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Genesys Designer Help

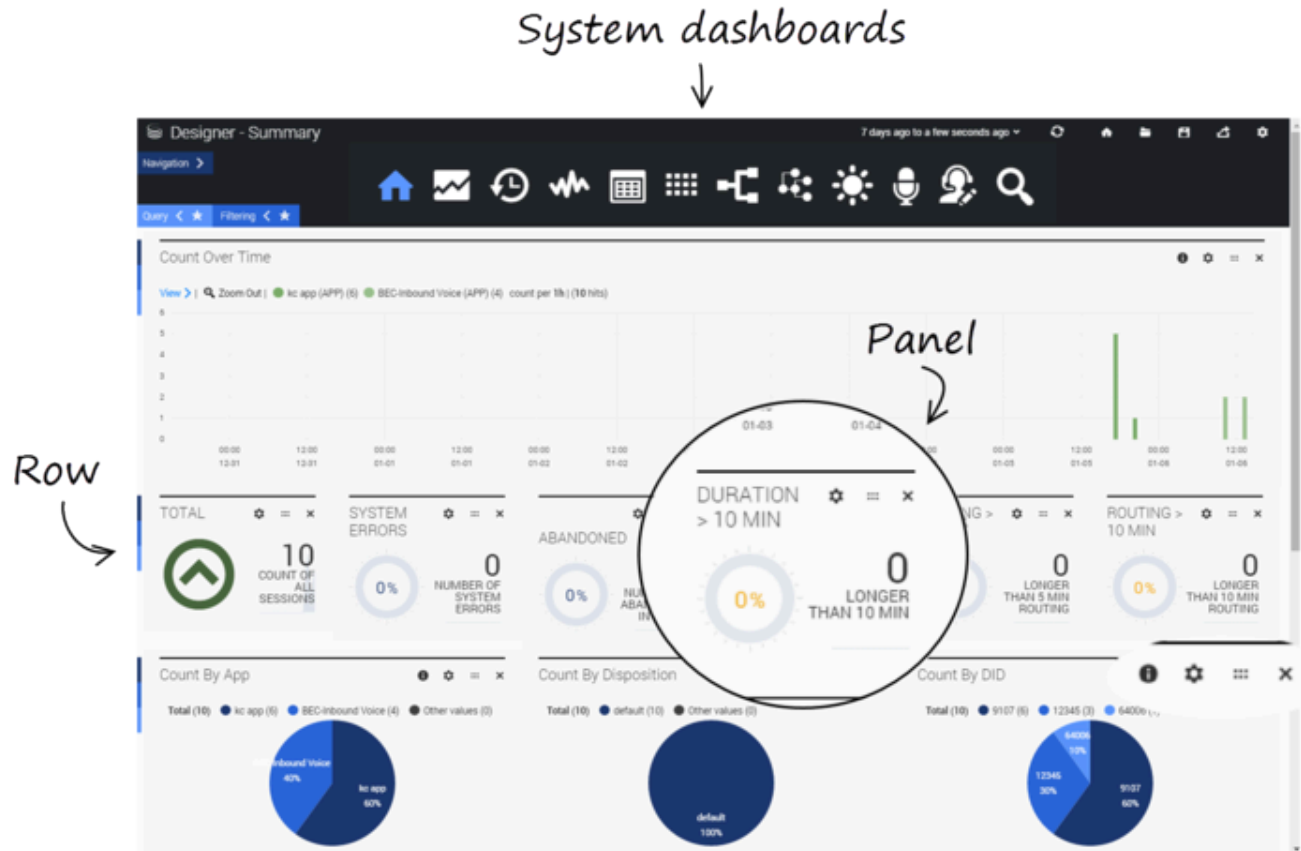
Dashboard management

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Dashboard management

Each dashboard is made up of several rows, each containing one or more reporting panels. The buttons on the main dashboard toolbar let you quickly navigate between the various types of **system dashboards**.



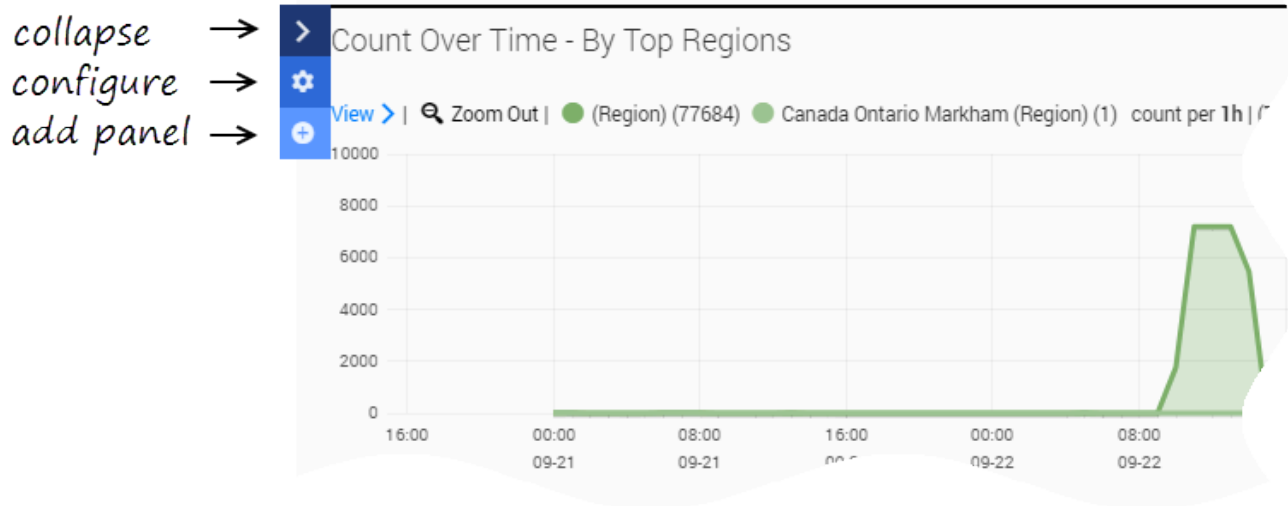
The settings for the built-in system dashboards cannot be changed.

Tip

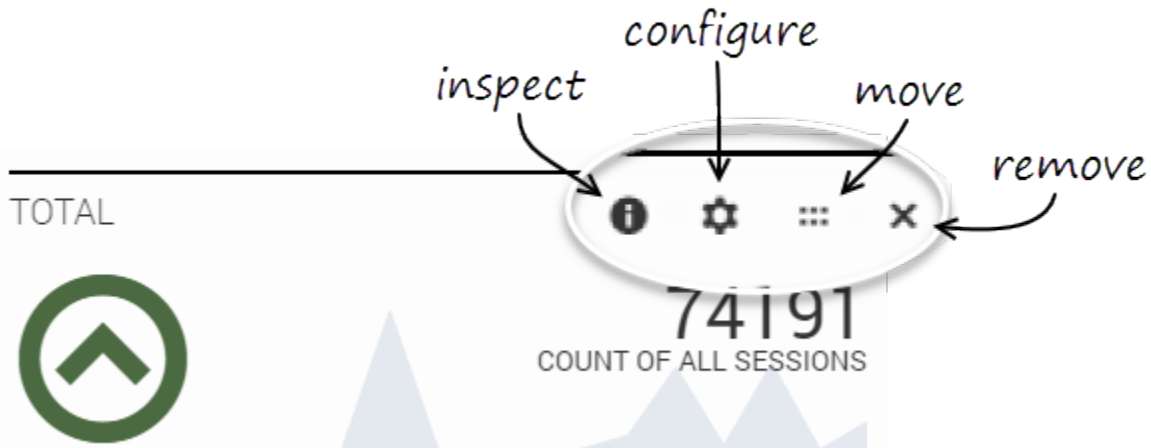
The Designer Dashboards are built on the Kibana plug-in (by **elastic**). For additional details that are not covered in this Help, please refer to the **Kibana 3.0 documentation**.

Rows and Panels

On the left side of each row is a sliding menu that remains hidden (or collapsed) when not in use. The menu slides out when you hover over it and has options to **collapse**, **configure**, or **add panels** to the row.



Each of the panels has options to **configure**, **move**, or **remove** the panel. Some panels also have an **inspect** icon that lets you view the query for the report being displayed.

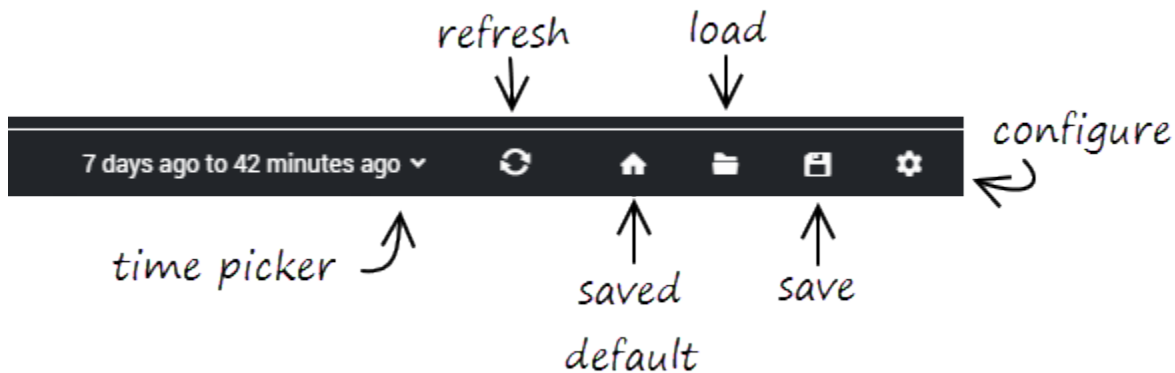


Tip

Sometimes, after closing an **inspect** panel, it might look like the dashboard page has gone blank, especially if there was a lot of information to scroll through. If this happens, simply scroll back up to the top of the dashboard page. (This issue can be avoided by using **Esc** to dismiss an **inspect** panel instead of closing it.)

Dashboard controls

At the top of the screen are control icons for performing common tasks.



Time picker

Lets you select the time period for which you want to display data.

Refresh

Refreshes the dashboard with the most current data for the selected time period.

Home (saved default)

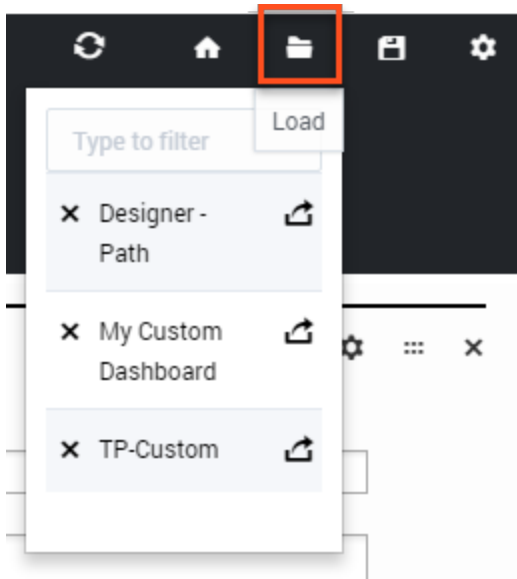
Returns to the dashboard that is currently saved as the default (or "home") dashboard.

Tip

This **Home** button is not the same as the **Home** button on the main toolbar (for the built-in dashboard types). That button will always return you to the built-in **Summary** dashboard, while this one will return you to the dashboard you've assigned to it.

Load

Lets you select and open any dashboards that you have saved.



Save

Saves the current dashboard. You will be prompted to give the dashboard a new name. (This option might not be available for all users or deployments.)

Configure

Customize certain properties and settings for the current dashboard.

Navigation, Query, and Filtering tabs

Toggling these tabs lets you show or hide their options.

Navigation tab

Shows or hides the dashboard icons.

Query tab

Toggling the **Query** tab lets you manually enter a query statement to search for specific terms, criteria, or conditions.

For example, you might enter the following query:

```
=applicationName=Test 2 AND finalDisposition=System Error AND ANI=703-123-1234
```

This query would search the **Test 2** application for sessions where the final disposition was **System Error** and the ANI (the caller's phone number) was **703-123-1234**.

Query statements are not automatically applied to all panels on the dashboard. To use a query statement on a panel, go to the panel's **Configure** settings and select it from the **Queries** tab.

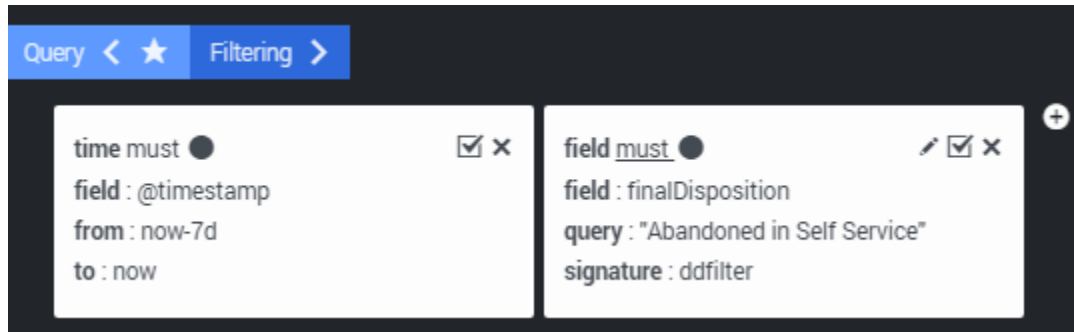
Filtering tab

toggling the **Filtering** tab lets you see any filters that are currently applied to the dashboards.

Important

In most cases, any filters that you define are applied across *all* of the system dashboards, not just the dashboard you are currently viewing.

Whenever you select a value from the **Filter panel**, or click a specific time range or section of a pie or bar chart, a filter is automatically created. In this example, we can see that an **Abandoned in Self Service** filter was applied:



With the filters visible, you can easily modify, remove, or turn a filter on or off (the solid dot indicates the filter is currently *on*).

You can also make a filter *inclusive* or *exclusive* by clicking the field and choosing one of the options:

field ● must

field : must
mustNot
either

finalID

signature :
ddfilter

query :
"Abandoned in Self Service"

Save Apply