



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.

Designer User's Guide

Data Tables Dashboard

7/26/2024

Contents

- 1 Reports on this dashboard
 - 1.1 Count Over Time
 - 1.2 Filter
 - 1.3 Data Table



- Administrator

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

Related documentation:

-

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.