

Historical Report widget

One Dashboard can consist of one or more [real-time widgets \(Traffic/Queue/Agent\)](#) and/or one or more **Historical report widgets**.

A historical report widget can be added to a Dashboard in 2 different ways:

1. On the **Dashboard** page, select *Add widget* of type *Historical report* and select a **standard report** and then customise rows/columns etc
2. From page **Statistics - Reports**, choose a **custom report** (and possibly adjust it) and then choose "[Add to Dashboard](#)"

Why add a Historical report to a Dashboard?

- If you want to see the same historical reports every morning for **Yesterday** (or every Monday for **last week**), you can generate these reports manually on page Statistics - Reports every time you need them, or you can create Report subscription and have these reports sent to you by email as xlsx attachments, or you can define these reports as widgets in a Dashboard, and take a look at this Dashboard every morning (or every Monday).
- If you want to see the same historical reports every day/afternoon/evening for **so far today**, you can generate these reports manually on the Reports page when needed, or you can define these historical reports as Dashboard widgets with a "relative" time with From=Today 00:00 and To=Today 24:00, or you can study the real-time data for Offered, Answered, Wait time, Speakttime etc so far today shown in Ticker Queues/Agents, on Queue/Agent Wallboard, or in a Dashboard's real-time Queue/Agent Widget. In this case, we recommend to use real-time (so far today) data, since the default delay for generating historical reports are 2 hours, which means that reports for e.g. 00:00-14:00 today is available shortly after 16:00!

Aside from a few configuration specificities, the Historical Reports Widget is similar to the real-time widgets that one can configure on a Dashboard and further manipulate its size, location and visual properties.

Customer: 10009 / Service Number: 81511569 / Time Period: 09/01/2023 - 10/31/2023 / Generated: 10/27/2023 4:50 PM GMT+2								
Agent ID	Name	User group	Offered calls	Answered calls	Avg. speak time	Total speakttime	Total handling time	Average Handling Time (AHT)
159810	Thc	Admins	2	2	00:01:42	00:03:25	00:04:18	00:02:09
14068	Pac	Agents	7	6	00:00:21	00:02:09	00:04:02	00:00:40
244736	Pac	Admins	1	1	00:00:21	00:00:21	00:00:34	00:00:34

For a Historical Report widget shown on a Dashboard...

- we show which time period the historical report is for and when it was generated (the line with small text above the table/chart)
- we auto-update the report every 15 minute (which is useful for so far today reports)
- you can select "[See on Reports page](#)" to be sent to the Reports page with this 'view', so that you easily can run this report for another time period than what is shown on the Dashboard

If you wonder which historical report a specific Widget is based on, you can click the "[See on Reports page](#)" icon, or if this Dashboard is yours, you can click the widget's edit icon to see the details in step 2 of the configuration.