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Outbound (CX Contact) CX Contact Help

[Configure a Dashboard](#)

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Learn how to configure a Dashboard.

Related documentation:

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Specify a default dashboard

You can customize a dashboard and set it as the default one for a partition. To specify a dashboard as the default dashboard, click the **Load** icon  on the upper-right corner of the analytics page, and then click the **Make default** icon.

Configure a dashboard

The **Configure Dashboard** window contains 5 tabs that enable you to determine how the specific Analytics dashboard should be viewed and what information should and should not be included.

Configuration of the **Configure Dashboard** window is specific to each dashboard. For example, if you open the **Configure Dashboard** window in the **User Actions** dashboard, select **Editable** in the **General** tab and click **Save**, **Editable** will only be selected for the Users Action dashboard.

For details about each tab in the **Configure Dashboard** window, refer to one or more of the following sections:

- General
- Labels
- Rows
- Time Settings
- Fields formatting

Important

When configuring the Configure Dashboard window, you must click **Save** to ensure that your changes are not lost.

To open the **Configure Dashboard** window, select the **Analytics** menu and click the **Configure Dashboard** icon  in the top right corner of the **Analytics** screen.

[Link to video](#)

General

In the Configure Dashboard > General tab (see image below) you can change one or more of the following options:

| Parameter | Description |
|-----------------|--|
| Title | The dashboard title. |
| Style | Reserved for future use. |
| Editable | Enables you to lock the specific dashboard so that it cannot be changed in the future. |
| Hints ? | Reserved for future use. |

The screenshot shows the 'Configure Dashboard' interface with the 'General' tab selected. The 'Labels' tab is active. In the 'Title' field, the text 'Pre-Loading' is entered. The 'Style' dropdown is set to 'dark'. The 'Editable' and 'Hints ?' checkboxes are checked. At the bottom of the screen, there are 'Cancel' and 'Save' buttons.

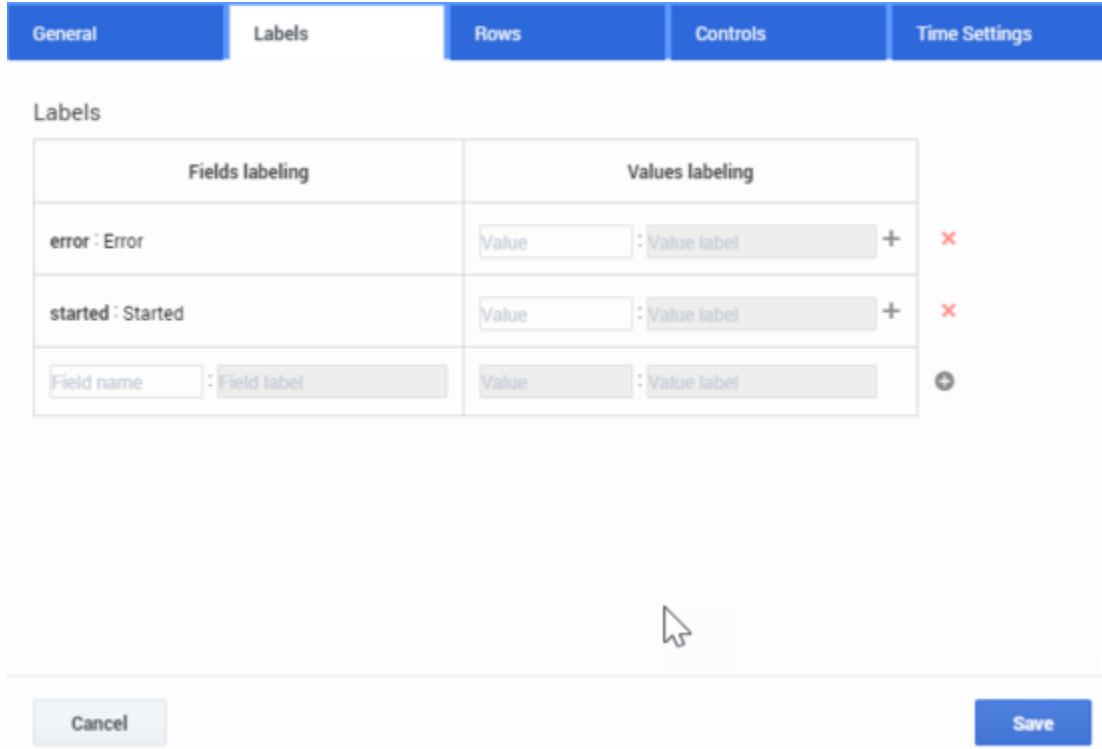
Labels

In the Configure Dashboard > Labels tab (see image below) you can change the default name of each field (that is, the Label name) to a name with a meaning that you can easily understand.

Change a field name

1. Type the field name in the **Field Name** text box. A list of fields with the letters you typed appears.
2. Select the field whose name you want to change.

3. In the Field label text box type the new name for the selected field and click the **Add new field** icon .
4. Click **Save**.



| Fields labeling | Values labeling |
|--------------------------|---|
| error : Error | Value : Value label  |
| started : Started | Value : Value label  |
| Field name : Field label | Value : Value label  |

Rows

In the Configure Dashboard > Rows tab (see image below) you can add and/or remove dashboard rows. The dashboard row enables you to control the specific dashboard layout with height and row order configuration options.

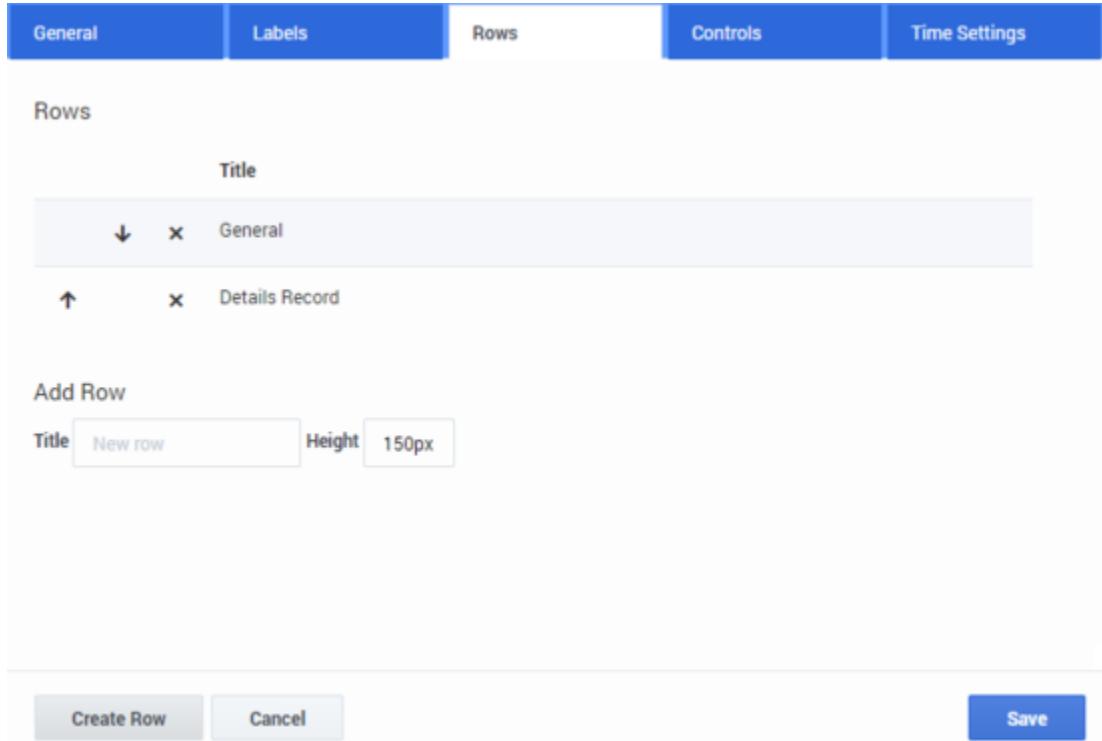
Add / Remove a Dashboard Row

1. Type the name of the new dashboard row and enter a row height.
2. Click **Create Row**.
3. Click **Save**.

Important

To delete a dashboard row click the Delete row icon  next to the name of the row. To change the location of each row in the dashboard, click the up or down arrow  .

associated with the row you want to move.



The screenshot shows a configuration interface for 'Rows'. At the top, there are tabs: General (selected), Labels, Rows, Controls, and Time Settings. The 'Rows' tab is active, showing a list of rows. The first row is titled 'General' with a 'Title' input field and a 'Height' input field set to '150px'. Below this, there is an 'Add Row' section with a 'Title' input field containing 'New row' and a 'Height' input field set to '150px'. At the bottom, there are buttons for 'Create Row', 'Cancel', and 'Save'.

Time Settings

In the Configure Dashboard > Time Settings tab (see image below) you can change one or more of the following options:

| Parameter | Description |
|----------------------------|--|
| General time field | The primary field that contains the time stamp. |
| Display time format | The time format you wish to see displayed. For example, YYYY/DD/MM, or hhmmss, and so on. |
| Other time fields | Select optional time fields to be displayed in the format selected in Display time format. |

Fields formatting

In the Configure Dashboard > Fields formatting tab (see image below) you can add and/or remove time and duration rows. Each row enables you to control the time and duration format that appears in the user interface.

Change a field format

1. Type the field name in the **Field** text box. A list of fields with the letters you typed appears.
2. Select the field whose format you want to change.
3. In the **Initial format** select the format you want to change.
4. In the **Output format** select the new format.
5. In the **Round** text box enter the number of decimal points that can appear for the selected Output format.
6. Click **Save**.

General Labels Rows Time Settings Formats

Fields formatting

| Field | Initial format | Output format | Round ? |
|----------|----------------|---------------|--|
| duration | Milliseconds | Seconds | 2 × |
| Field | | | 2 + |

Cancel Save

Related Topics

- Configure a Dashboard Row
- Create an Analytics Dashboard Panel