# Genesys Designer Help

Dashboards

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# Dashboards

Designer includes several system dashboards that you can start using right away.

Each dashboard contains reporting panels that focus on a particular aspect of your operations. For example, panels might display results based on milestones, system errors, or the paths that callers took through an application.

Many of the panels also have options for viewing additional details about the data displayed (such as the query used to generate the results) or for changing the panel properties.

## Session Detail Records

The data contained in the Session Detail Records (SDR) is the "secret sauce" that Designer uses to generate the reporting panels shown on the dashboards.

Each time an interaction is processed by an application, Designer creates a SDR. The fields within the SDR capture important details about the interaction, such as the starting time of the call, source and destination numbers, the block sequence (or path) that the caller took through the application, and the final status of the call (for example, the caller hung up or was connected to an agent).

> ### Important
>
> **Sessions vs. Calls**: A *session* is not the same thing as a *call*. Sessions are started each time a call (or interaction) is processed by an application. If an interaction is processed by multiple applications (or processed multiple times by the *same* application), multiple SDRs are created.

Designer assigns each interaction a unique ID that follows it through each session that is created, thus enabling you to track the entire journey of an interaction from start to finish, across each application that handles it. This makes SDRs useful for call flow analysis and troubleshooting.

## Dashboard types

The following system dashboards are included with Designer and ready to use. Use the dashboard icons to quickly navigate between the different types:



**Summary** lets you see at a high-level how your application sessions are being handled across the platform.

**Application Details** gives you a closer look at how callers are moving through the application flows, such as milestones reached, activities completed, and paths taken.

**Durations** shows you how much time callers are spending in various parts of the applications.

**Data Tables** displays disposition information for your applications in a spreadsheet-like table format.

**Spikes** shows the peaks in your application session counts over a specific period of time.

**Heatmap** uses rectangles of various sizes and colors to show the intensity in occurrence (or "heat") of a particular item or event.

**Path** lets you visualize how callers are moving through an application.

**Sankey Path Analysis** is similar to Path, but generates the results based on milestones and menu inputs.

**Sunburst Path Analysis** renders your reporting data as a sunburst graphic.

**Inputs** shows you how callers are responding to the various menu options.

**Surveys** gives you a deeper look into the performance of your survey applications.

**External Services** provides details about external requests made by the applications.

**Routing Analysis** lets you analyze routing sessions.



**Business Controls** provides details about Business Controls objects.



**Session Detail Records** lets you view some of the raw data contained in the Session Detail Records (SDRs).