

Add, Remove and Edit Widgets

A Widget for a dashboard is simply a visualisation of a piece of data, in some specific form - for example a label with a specific value, a table of values or a chart that displays one or more series of data.

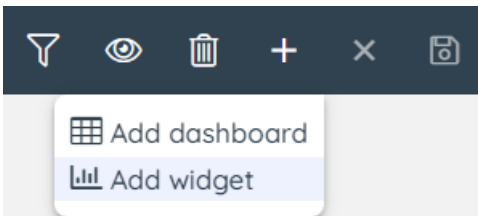
Adding Widgets

One can add multiple widgets to a dashboard. Each widget will display a set of data - either a collection (e.g. table or chart), or a single value (e.g. one or more labels).

To start the process of adding a widget, simply click on the "plus" icon on the top right of the Dashboard section:



This will show a submenu, where one needs to choose the "Add widget" option:

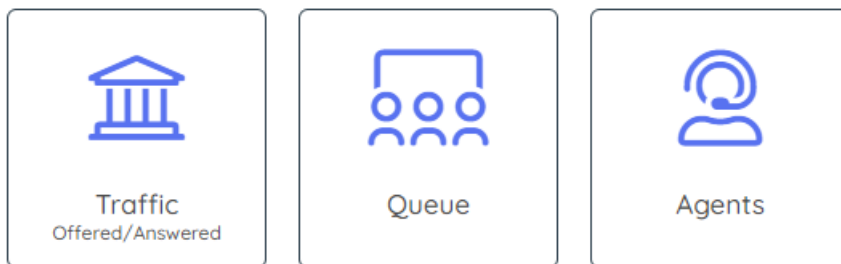


which will trigger the process of adding a new widget.

Since the new widget is simply a way to present data, all next steps are aimed at determining what data one wants to show and how exactly one wants to present it.

Once the "Add Widget" menu item is selected, one is prompted to choose the widget type:

Select widget

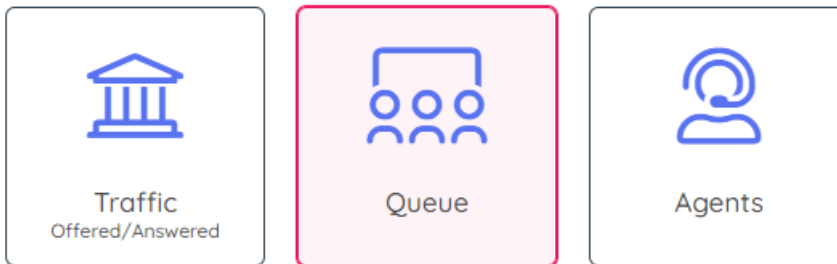


Each widget type is related to the underlying data for it. These options include:

1. Traffic - data for queues traffic, such as offered and answered requests
2. Queue - data for each queue, such as Average Handle Time and Answer Percent
3. Agents - data for each Agent, such as Agent Status

Once a widget is selected, it is marked accordingly:

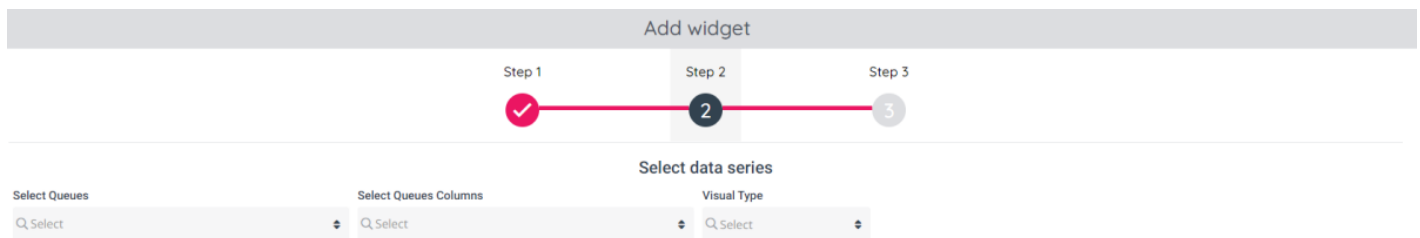
Select widget



The next step is to proceed by clicking on the "Next" button, located at the lower right section of the page:



This takes us to the next page of the wizard,



While the actual data may differ from user to user, as well as per widget/data type, the steps performed for each widget are identical - in this phase one needs to choose:

1. Queues (for Traffic widget type), as well as for the Queue widget type, or Agents if one has selected the "Agents" widget
2. The second column is for selecting columns for this widget type, such as Average Speaktime. These are the actual data fields that will be displayed.
3. The third selection in the list is the "Visual Type" where one determines how the data will be visualised:
 1. Chart - one or more series of chart data, which may be:
 1. Bar
 2. Line
 3. Area
 2. Label - one or more labels, where each label hosts a single value
 3. Table - a table to show one or more rows of data

All the options are demonstrated in the sample screenshot below (all options opened and overlaid for demo purposes):

Select data series

Select Queues

6. Facebook (x) 7. Twitter (x)

Filter: Enter keyword

6. Facebook (x) 7. Twitter (x)

Select all

- 1. Sales
- 2. Support
- 3. Switchboard
- 6. Facebook
- 4. Chat
- 7. Twitter
- 5. E-mail
- Dialler 1
- Dialler 2

Select Queues Columns

Abandon < SLA (x) Answered (x) Silent Call % (x)

Filter: Enter keyword

Abandon < SLA (x) Answered (x) Silent Call % (x)

Select all

- Call- back
- Max Wait
- Pref. Calls
- In Queue
- Silent Calls
- Silent Call %
- SLA Score
- Answered
- Offered

Visual Type

Table

Chart

Bar Line Area

Other

Label Table

Once this step is done as well, the next and last step from the wizard is exposing options to:

1. Set the widget title - an input field where one can specify the name of the Dashboard, such as "Queues Dashboard"
2. Set the Style for the dashboard - a list of colour presets for the dashboard, such as "Light", "Dark" or "Ruby"

This last screen looks like this:

Customize your widget

Widget title

Queue Overview

Style

Ruby

Name	Abandon %	Logged On	In Queue	Offered
2. Support	0	0	0	0
7. Twitter	0	0	0	0

Previous

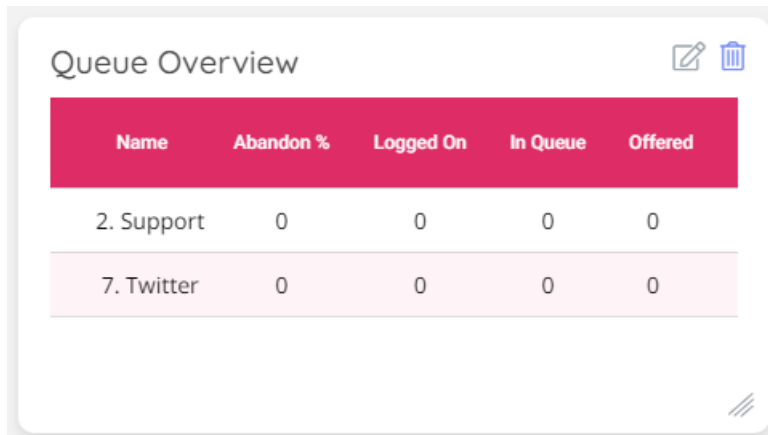
Cancel

Done

Once one has chosen a Widget title and a Style, the setup can be finalised by simply clicking on the "Done" button, located on the bottom right.

Removing Widgets

Any widget, from an already defined dashboard, can be removed from the layout. To do so, simply click on the delete icon on the top-right of the widget container:



This will trigger a prompt to confirm the deletion of the widget:



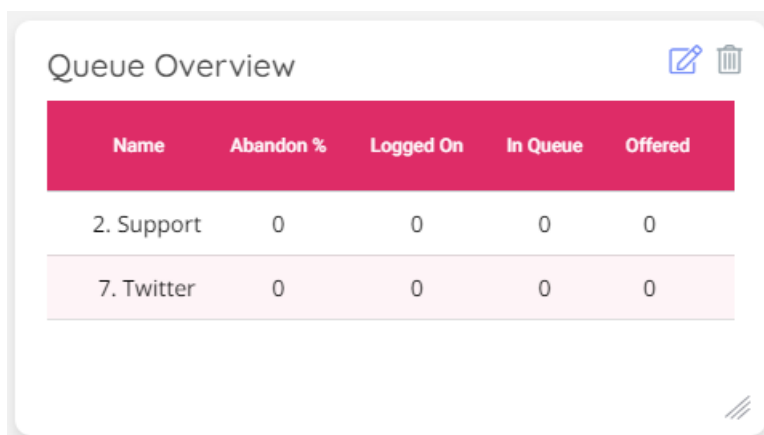
Are you sure you want to delete this widget?



Once the "Delete" button is clicked, the widget will be removed from the layout.

Edit Widgets

Any widget on the Dashboard can also be edited, to change any aspect from any of the steps from the configuration Wizard.



Clicking the Edit icon in the widget open the last step of the wizard (step 3). The options are to go to:

1. Step 3, where one can set the Style and the Title for the widget
2. Step 2, where one can Select the data and the Visual Type for the widget

Once a modification is made, simply follow the steps in the wizard to finalise the changes via the Next/Done buttons.