

GENESYS

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Designer User's Guide

Data Tables Dashboard

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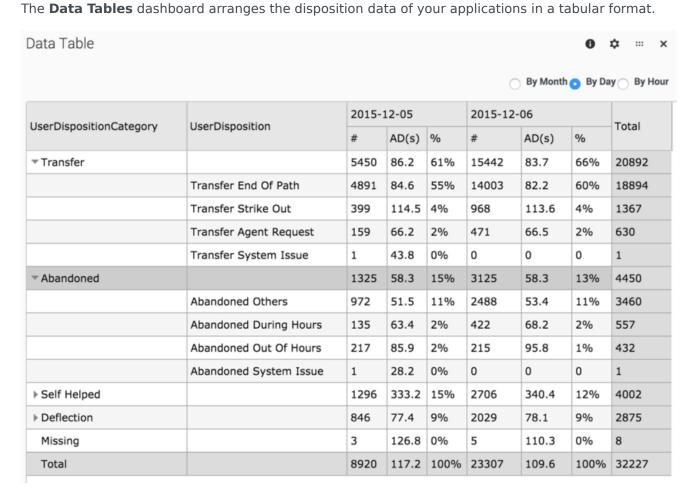
Designer User's Guide



Administrator

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

Related documentation:



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.

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