Dashboard

Dashboard is a combination of reports that is used to visualize on a single screen.

You can perform the following tasks in the Dashboard:

Run a Dashboard

To run a dashboard:

> **Note** Ensure that the dashboards have at least one visualization. For more information, see Design Dashboards, on page 4.

1. Click the **Dashboard** icon on the navigation bar.

2. To find a report, you may use either the Search function or the tree ⊞ icon. When you click on the tree icon all files in that folder are displayed. Search displays all the matching reports from the subfolders as well. Click the ⬚ button and select **Run** from the context menu.

   When you click on a folder or a report, the exact location of the folder or the report is displayed on the breadcrumb.

3. To view the visualization, click **launch**.

   Once it renders the visualization, click the **Setting** button to view the **Profile Variables** and **Segments** used in the visualization data.

> **Note** The filtering capability is not available when you run compound reports in a dashboard.

View Stock Report Dashboard

Business Metrics

Abandoned Contacts

The Abandoned Contacts Dashboard displays the number of contacts that were Abandoned during a specific period. You can filter the data in the Dashboard according to Interval and Duration as mentioned here:

- **Interval**—Shows intervals, such as 10 Minutes, 30 Minutes, Hourly, Daily, Weekly, and Monthly.

- **Duration**—Shows durations, such as Today, Yesterday, This Week, Last Week, Last 7 days, This Month, Last Month, and This Year.

Parameter	Description
Total Abandoned Contacts	The total number of contacts that are Abandoned. The number of contacts Abandoned for different channels (Chat & Voice) is also displayed. Contacts can get abandoned in the following scenarios: 1. When in IVR. 2. When in Queue Waiting Time (QWT). 3. When in sequential QWT. 4. When in parallel QWT. Applicable only for UCCX. 5. When an agent does not receive the call.
Leading Abandonment Reason	The percentage of total contacts that got abandoned in Queue Waiting Time (QWT). For example, in a day total contacts are 1000 and in that 100 contacts were Abandoned, the QWT for these 100 contacts that were Abandoned can fall in the following categories: • 10 calls in less than 1 minute. • 25 calls in the range of 1–5 minutes. • 50 calls in the range of 5–10 minutes. • 15 calls more than 10 minutes. **Note** For the above example, the Leading Abandonment Reason shows 65% (looking at maximum period calls that got abandoned) and QWT as more than 5 minutes.
Call Back / Renewed Chat Rate	Total percentage of customers who have contacted back either through voice calls or chat.

Parameter	Description
Customer Journey	The Sankey diagram shows at which stage the contact was abandoned. This diagram shows a vertical bar for the different Entry Points, Queues, Wait Time, and Agents. The view depends on the selected Channel Type. Hovering over the stages shows more information, like the number of abandoned contacts and number of contacts that are handled by each agent.
Contacts Trend	The Area chart shows the Trend of contacts that are handled and abandoned for each channel type for the selected duration.
Abandoned Contacts By Stage	The Donut diagram shows in which stage the contacts got abandoned.
Abandoned Contact Details	The tabular view displays the details of each abandoned contact for the selected duration. **ANI** This indicates the caller's phone number that is associated with the caller if it is voice calls and email address if it is chat. **DNIS** This indicates the agent's phone number that is associated with the agent. **First Contact Time** This indicates the time when the contact came into the contact center. **Abandonment Stage** This indicates at which stage the contact got abandoned for example: IVR, in Queue, or at Agent during ringing. **Transfers** This indicates the number of times a contact has been transferred. **Total Wait Time** This indicates the time that the contact was in wait before it got abandoned. This includes the IVR / self-service time and the QWT. **Repeat Call Time** This indicates when a caller returned the call (repeat call) within a specified duration (currently it is one hour).

Historical Reports

These reports are not available for Cloud Connect users.

Real-Time Reports

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Note   These dashboards are not available for Cloud Connect users.

To refer all the report details that are used in these dashboards, see the appropriate report in the View Stock Report Dashboard, on page 2 section.

Design Dashboards

Step 1   Click **Dashboard** > **Create New Dashboard**.

Step 2   Drag and drop a visualization on to the canvas area. You can add as many visualizations as you want the dashboard to display.

Step 3   To reposition a visualization, drag it to a new position. To format a visualization, select the **Formatting** panel and then select visualization from the drop-down list to modify.

Step 4   To resize a visualization:

- Drag the edge or corner to decrease or increase the size.

- Select **Formatting**, select the visualization name from the drop-down list and edit the **Width** and **Height**.

Step 5   To remove a visualization from the dashboard, select X.

Step 6   To enter a name for your visualization, click **Click to add title**. To edit the title, enter a new title and click checkmark symbol.

Step 7   To format the visualization title, select **Formatting** and choose the title from the drop-down list in the tab to display the format options you can customize, such as border style, text alignment, and font size, color, and weight.

Step 8   To save the dashboard, click **Save**, and select a folder.

To create a new folder, click the **New Folder**, enter a name for the folder. Enter a name for the dashboard and then click **OK**

Step 9   You can preview the dashboard, click **Preview**.

Step 10   To edit the dashboard name, click the **Edit DashboardName** to select the existing text; then enter a new name and click the Apply button.