

GENESYS

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Designer User's Guide

Spikes

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Designer User's Guide



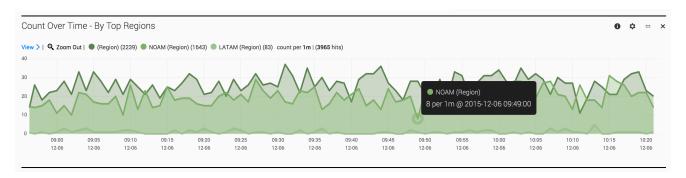
Administrator

Learn about the Spikes dashboard and the reports it contains.

Related documentation:

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This dashboard provides a "spikes" view of application sessions over a given period of time. It lets you easily visualize your call volumes by breaking down the total number of sessions by **Top Regions**, **Top Countries**, and **Top Languages**.



Reports on this dashboard

Count Over Time

(See Count Over Time.)

Filter

(See Filter.)

Count Over Time - By Top Regions/Countries/Languages

These panels take the total number of sessions received during the given time period and break them down into individual reports for each item.