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CX Contact Help

[Import / Export a Dashboard and Panels](#)

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Import / Export a Dashboard and Panels

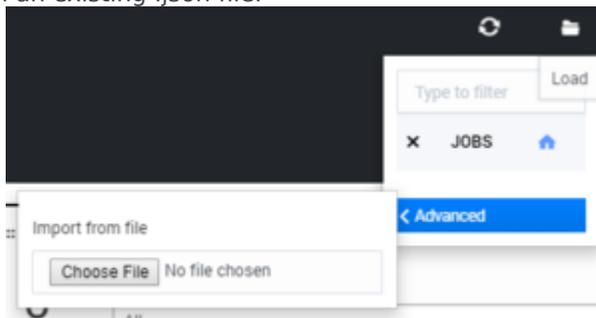
Important

The content of this document has been moved and is no longer being updated in this location.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.

CX Contact Analytics dashboards can be imported/exported. The imported/exported file is a **.json** file. The dashboards can also be manually exported as a **.pdf** file and a dashboard panel can be manually exported as a **.csv** file.

Import an Analytics Dashboard

1. Select **Analytics** and click the **Load** icon .
2. In the **Type to filter** text box type the name of the dashboard you want to load. A list of dashboards matching the name appears. Or, click **Advanced** and then click **Choose file** to import dashboard data from an existing **.json** file.

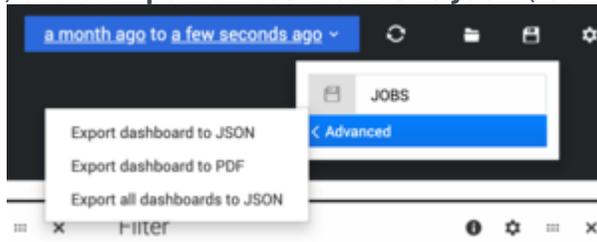


3. Select the **.json** file containing the dashboard data you would like to import. The data in the select **.json** file is uploaded as the current dashboard.

Export an Analytics Dashboard

1. Select **Analytics**.
2. Open the dashboard whose data you would like to export to a **.json** file and click the **Save** icon .

3. Click **Advanced** and then click **Export dashboard to JSON** (that is, to export the current dashboard only) or click **Export all dashboards to JSON** (to export all dashboards from all indexes).



4. Select a location for the .json file and click **Save**.

Manually Export a Dashboard as a PDF file

1. Select **Analytics**.
2. Open the dashboard whose data you would like to manually export to a **.pdf** file and click the **Save** icon .
3. Click **Advanced** and then click **Export dashboard to PDF**.
4. Select a location for the .pdf file and click **Save**.

Manually Export a Dashboard Panel as a CSV file or PDF File

1. Select **Analytics**.
2. Open the dashboard whose panel you would like to manually export to a **.csv** or **.pdf** file.
3. Click the download **Export** icon .
4. Select either the **Export panel to CSV** tab or the **Export panel to PDF** tab.
5. Review the details in the window that appears and click **Download CSV / Download PDF**.