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CX Contact Help

[Configure a Dashboard](#)

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Configure a Dashboard

Important

The content of this document has been moved and is no longer being updated in this location.
For the latest content and most recent updates, see the [CX Contact Help](#) on the Genesys Multicloud site.

The Configure Dashboard window contains 5 tabs that enable you to determine how the specific Analytics dashboard should be viewed and what information should and should not be included.


Configuration of the Configure Dashboard window is specific to each dashboard. For example, if you open the Configure Dashboard window in the User Actions dashboard, select Editable in the General tab and click Save, Editable will only be selected for the Users Action dashboard.

For details about each tab in the Configure Dashboard window, refer to one or more of the following sections:

- [General](#)
- [Labels](#)
- [Rows](#)
- [Time Settings](#)
- [Fields formatting](#)

Important

When configuring the Configure Dashboard window, you must click **Save** to ensure that your changes are not lost.

To open the Configure Dashboard window, select the **Analytics** menu and click the Configure Dashboard icon  in the top right corner of the Analytics screen.

General

In the Configure Dashboard > General tab (see image below) you can change one or more of the following options:


Parameter	Description
Title	The dashboard title.
Style	Reserved for future use.
Editable	Enables you to lock the specific dashboard so that it cannot be changed in the future.
Hints ?	Reserved for future use.

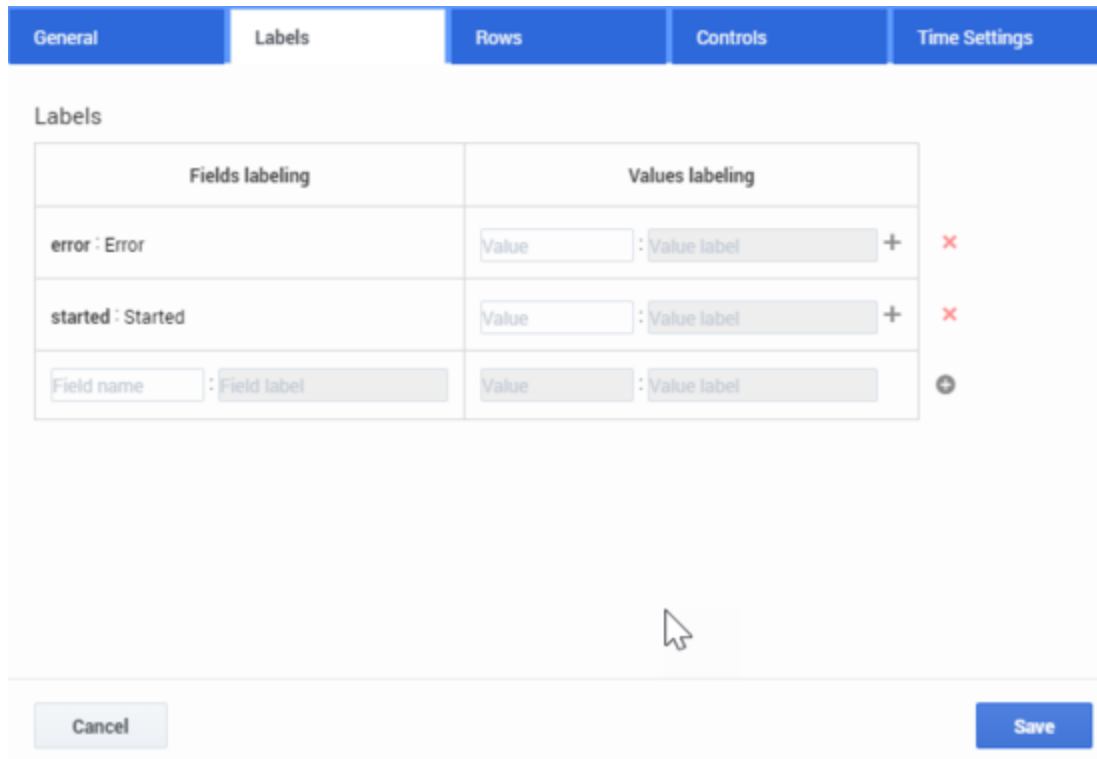
The screenshot shows a configuration window with a blue header bar containing five tabs: General, Labels, Rows, Controls, and Time Settings. The 'General' tab is selected. Below the tabs, there are four settings: 'Title' with a text input field containing 'Pre-Loading'; 'Style' with a dropdown menu showing 'dark'; 'Editable' with a checked checkbox; and 'Hints ?' with a checked checkbox. At the bottom of the window, there are two buttons: 'Cancel' on the left and 'Save' on the right.

Labels

In the Configure Dashboard > Labels tab (see image below) you can change the default name of each field (that is, the Label name) to a name with a meaning that you can easily understand.

Change a field name

1. Type the field name in the **Field Name** text box. A list of fields with the letters you typed appears.
2. Select the field whose name you want to change.
3. In the Field label text box type the new name for the selected field and click the **Add new field** icon .
4. Click **Save**.



Rows

In the Configure Dashboard > Rows tab (see image below) you can add and/or remove dashboard rows. The dashboard row enables you to control the specific dashboard layout with height and row order configuration options.

Add / Remove a Dashboard Row

1. Type the name of the new dashboard row and enter a row height.
2. Click **Create Row**.
3. Click **Save**.

Important

To delete a dashboard row click the Delete row icon **x** next to the name of the row. To change the location of each row in the dashboard, click the up or down arrow **↑** **↓** associated with the row you want to move.

Configure a Dashboard

The screenshot shows the 'Rows' configuration tab. At the top, there are five tabs: 'General', 'Labels', 'Rows' (selected), 'Controls', and 'Time Settings'. Below the tabs, the 'Rows' section is titled. It contains a list of rows with a 'Title' label above them. The first row is 'General' with a downward arrow and an 'x' icon. The second row is 'Details Record' with an upward arrow and an 'x' icon. Below the list is an 'Add Row' section with two input fields: 'Title' (containing 'New row') and 'Height' (containing '150px'). At the bottom, there are three buttons: 'Create Row', 'Cancel', and 'Save'.

Time Settings

In the Configure Dashboard > General tab (see image below) you can change one or more of the following options:

Parameter	Description
General time field	The primary field that contains the time stamp.
Display time format	The time format you wish to see displayed. For example, YYYY/DD/MM, or h:mm:ss, and so on.
Other time fields	Select optional time fields to be displayed in the format selected in Display time format.

The screenshot shows the 'Time Settings' tab of a configuration interface. At the top, there are five tabs: 'General', 'Labels', 'Rows', 'Controls', and 'Time Settings', with 'Time Settings' being the active tab. Below the tabs, there are two main sections: 'General time field' and 'Display time format'. The 'General time field' section has a dropdown menu with '@timestamp' selected. The 'Display time format' section has a text input field containing 'YYYY/MM/DD h:mm:ss'. Below these sections is the 'Other time fields' section, which includes a search input field with a '+' button and three buttons labeled 'created', 'started', and 'finished', each with a small 'x' icon. At the bottom of the interface, there are two buttons: 'Cancel' on the left and 'Save' on the right.

Fields formatting

In the Configure Dashboard > Fields formatting tab (see image below) you can add and/or remove time and duration rows. Each row enables you to control the time and duration format that appears in the user interface.

Change a field format

1. Type the field name in the **Field** text box. A list of fields with the letters you typed appears.
2. Select the field whose format you want to change.
3. In the **Initial format** select the format you want to change.
4. In the **Output format** select the new format.
5. In the **Round** text box enter the number of decimal points that can appear for the selected Output format.
6. Click **Save**.

Field	Initial format	Output format	Round ?
duration	Milliseconds	Seconds	2
Field			2

Cancel Save

Related Topics

- [Configure a Dashboard Row](#)
- [Create an Analytics Dashboard Panel](#)