GENESYS™

# Recording, Quality Management and Speech Analytics User Manual

## Managing Widgets

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# Managing Widgets

Widgets are small applications that can be included in a view in the **Dashboard** page. Each widget is displayed in the page as a small rectangle. Depending on your user permissions, you may be able to add widgets to a view, move widgets from one location to another within a view, modify the settings of widgets, minimize widgets, and remove widgets from a View.

Various types of widgets can be included in a view:

- Report (Drill down)
- My Messages

The Report widget can be configured to display information about a variety of topics, so you may find it useful to include more than one of them in a single view, or to create multiple views in which these widgets display different data.

## Adding a Widget

You can add any number of widgets to a view. To add a widget to a view:

1. When you have the view open, click **Add Widgets**. The available widgets are displayed.
2. Click the widget you want to add to the view. The widget is added to the view.
3. Drag the widget to the desired location on the screen.

## Editing a Widget

You can change the name, height, and refresh rate of all widgets. Some widgets have additional settings that you can change. To change the name of a widget:

1. Click the title of the widget. The title becomes an editable text field.
2. Modify the title as required.
3. Click **OK**. The title is updated.

### To change the height and other settings of a widget:

1. In the upper-right corner of the widget, click **Edit**. The widget's configurable settings are displayed.
2. Change the settings as required. For detailed information about the settings of each type of widget, see the description of the widget, as follows:

- Report Widget
- My Messages Widget

3. Click **Save** to save your changes.

4. In the upper-right corner of the widget, click **Close**. The setting options are hidden.

## Moving a Widget

You can move a widget from location to location within a View. To move a widget:

- Drag the widget to its desired location.

## Minimizing a Widget

If you do not want to see the contents of a widget temporarily, you can minimize the widget. To minimize a widget:

- In the upper-right corner of the widget, click the minus sign (file:Smicon_minimize.png). The title bar of the widget is displayed, but its content is hidden.

## To maximize a widget:

- In the upper-right corner of the widget, click the plus sign (file:Smicon_maximize.png). The content of the widget is displayed below its title bar.

## Refreshing a Widget

The contents of widgets are refreshed automatically at specified intervals, but you can also refresh them manually. To refresh a widget:

- Click file:Smicon_refresh.png.

## Deleting a Widget

You can remove a widget from a View. To remove a widget from a View:

1. In the upper-right corner of the widget, click the x (file:Smicon_close.png). You are prompted to confirm that you want to remove the widget from the View.

2. Click **Yes**. The widget is removed from the View.