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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The content of this document has been moved and is no longer being updated in this location.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 the 'General' configuration tab for a dashboard. It includes a title field set to 'Pre-Loading', a style dropdown set to 'dark', and checkboxes for 'Editable' and 'Hints ?' which are both checked. The interface is clean with a blue header and a light gray background.

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**.

The screenshot shows the 'Labels' configuration tab. At the top, there are five tabs: 'General', 'Labels' (selected), 'Rows', 'Controls', and 'Time Settings'. Below the tabs, the 'Labels' section contains a table with two columns: 'Fields labeling' and 'Values labeling'. The table has three rows. The first row shows 'error : Error' in the 'Fields labeling' column and 'Value : Value label' in the 'Values labeling' column, with a red 'X' icon to the right. The second row shows 'started : Started' in the 'Fields labeling' column and 'Value : Value label' in the 'Values labeling' column, also with a red 'X' icon. The third row shows 'Field name : Field label' in the 'Fields labeling' column and 'Value : Value label' in the 'Values labeling' column, with a blue plus icon to the right. Below the table, there are 'Cancel' and 'Save' buttons.

Fields labeling	Values labeling
error : Error	Value : Value label + X
started : Started	Value : Value label + X
Field name : Field label	Value : Value label +

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 ✕ 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.

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. The first row is 'General' with a downward arrow and a close button. The second row is 'Details Record' with an upward arrow and a close button. Below the list, there 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'. The 'Time Settings' tab is active. Below the tabs, there are two main sections. The first section, 'General time field', has two input fields: 'General time field' with the value '@timestamp' and 'Display time format' with the value 'YYYY/MM/DD hhmmss'. The second section, 'Other time fields', has a text input field followed by a '+' button, and below it, three buttons labeled 'created', 'started', and 'finished', each with a small circular icon to its right. At the bottom of the form, 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**.

General

Labels

Rows

Time Settings

Formats

Fields formatting

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](#)