Designer User's Guide

Data Tables Dashboard

2/14/2026

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- Administrator

This dashboard displays the disposition data of your applications in a table.

Related documentation:
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The **Data Tables** dashboard arranges the disposition data of your applications in a tabular format.

Data Table

By Month ○ By Day ● By Hour ○

UserDispositionCategory	UserDisposition	2015-12-05			2015-12-06			Total
		#	AD(s)	%	#	AD(s)	%	
▼ Transfer		5450	86.2	61%	15442	83.7	66%	20892
	Transfer End Of Path	4891	84.6	55%	14003	82.2	60%	18894
	Transfer Strike Out	399	114.5	4%	968	113.6	4%	1367
	Transfer Agent Request	159	66.2	2%	471	66.5	2%	630
	Transfer System Issue	1	43.8	0%	0	0	0	1
▼ Abandoned		1325	58.3	15%	3125	58.3	13%	4450
	Abandoned Others	972	51.5	11%	2488	53.4	11%	3460
	Abandoned During Hours	135	63.4	2%	422	68.2	2%	557
	Abandoned Out Of Hours	217	85.9	2%	215	95.8	1%	432
	Abandoned System Issue	1	28.2	0%	0	0	0	1
▶ Self Helped		1296	333.2	15%	2706	340.4	12%	4002
▶ Deflection		846	77.4	9%	2029	78.1	9%	2875
Missing		3	126.8	0%	5	110.3	0%	8
Total		8920	117.2	100%	23307	109.6	100%	32227

Reports on this dashboard

Count Over Time

(See the Summary dashboard page for a description of this report.)

Filter

(See the Application Details dashboard page for a description of this panel.)

Data Table

This report organizes the application disposition information into a table view. It groups the dispositions by category so you can see:

- the number of sessions that took place (**#**)
- the average duration (in seconds) for each session (**AD**)
- the percentage count of sessions (**%**)

You can then use the options to toggle the results **By Month**, **By Day**, or **By Hour** to get a more detailed look at the final results of your calls.

> ### Important
> **By Hour** is only available if the given time window is within two days.