

Sorting Tables

The sorting capabilities in the Dashboard allow users to sort data in any data table. This is handy when you want to take a look at the data in a sorted ordering - either ascending, or descending.

The **column order** can be adjusted in the Widget configuration's step 3, under Preferences.

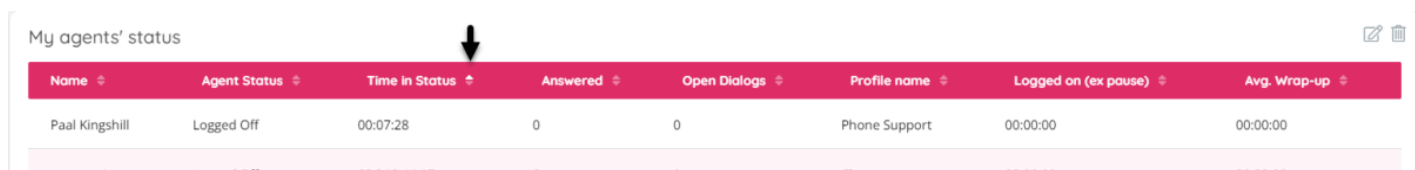
The **rows** in a Widget with visual type Table can be given a predefined sorting (e.g. sort the rows (queues) based on values in column 'Number of calls in queue', descending, so that the queue with most calls waiting are always shown as row 1), and you can click on any column header in the widget to sort the rows based on this column, ascending or descending.

Manual Sorting of rows in a Widget

You can easily sort a Dashboard widget table based on values in any column, by clicking a column header. This will automatically reorder the data in the following orders:

1. **Ascending** - data is sorted in ascending order the first time one clicks on a column
2. **Descending** - data is sorted in descending order once you click on an already sorted column
3. **None** - clicking on a column for the third time removes the sorting order for this column

If a table is sorted based on values in a specific column, there is a visual indicator next to the relevant column's name. Example:



The screenshot shows a table with the following columns: Name, Agent Status, Time in Status, Answered, Open Dialogs, Profile name, Logged on (ex pause), and Avg. Wrap-up. The 'Time in Status' column header has a small downward-pointing arrow next to it, indicating it is currently sorted. The first row of data shows Paal Kingshill with a status of 'Logged Off' and a time in status of 00:07:28.

Name	Agent Status	Time in Status	Answered	Open Dialogs	Profile name	Logged on (ex pause)	Avg. Wrap-up
Paal Kingshill	Logged Off	00:07:28	0	0	Phone Support	00:00:00	00:00:00
...

Predefined Sorting

If you always want the rows in a Widget table to be shown sorted based on the values in a specific column, this can be pre-configured in **Step 2** in the widget configuration.

First select which column to sort the rows by, and then choose between *Ascending* and *Descending*.

Examples: Sort a Queue widget by Total requests in queue, and sort an Agent widget by Time in status.

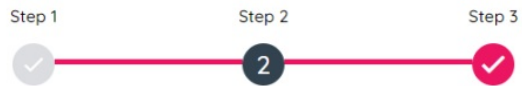
It's also possible to select a 2nd level of sorting.

Example: Sort an Agent widget first by Agent Status and then by Time in status.

Click *Next* (to go to Step 3) and then *Done* to see the sorting 'live' in the widget, and then if it looks ok, click the **Save** icon.

This config part in Step 2 looks like this:

Edit widget



Select data series

Select Agents: agent ani, Paal Kingshill, Paal Kongshi... 5

Select Agent Columns: Agent Status, Time in Status, Answer... 7

Visual Type: Table

Sort By: Time in Status (selected), Ascending (selected), Descending

Then Sort By: Select

Please, keep in mind that once a predefined sorting is saved, it will be persisted on each page visit and refresh. Any other type of manual sorting on the other hand, will both remove any declarative sorting, but also be limited to the duration of the current session - once you reload the page, only predefined sorting will be persisted.