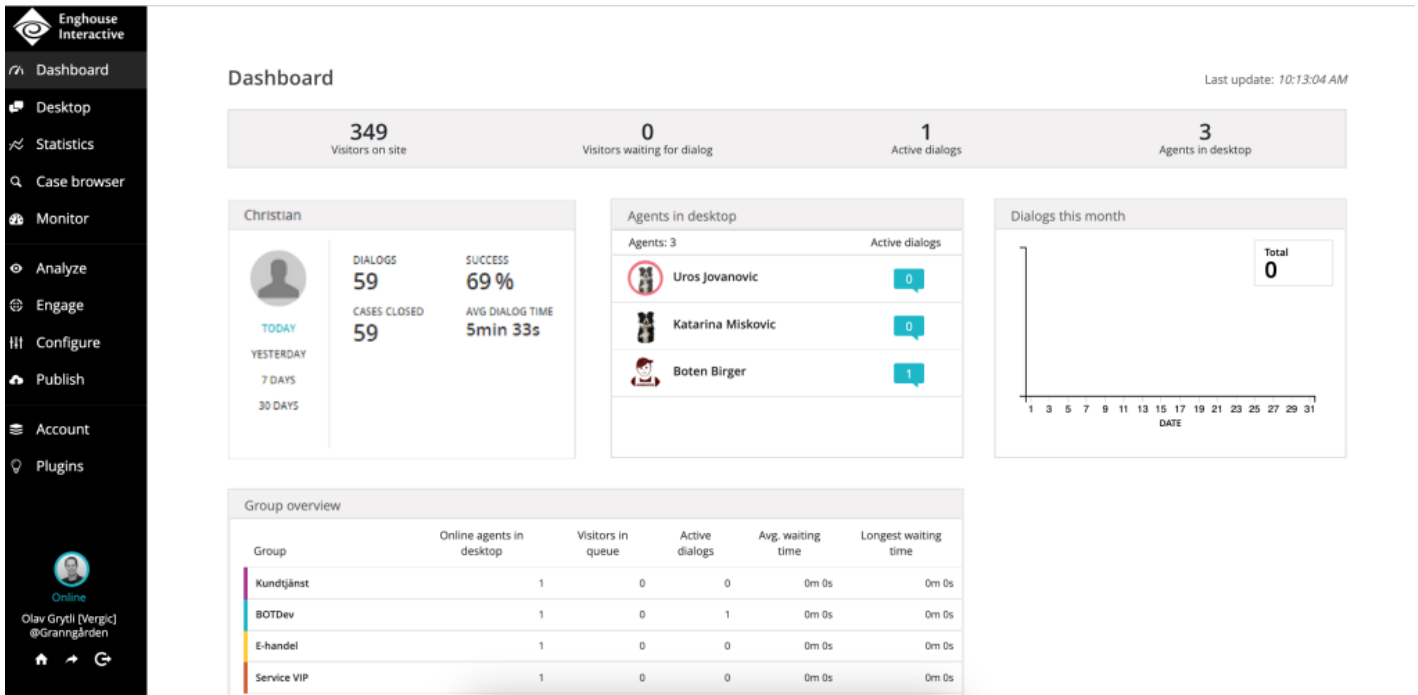


Dashboard

The dashboard gives you an overview of number of visitors on your website and a measure of agent's engagement with the visitor.

Note

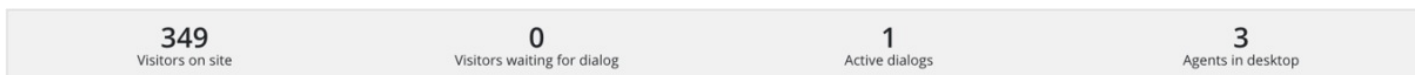
This option is available to all users irrespective of their role within the organisation. For more details on the roles, please read the [Roles defined](#) article.



The dashboard is divided into three parts:

- Metrics bar
- Centre widgets section
- Group overview widget

Metrics bar



The top metrics bar will give you an indication of current load for the account. Please note that the data is a combined number from all sites within the account.

Metrics	Definition
Visitors on site	The number of visitors currently on all websites connected to the account
Visitors waiting for dialog	The number of visitors that are in queue waiting to interact with an agent
Active dialogs	The number of active interaction happening between the visitor and the agent

Metrics	Definition
Agents in desktop	The number of available active agents [this excludes users in away status]

The Metrics bar is updated every 30 seconds and the last updated time point is visible on the top right corner of your screen.

Centre widgets section

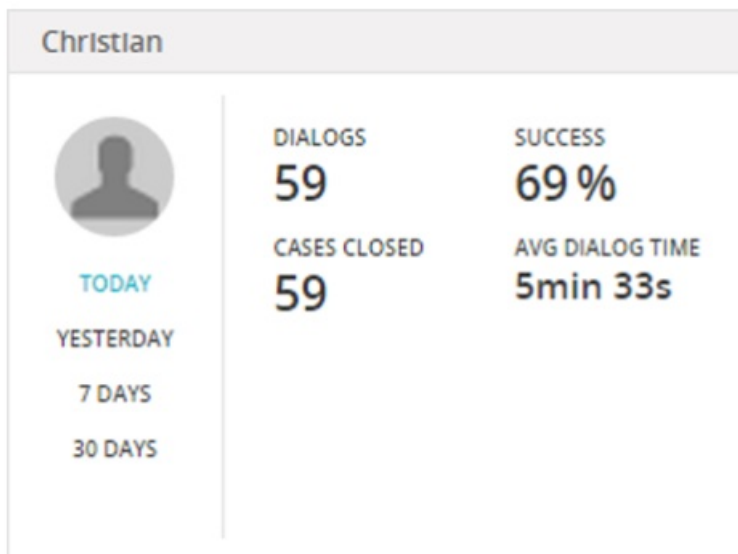
The centre of the dashboard contains three widgets,viz,

- My status [personal information of the user]
- Agents in desktop
- Dialogs this month




The first widget displays the personal information of yourself for four time periods : Today, Yesterday, 7 days, and 30 days. It gives you a glance of total number of dialogs you have had with visitors, total number of cases closed, the percentage of cases that were closed with positive outcome, and the average dialog time.

Note

This widget is updated only when the page is reloaded.



The **Agents in desktop** widget gives you a list of all the agents available at the moment and the number of active dialogs they are having with the visitors.

Agents in desktop	
Agents: 3	Active dialogs
 Uros Jovanovic	0
 Katarina Miskovic	0
 Boten Birger	1

The **Dialogs this month** widget gives an overview of the total number of dialogs during the current month.



Groups overview widget

This widget gives you an overview of all the different queues and their current status.

Group overview						
Group	Online agents in desktop	Visitors in queue	Active dialogs	Avg. waiting time	Longest waiting time	
Kundtjänst	1	0	0	0m 0s	0m 0s	
BOTDev	1	0	1	0m 0s	0m 0s	
E-handel	1	0	0	0m 0s	0m 0s	
Service VIP	1	0	0	0m 0s	0m 0s	

Metrics	Definition
Group	Name of the queue/group
Online agents in desktop	The number of active agents who can work with this queue
Visitors in queue	The number of visitors in this queue waiting for a dialog

Metrics	Definition
Active dialogs	The number of visitors currently in dialog with an agent
Avg. waiting time	The average waiting time for the last 15 mins for each queue
Longest waiting time	The maximum wait time for any visitor in the queue

The group overview widget is updated every 30 seconds.