



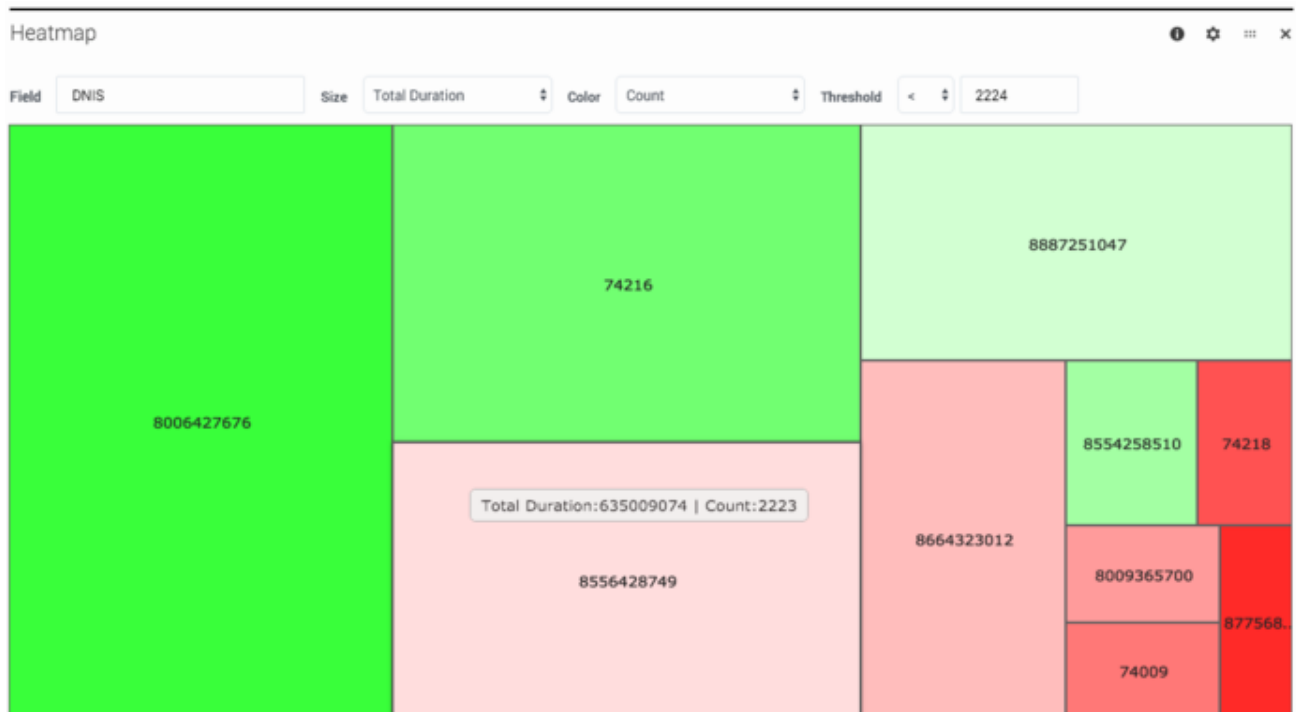
This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Genesys Designer Help

Heatmap

Heatmap

The Heatmap dashboard uses colors to show a graphical representation of individual values. The graph changes colors when certain counts (or thresholds) for the selected field are reached.



Reports on this dashboard

Count Over Time

(See [Count Over Time](#).)

Filter

(See [Filter](#).)

Heatmap

Basically, the heatmap is a collection of colored rectangles that represent the session counts for a particular field.

If you look at the example above, the Heatmap panel shows the session counts for the **DNIS** field, with the size and colors of the rectangles changing as the **Total Durations** values increase or decrease. The longer the **Total Durations**, the larger the rectangle, and the color progression goes from green to red based on the **Count**, with the color intensity set by the **Threshold**.

So, in this example, the largest rectangle (DNIS=8006427676) had the longest **Total Duration**, while the smallest (DNIS=87568) had the shortest. As the **Threshold** is set to **< 2224**, rectangles where the count is less than that are in red. The deeper the red, the further away the count is from the set threshold.