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CX Contact Help

[Create an Analytics Dashboard Panel](#)

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Create an Analytics Dashboard Panel

Important

The content of this document has been moved and is no longer being updated in this location.
For the latest content and most recent updates, see the [CX Contact Help](#) on the Genesys Multicloud site.

Within each Analytics Dashboard you can add and configure one or more panels. A panel can be configured to highlight specific information about Jobs, Calls, SMS/Emails, Campaigns and so on.

- [Create an Analytics Dashboard Panel](#)
- [Configure an Analytics Dashboard Panel](#)
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Create an Analytics Dashboard Panel

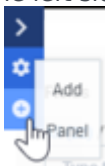
For example purposes, performing the following steps will create a panel with information about job results.

1. Click **Analytics** and select the dashboard to which you want to add a new panel.
2. Scroll to the bottom of the screen and click **ADD A ROW**. Refer to [Configure a Dashboard Row](#) for details about how to organize and set up the row.

Important

You do not have to add a new row to create a new dashboard panel. The same options are available for an existing row.

3. On the left side of the row, hover over the three blue rectangles and select **Add Panel**.



4. Select the **General** tab and enter a title and height for the new panel.



Create an Analytics Dashboard Panel

5. Select **Editable** to lock the specific dashboard so that it cannot be changed in the future
6. Select **Collapsable** to enable the Collapsable Row option.
7. Select the **Add Panel** tab and from the **Select Panel Type** list select the type of panel you want to create. An assortment of fields and parameters appear.
8. Configure the fields and parameters and click **Save**".

Important

Every panel can have different fields and parameters and subsequently different tabs and a different amount of tabs. Refer to the [Panel List](#) section below for details about each panel.

Configure an Analytics Dashboard Panel

1. Click **Analytics** and select the dashboard containing the panel you want to change.
2. In the top right corner of the panel click **Configure** icon .
3. In the **General** tab configure one or more of the following options.
 - Title** - The panel name.
 - Span** - Enables you to define the panel width.
 - Editable** - Enables you to lock the specific dashboard so that it cannot be changed in the future.
 - Inspect** - Select Inspect to view the Last Elasticsearch Query. When enabled, the Inspect icon  appears in the top right corner of the panel.
4. In the **Panel** tab configure the available options. For details about each option refer to the [Panel List](#) table below.
5. In the **Queries** tab you can add conditions (that is, a customized query that is applied to the panel).

Panel List

Panel Name	Description
aggstable	The aggstable panel is a table with aggregation by field or time period. This table represents the count of events, aggregated (grouped) according to a specified field or according to a time range. Each cell in the aggstable table includes an events (documents) count for the Vertical Field value and the Horizontal Field value. "[+]"

Panel Name	Description	
	Panel Parameter	Description
	Title	The panel name.
	Span	The number of columns (1 to 12) the panel will occupy.
	Editable	Shows/hides the panel configuration button.
	Inspect	Shows/hides the panel Inspect button. For example, when the Inspect button is turned on, the Elasticsearch query associated with the specific panel appears.
	Terms mode	<ul style="list-style-type: none"> terms_agg - Contains the unique specified field (Vertical field option) value for data grouping and the event count according to the Horizontal field in each row. times_agg - Contains the unique specified field (Vertical field option) value for data grouping and the event count according to the selected Time Interval in each row.
	Horizontal Field	terms_agg mode only - Divides each row into columns according to the unique values in the field.
	Time Field	times_agg mode only - Determines the events timestamp. By default this value is the same value for Time Field in the Dashboard settings.
	Time Interval	times_agg mode only - Hour, day, week, month or year can be set for a count calculation for a period of events. By default this value is set to an "hour".
	Vertical Field	Used to aggregate (group) documents and divide the table into rows according to the unique value in this field.
	Column Title	The heading of the first column.
	Max Rows Count	The number of maximum table rows.
	Show Percentages For all Field(s)	Adds the percentage from the total row count to each cell.
	Show Percentages Only	Enables you to show only percentages in each cell.
	Total only	Enables you to show only the total of each column.
	Queries	Enables you to add filters only related to this panel.
	Filters	Enables you to add filters only related to this panel.
Auditable	The Auditable panel supports the filtering of multiple values in each column. That is, ASC/DESC column and a detailed view of the row when it is clicked. [+]	

Panel Name	Description																			
	<table border="1"> <thead> <tr> <th data-bbox="435 302 737 344">Panel Parameter</th> <th data-bbox="745 302 1437 344">Description</th> </tr> </thead> <tbody> <tr> <td data-bbox="435 354 737 386">Title</td> <td data-bbox="745 354 1437 386">The panel name.</td> </tr> <tr> <td data-bbox="435 396 737 449">Span</td> <td data-bbox="745 396 1437 449">The number of columns (1 to 12) that the panel will occupy.</td> </tr> <tr> <td data-bbox="435 459 737 491">Editable</td> <td data-bbox="745 459 1437 491">Show/hides the panel configuration button.</td> </tr> <tr> <td data-bbox="435 501 737 596">Time Field</td> <td data-bbox="745 501 1437 596">Determines the events timestamp. By default this value is the same value for Time Field in the Dashboard settings.</td> </tr> <tr> <td data-bbox="435 606 737 659">Rows per page</td> <td data-bbox="745 606 1437 659">The maximum number of rows that can be shown on single page.</td> </tr> <tr> <td data-bbox="435 669 737 722">Local Time</td> <td data-bbox="745 669 1437 722">Enables you to adjust the time field t the browser's local time.</td> </tr> <tr> <td data-bbox="435 732 737 764">Columns</td> <td data-bbox="745 732 1437 764">A list of all the possible column options in the table.</td> </tr> </tbody> </table>		Panel Parameter	Description	Title	The panel name.	Span	The number of columns (1 to 12) that the panel will occupy.	Editable	Show/hides the panel configuration button.	Time Field	Determines the events timestamp. By default this value is the same value for Time Field in the Dashboard settings.	Rows per page	The maximum number of rows that can be shown on single page.	Local Time	Enables you to adjust the time field t the browser's local time.	Columns	A list of all the possible column options in the table.		
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Customtable	<p data-bbox="435 867 1437 909">The Customtable panel is a table in which the columns contain mathematical expressions and links to other columns. [+]</p> <table border="1"> <thead> <tr> <th data-bbox="435 982 737 1024">Panel Parameter</th> <th data-bbox="745 982 1437 1024">Description</th> </tr> </thead> <tbody> <tr> <td data-bbox="435 1035 737 1066">Title</td> <td data-bbox="745 1035 1437 1066">The panel name.</td> </tr> <tr> <td data-bbox="435 1077 737 1129">Span</td> <td data-bbox="745 1077 1437 1129">The number of columns (1 to 12) that the panel will occupy.</td> </tr> <tr> <td data-bbox="435 1140 737 1171">Editable</td> <td data-bbox="745 1140 1437 1171">Show/hides the panel configuration button.</td> </tr> <tr> <td data-bbox="435 1182 737 1234">Local Time</td> <td data-bbox="745 1182 1437 1234">Enables you to adjust the time field t the browser's local time.</td> </tr> <tr> <td data-bbox="435 1245 737 1297">Rows per page</td> <td data-bbox="745 1245 1437 1297">The maximum number of rows that can be shown on single page.</td> </tr> <tr> <td data-bbox="435 1308 737 1528">Aggregate Mode</td> <td data-bbox="745 1308 1437 1528"> <ul style="list-style-type: none"> Enabled - Each row in the table includes a set of documents grouped according to the Aggregate Field values. Disabled - Includes a row for each document in the database. </td> </tr> <tr> <td data-bbox="435 1539 737 1591">Aggregate Field</td> <td data-bbox="745 1539 1437 1591">Enables you to aggregate (group) documents and divide the table into the number of rows specified in this field.</td> </tr> <tr> <td data-bbox="435 1602 737 1717">Show Count</td> <td data-bbox="745 1602 1437 1717">Adds a Count column to the table with the number of documents that were grouped in each row. For example, listName (an aggregate field) will include the number of operations provided for each list.</td> </tr> </tbody> </table> <p data-bbox="435 1749 662 1770">Create a new column</p> <ol style="list-style-type: none"> <li data-bbox="435 1801 1174 1822">1. Type a title for the new column (“New Column Title” input) 		Panel Parameter	Description	Title	The panel name.	Span	The number of columns (1 to 12) that the panel will occupy.	Editable	Show/hides the panel configuration button.	Local Time	Enables you to adjust the time field t the browser's local time.	Rows per page	The maximum number of rows that can be shown on single page.	Aggregate Mode	<ul style="list-style-type: none"> Enabled - Each row in the table includes a set of documents grouped according to the Aggregate Field values. Disabled - Includes a row for each document in the database. 	Aggregate Field	Enables you to aggregate (group) documents and divide the table into the number of rows specified in this field.	Show Count	Adds a Count column to the table with the number of documents that were grouped in each row. For example, listName (an aggregate field) will include the number of operations provided for each list.
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Panel Name	Description
	<p>2. Select the column mode:</p> <ul style="list-style-type: none"> • Count - Total number of documents. • Sum - The sum of the fields values. • Link - The value of the other custom column created within the custom table. • Avg - The average of fields values. • Agg Time Diff - An aggregated count of documents within the defined duration of time specified between 2 time fields. <ul style="list-style-type: none"> • Minuend - The time field from which another time (subtrahend) will be subtracted. • Subtrahend - The time field to subtract from the minuend. • Operator - The condition type that should be set for the period size. • Period size - The duration in minutes or seconds. • Own Value (only available when aggregate mode is disabled) - A field value for each document. • Time Diff (only available when aggregate mode is disabled) - The duration between 2 time fields for each document. <ul style="list-style-type: none"> • Minuend - The time field from which another time (subtrahend) will be subtracted. • Subtrahend - The time field to subtract from the minuend. • Format - The format of the displayed result. You can create any number of fields with a difference of two time fields and specify the desired format for each of them. You can also specify the timestamp (milliseconds) as the format. To do this, enter timestamp or x in the format input. If you want the result to be displayed in the time format accepted for the dashboard, leave the field empty. <p>3. Click Add Block to enter the configuration into the source field. At this stage, additional field calculations can be applied (for example, COUNT of CallResults answer + COUNT of CallResults busy)</p> <p>4. Click the Save Column icon. Columns can be ordered by using the Move arrows.</p> <p>5. Save the panel.</p> <div style="border: 1px solid #f0e68c; padding: 10px; margin: 10px 0;"> <p>Important</p> <p>Click the eye icon in the top right corner under Actions to hide/show the specific column.</p> </div> <p>Expressions writing An expression should begin with a number, parentheses or "data block" and cannot start with a mathematical operator. An expression should not contain letters. Math operators can be inserted using</p>

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	the keyboard or using an operators block located under expression area.																										
ddfiler	The ddfiler panel enables you to create a custom filter for each user. [+]																										
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goal	The goal panel displays displays the progress of a fixed goal in a pie chart. [+]																										
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histogram	<p>The histogram panel enables you to display time charts. This panel includes numerous modes and transformations that enable you to display event counters, mean, min, max and the total of numeric fields, and derivatives of counter fields. [+]</p>																												
	<table border="1"> <thead> <tr> <th data-bbox="427 512 737 548">Panel Parameter</th> <th data-bbox="737 512 1437 548">Description</th> </tr> </thead> <tbody> <tr> <td data-bbox="427 548 737 590">Title</td> <td data-bbox="737 548 1437 590">The panel name.</td> </tr> <tr> <td data-bbox="427 590 737 657">Span</td> <td data-bbox="737 590 1437 657">The number of columns (1 to 12) that the panel will occupy.</td> </tr> <tr> <td data-bbox="427 657 737 699">Editable</td> <td data-bbox="737 657 1437 699">Show/hides the panel configuration button.</td> </tr> <tr> <td data-bbox="427 699 737 795">Inspect</td> <td data-bbox="737 699 1437 795">Shows/hides the panel Inspect button. For example, when the Inspect button is turned on, the Elasticsearch query associated with the specific panel appears.</td> </tr> <tr> <td data-bbox="427 795 737 1373">Chart value</td> <td data-bbox="737 795 1437 1373"> <p>Contains the value that will be used for the y-axis. Note: for all modes other than count, the value_field must be defined. The values can be:</p> <ul style="list-style-type: none"> count - shows the total count of entries in Elasticsearch for each chart interval. min - shows the minimum value of the selected numerical field for each chart interval. avg - shows the average value of the selected numerical field for each chart interval. max - shows the maximum value of the selected numerical field for each chart interval. unique - shows the number of selected numerical fields for each chart interval. sum - shows the sum of the values of the selected numerical fields for each chart interval. </td> </tr> <tr> <td data-bbox="427 1373 737 1440">value_field</td> <td data-bbox="737 1373 1437 1440">The y-axis field when the mode is set to mean, max, min or total. Note: This field must be numeric.</td> </tr> <tr> <td data-bbox="427 1440 737 1482">Derivative</td> <td data-bbox="737 1440 1437 1482">Displays the change of each point on the x-axis.</td> </tr> <tr> <td data-bbox="427 1482 737 1524">Zero fill</td> <td data-bbox="737 1482 1437 1524">Enters zeros in the gaps.</td> </tr> <tr> <td data-bbox="427 1524 737 1591">time_field</td> <td data-bbox="737 1524 1437 1591">The x-axis field. This field must be defined as a date type in Elasticsearch.</td> </tr> <tr> <td data-bbox="427 1591 737 1659">Time correction</td> <td data-bbox="737 1591 1437 1659">Sets the Local time as the browsers timezone. Valid value: Local Time and UTC.</td> </tr> <tr> <td data-bbox="427 1659 737 1701">Auto-interval</td> <td data-bbox="737 1659 1437 1701">Automatically scales intervals.</td> </tr> <tr> <td data-bbox="427 1701 737 1768">Interval</td> <td data-bbox="737 1701 1437 1768">The interval value used when Auto-interval is set to False.</td> </tr> <tr> <td data-bbox="427 1768 737 1810">Resolution</td> <td data-bbox="737 1768 1437 1810">Indicates the maximum number of chart bars.</td> </tr> </tbody> </table>	Panel Parameter	Description	Title	The panel name.	Span	The number of columns (1 to 12) that the panel will occupy.	Editable	Show/hides the panel configuration button.	Inspect	Shows/hides the panel Inspect button. For example, when the Inspect button is turned on, the Elasticsearch query associated with the specific panel appears.	Chart value	<p>Contains the value that will be used for the y-axis. Note: for all modes other than count, the value_field must be defined. The values can be:</p> <ul style="list-style-type: none"> count - shows the total count of entries in Elasticsearch for each chart interval. min - shows the minimum value of the selected numerical field for each chart interval. avg - shows the average value of the selected numerical field for each chart interval. max - shows the maximum value of the selected numerical field for each chart interval. unique - shows the number of selected numerical fields for each chart interval. sum - shows the sum of the values of the selected numerical fields for each chart interval. 	value_field	The y-axis field when the mode is set to mean, max, min or total. Note: This field must be numeric.	Derivative	Displays the change of each point on the x-axis.	Zero fill	Enters zeros in the gaps.	time_field	The x-axis field. This field must be defined as a date type in Elasticsearch.	Time correction	Sets the Local time as the browsers timezone. Valid value: Local Time and UTC.	Auto-interval	Automatically scales intervals.	Interval	The interval value used when Auto-interval is set to False.	Resolution	Indicates the maximum number of chart bars.
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Panel Name	Description	
	Panel Parameter	Description
	Bars	Shows/hides chart bars.
	Lines	Shows/hides chart lines.
	Selectable	Enables you to click and drag the table to zoom in and out.
	x-axis	Show/hide the x-axis.
	y-axis	Show/hide the y-axis.
	Zoom	Shows/hides the Zoom Out option.
	View	Shows/hides the quick view options section.
	Legend	Shows/hides the table legend.
	Counts	Shows/hides totals in the legend.
	Grid	Enables you to automatically set the minimum and maximum y-axis values.
	Queries	Enables you to add filters only related to this panel.
Filters	Enables you to add filters only related to this panel.	
number	Displays the results of an Elasticsearch query as a number and percent of the total record count. This panel can be filtered according to a specific field value. For example, Success jobs count. [+]	
	Panel Parameter	Description
	Title	The panel name.
	Span	The number of columns (1 to 12) that the panel will occupy.
	Editable	Show/hides the panel configuration button.
	Inspect	Shows/hides the panel Inspect button. For example, when the Inspect button is turned on, the Elasticsearch query associated with the specific panel appears.
	mode	<p>Contains the value that will be used for the y-axis. Note: For all modes other than count, the value_field must be defined.</p> <ul style="list-style-type: none"> Total - Shows the total event (documents) count. Value - Shows the count, percentage and trend of records that have a specific value for a specific field. Range - Shows the count, percentage and trend of records that have a specific value for a specific field in the given range. This mode should be used for numeric fields, such as duration.

Panel Name	Description																					
	<table border="1"> <thead> <tr> <th data-bbox="435 302 735 344">Panel Parameter</th> <th data-bbox="743 302 1437 344">Description</th> </tr> </thead> <tbody> <tr> <td data-bbox="435 354 735 417">Result threshold (for color change)</td> <td data-bbox="743 354 1437 417">The point at which the chart bar color changes.</td> </tr> <tr> <td data-bbox="435 428 735 491">Threshold in percents</td> <td data-bbox="743 428 1437 491">The value of the Result Threshold as a percentage of the total count.</td> </tr> <tr> <td data-bbox="435 501 735 564">Default Color</td> <td data-bbox="743 501 1437 564">The default color of the bar before the threshold is reached.</td> </tr> <tr> <td data-bbox="435 575 735 638">Color when the result is greater than the threshold</td> <td data-bbox="743 575 1437 638">The default color of the bar when the result is greater than the threshold.</td> </tr> <tr> <td data-bbox="435 648 735 690">Subtitle</td> <td data-bbox="743 648 1437 690">The heading within the panel.</td> </tr> <tr> <td data-bbox="435 701 735 743">Field</td> <td data-bbox="743 701 1437 743">Enables you to calculate the Value and Range modes.</td> </tr> <tr> <td data-bbox="435 753 735 795">Value</td> <td data-bbox="743 753 1437 795">The field used for filtering.</td> </tr> <tr> <td data-bbox="435 806 735 848">Queries</td> <td data-bbox="743 806 1437 848">Enables you to add filters only related to this panel.</td> </tr> <tr> <td data-bbox="435 858 735 900">Filters</td> <td data-bbox="743 858 1437 900">Enables you to add filters only related to this panel.</td> </tr> </tbody> </table>		Panel Parameter	Description	Result threshold (for color change)	The point at which the chart bar color changes.	Threshold in percents	The value of the Result Threshold as a percentage of the total count.	Default Color	The default color of the bar before the threshold is reached.	Color when the result is greater than the threshold	The default color of the bar when the result is greater than the threshold.	Subtitle	The heading within the panel.	Field	Enables you to calculate the Value and Range modes.	Value	The field used for filtering.	Queries	Enables you to add filters only related to this panel.	Filters	Enables you to add filters only related to this panel.
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Panel Name	Description	
	Panel Parameter	Description
	Editable	Show/hides the panel configuration button.
	Inspect	Shows/hides the panel Inspect button. For example, when the Inspect button is turned on, the Elasticsearch query associated with the specific panel appears.
	Header	Shows/hides column headings.
	Sorting	Enables/disables column sorting.
	Sort	Contains the data according to which the table should be sorted. For example, '@timestamp','desc'
	Font Size	The size of the table font in pixels.
	Local Time	Select this parameter to adjust the timeField to the browser's local time.
	Columns	The list of columns that can appear in the table.
	Highlight values	A list of values that can be highlighted.
	Show Controls	Shows/hides pagination control buttons.
	Overflow	Contains the css overflow property. That is, 'min-height' (expand) or 'auto' (scroll).
	Per Page	The maximum number of rows on one page.
	Page limit	The maximum number of pages.
	Queries	Enables you to add filters only related to this panel.
Filters	Enables you to add filters only related to this panel.	
terms	The terms panel displays a table, bar chart or pie chart based on the results of an Elasticsearch terms facet. [+]	
	Panel Parameter	Description
	Title	The panel name.
	Span	The number of columns (1 to 12) that the panel will occupy.
	Editable	Show/hides the panel configuration button.
	Inspect	Shows/hides the panel Inspect button. For example, when the Inspect button is turned on, the Elasticsearch query associated with the specific panel appears.
	Terms mode	<ul style="list-style-type: none"> • terms - unique values used for grouping documents. • terms_stats - count, min, max, avg or sum statistics that can be applied to the Value field according to the unique value of the field.
	Field	Indicates the field on which to compute the facet.

Panel Name	Description	
	Panel Parameter	Description
	Length	The maximum number of values in a chart.
	Order	The sorting rule.
	Style	Chart type (bar, pie or table).
	Legend	Shows/hides the legend.
	Legend Format	Indicates the legend alignment options.
	Missing	Select/deselect this option to show/hide the display of a counter that shows how many results are missing.
	Other	Select/deselect this option to show/hide the display of a counter that represents the aggregate of all values that exceed the set length.
	Percents	Enables you to add percentages to each facet.
	Exclude Terms(s) (comma separated)	Indicates the terms that should be excluded from the results.
	Use Splitting	Enables facet splitting by other field values.
	Splitting Bars Colors	Custom bar colors for specific values.
	Queries	Enables you to add filters only related to this panel.
	Filters	Enables you to add filters only related to this panel.
Text	The Text panel displays static formatted as markdown, sanitized html or as plain . [+]	
	Panel Parameter	Description
	Title	The panel name.
	Span	The number of columns (1 to 12) that the panel will occupy.
	Editable	Show/hides the panel configuration button.
	Mode	Displays html, markdown or .
Content (This area uses Markdown. HTML is not supported)	Displays the content of your panel in the selected mode.	

Related Topics

- [Configure a Dashboard](#)

- [Configure a Dashboard Row](#)