



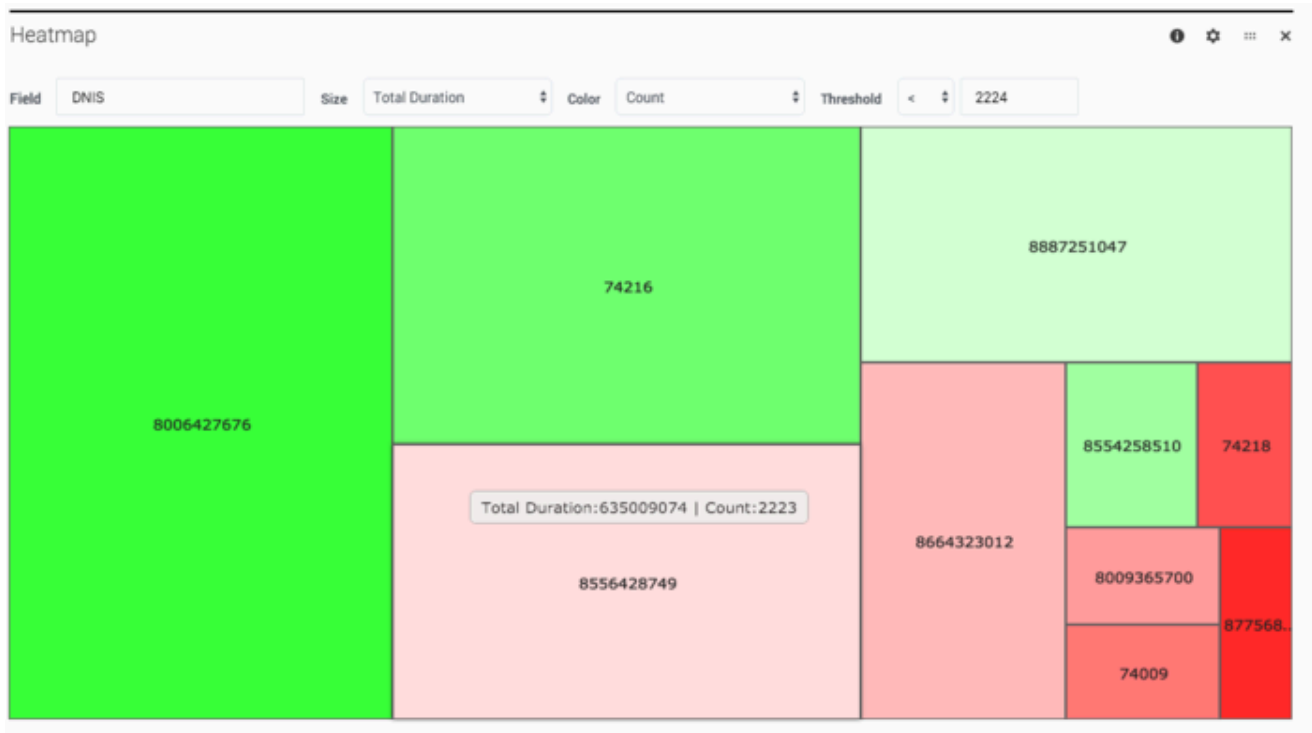
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Genesys Designer Help

Heatmap

Heatmap

The Heatmap dashboard uses colors to show a graphical representation of individual values. The graph changes colors when certain counts (or thresholds) for the selected field are reached.



Reports on this dashboard

Count Over Time

(See [Count Over Time](#).)

Filter

(See [Filter](#).)

Heatmap

Basically, the heatmap is a collection of colored rectangles that represent the session counts for a particular field.

Heatmap

If you look at the example above, the Heatmap panel shows the session counts for the **DNIS** field, with the size and colors of the rectangles changing as the **Total Durations** values increase or decrease. The longer the **Total Durations**, the larger the rectangle, and the color progression goes from green to red based on the **Count**, with the color intensity set by the **Threshold**.

So, in this example, the largest rectangle (DNIS=8006427676) had the longest **Total Duration**, while the smallest (DNIS=87568) had the shortest. As the **Threshold** is set to **< 2224**, rectangles where the count is less than that are in red. The deeper the red, the further away the count is from the set threshold.