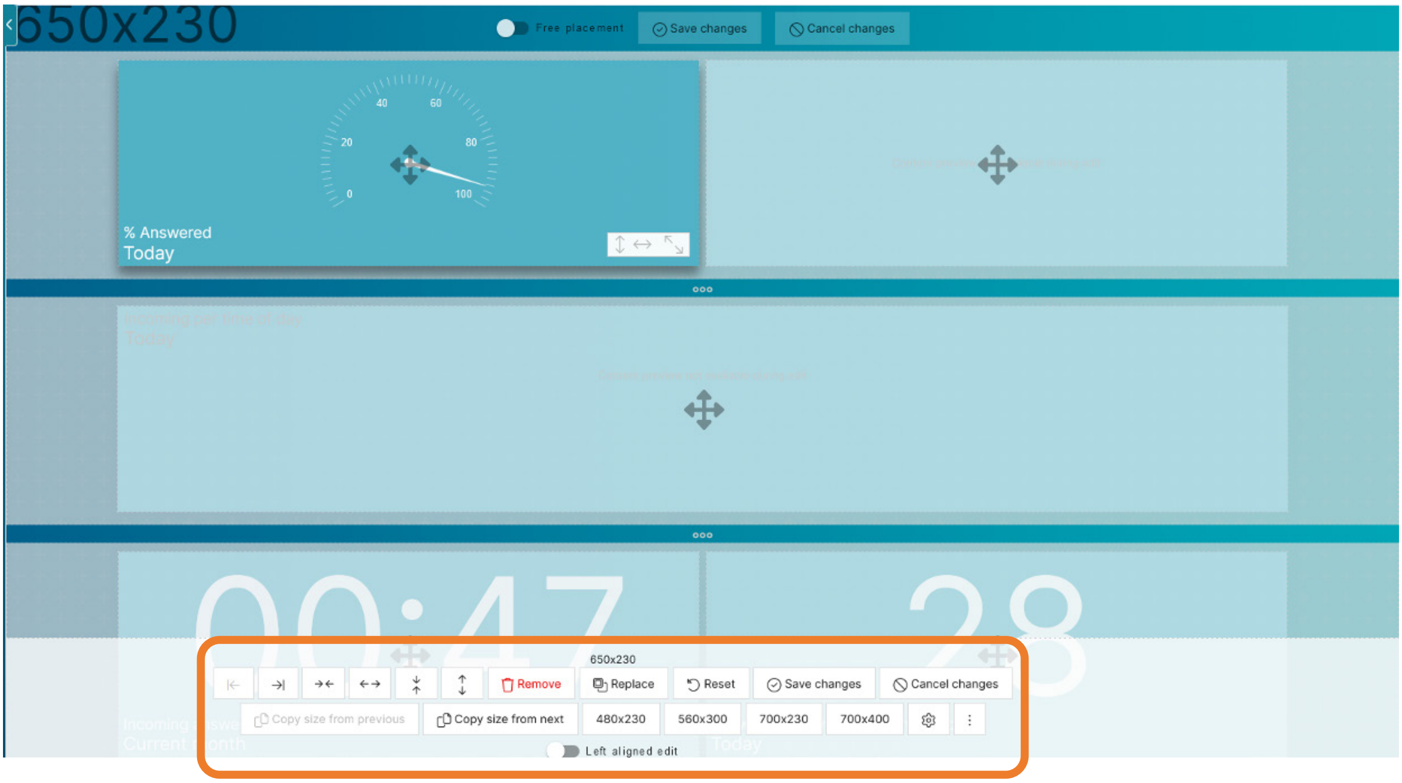
2. To move the widget to another location, click on the widget and drag it to any location.



3 Enlarging/reducing the height and width is performed in the same way, although you click on **the icons** in the right corner of the widget and drag up/to the side.

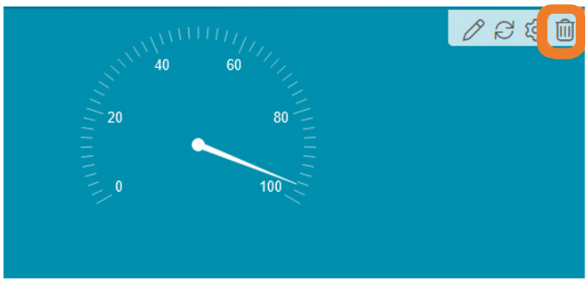


4 If you want to copy the size from a widget, you can use **the menu** at the bottom after selecting a widget. You can also reset and adjust the size of a widget through this menu.



DELETE A WIDGET

Click on **the trash can** in the upper right corner of the widget. If you are in the edit mode of the dashboard, you can select a widget and select **Remove** in the toolbar.



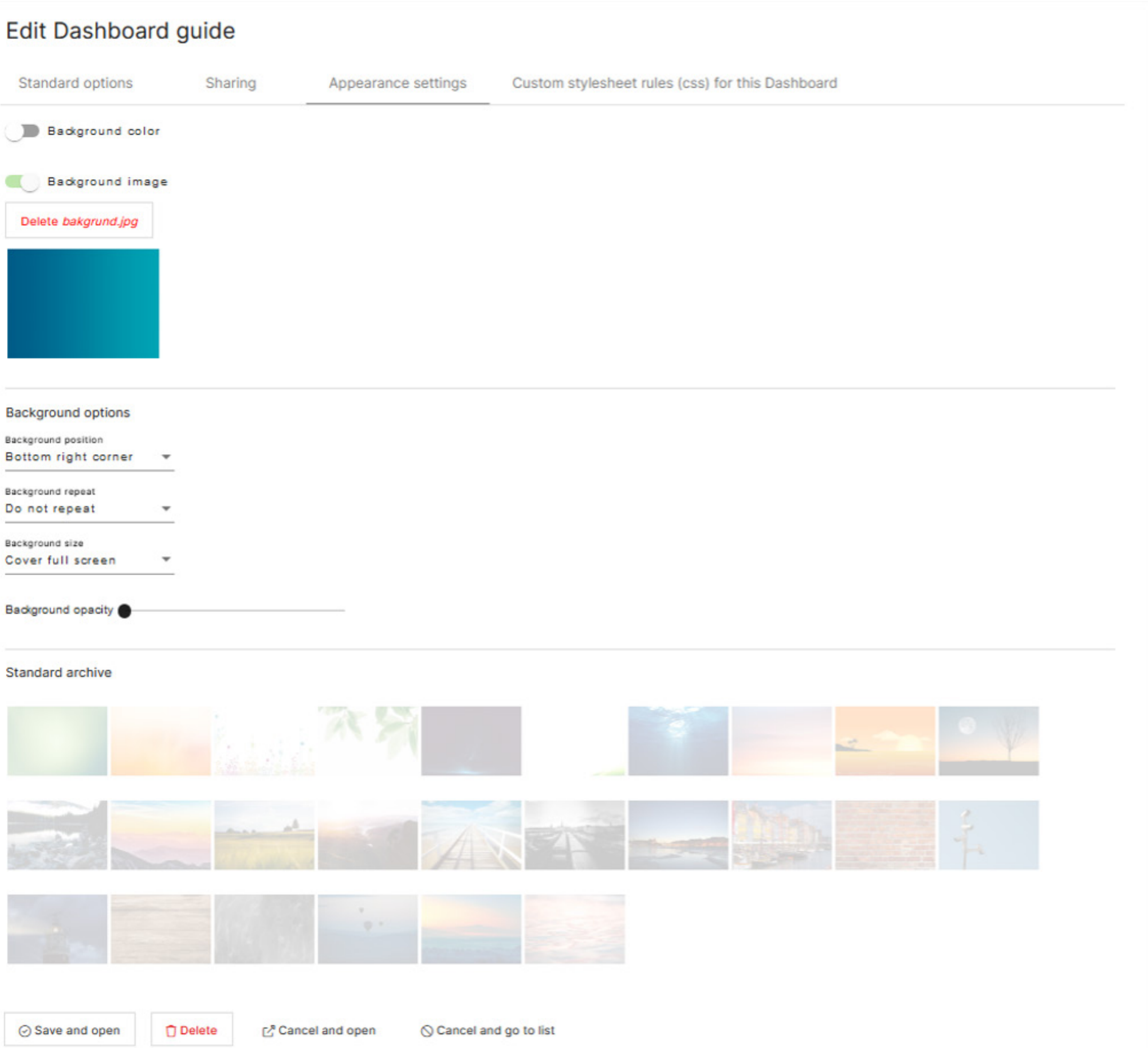
DESIGN YOUR DASHBOARD

If you want to change the appearance of the entire dashboard, it can be done.

1 Click on **Options** in the Dashboard view.

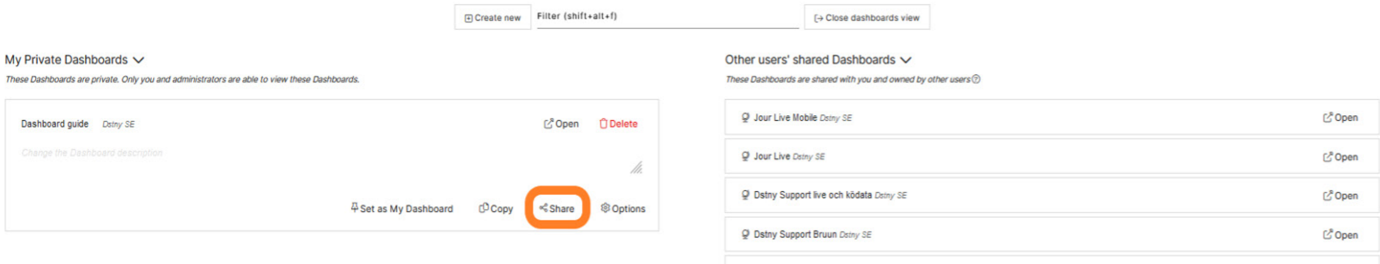
2 Go to **Appearance settings**.

2 Select background color or background image via URL or a saved image on the computer. You can also choose one of the finished images under **Standard archive**.



SHARE YOUR DASHBOARD

If you want to share your Dashboard with other users in the organization, click on **Share** in the Dashboard list.



Shared for all users in the system: If you share your Dashboard, it will be available to all users in the PBX who has access to Analytics. If ”Use all available objects” is checked on a widget, users will see data for the measurement objects available to them. Other users will only see data for items to which they are entitled to, regardless of whether they are using a shared Dashboard or not. If a user does not have access to a widget, it will display an error message.

Public link: Activating a public link makes it possible to see the dashboard without logging in. Anyone who has access to the link will be able to see the dashboard. We recommend handling this link as if it were a password.

Now you know everything in order to set up a Dashboard that fit your needs!

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