



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

CX Contact Help

Create an Analytics Dashboard Panel

Contents

- [1 Create an Analytics Dashboard Panel](#)
 - [1.1 Create an Analytics Dashboard Panel](#)
 - [1.2 Configure an Analytics Dashboard Panel](#)
 - [1.3 Panel List](#)
 - [1.4 Related Topics](#)

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The content of this document has been moved and is no longer being updated in this location.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](#)
- [Panel List](#)

Create an Analytics Dashboard Panel

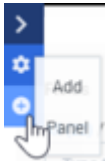
For example purposes, performing the following steps will create a panel with information about job results.

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.

5. Select **Editable** to lock the specific dashboard so that it cannot be changed in the future
6. Select **Collapsible** to enable the Collapsible 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 | |
|--------------------|---|--|
| | 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 to the browser's local time. |
| | Columns | A list of all the possible column options in the table. |
| Customtable | The Customtable panel is a table in which the columns contain mathematical expressions and links to other columns. [+] | |
| | 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 to 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. |
| | Create a new column 1. Type a title for the new column ("New Column Title" input) | |

| 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 data-bbox="435 1562 1382 1715"> <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> |

| Panel Name | Description | |
|------------|--|--|
| | the keyboard or using an operators block located under expression area. | |
| ddfilter | The ddfilter panel enables you to create a custom filter for each user. [+] | |
| | | |
| | 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. |
| | Filter Field | The name of the field that should be used for filtering. |
| | Filter Title | Filter name. |
| | Queries | Enables you to add filters only related to this panel. |
| Filters | Enables you to add filters only related to this panel. | |
| | | |
| goal | The goal panel displays displays the progress of a fixed goal in a pie chart. [+] | |
| | | |
| | 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. |
| | Goal | The amount of events that should be reached. |
| | donut | Draws a hole in the middle of the pie chart. |
| | tilt | Tilts the pie chart back into an oval shape. |
| | legend | The location of the legend in the panel (top, bottom, none). |
| | labels | Disable/Enable labels inside the pie chart. |
| | spyable | Disable/Enable the Inspect function. |
| | Queries | Enables you to add filters only related to this panel. |
| Filters | Enables you to add filters only related to this panel. | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |

| Panel Name | Description | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|-----------------|---|-----------------|-------------|-------|-----------------|------|---|----------|--|---------|--|-------------|---|-------------|--|------------|--|-----------|---------------------------|------------|---|-----------------|---|---------------|---------------------------------|----------|---|------------|---|
| 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> <tr> <th>Panel Parameter</th><th>Description</th></tr> <tr> <td>Title</td><td>The panel name.</td></tr> <tr> <td>Span</td><td>The number of columns (1 to 12) that the panel will occupy.</td></tr> <tr> <td>Editable</td><td>Show/hides the panel configuration button.</td></tr> <tr> <td>Inspect</td><td>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>Chart value</td><td> <p>Contains the value that will be used for the y-axis. Note: for all modes other than count, the <code>value_field</code> 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>value_field</td><td>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>Derivative</td><td>Displays the change of each point on the x-axis.</td></tr> <tr> <td>Zero fill</td><td>Enters zeros in the gaps.</td></tr> <tr> <td>time_field</td><td>The x-axis field. This field must be defined as a date type in Elasticsearch.</td></tr> <tr> <td>Time correction</td><td>Sets the Local time as the browser's timezone. Valid value: Local Time and UTC.</td></tr> <tr> <td>Auto-interval</td><td>Automatically scales intervals.</td></tr> <tr> <td>Interval</td><td>The interval value used when Auto-interval is set to False.</td></tr> <tr> <td>Resolution</td><td>Indicates the maximum number of chart bars.</td></tr> </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 <code>value_field</code> 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 browser's 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. |
| 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 <code>value_field</code> 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 browser's 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. | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

| 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 | |
|------------|--|---|
| | 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. |
| sankey | The sankey panel displays a flow diagram, in which the width of the arrows is shown proportionally to the flow quantity. [+] | |
| | 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. |
| | Field 1Field X | The fields that will be used for events flow tracking. |
| | Height | The height of the diagram in pixels. |
| | Queries | Enables you to add filters only related to this panel. |
| | Filters | Enables you to add filters only related to this panel. |
| table | The table panel displays a view that can be sorted and divided into pages. The information in this panel can be arranged into defined columns and offers several interactions (for example, adhoc term aggregations). [+] | |
| | Panel Parameter | Description |
| | Title | The panel name. |
| | Span | The number of columns (1 to 12) that the panel will occupy. |

| 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. |
| | Splitted 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](#)