

GENESYS

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.

Genesys Recording, Quality Management, and Speech Analytics User's Guide

Managing widgets

Contents

- 1 Add a widget
- 2 Edit a widget
- 3 Move a widget
- 4 Minimize/maximize a widget
- 5 Manually refresh a widget's data
- 6 Delete a widget



Administrator

Use Widgets to display summary information about a specific set of interactions. With Widgets you can better understand the nature of all interactions within a specific interaction list.

Related documentation:

•

Widgets are small applications you can include in a view in the **Dashboard** page.

Each widget is displayed in the page as a small rectangle.

Depending on your user permissions, you may be able to add, move, modify, minimize, and remove widgets.

A Dashboard can contain the following widget:

Report widget

Add a widget

- 1. Select Dashboard.
- 2. Select the dashboard to which you want to add a widget.
- 3. Click **Add Widgets**. The available widgets are displayed at the top of the screen (Report widget).
- 4. Click the link associated with the widget you want to add to the dashboard. The widget is added to the dashboard.

Edit a widget

- 1. Select **Dashboard**.
- 2. Select the Dashboard whose widget's you want to change.
- 3. To change the widget name click the name to make it an editable field. Type the new name and click **OK**.
- 4. Click **Edit** and perform any of the following:
 - Change the widget height: Enter the new height in the field provided.

- Change the widget refresh rate: Enter the new refresh rate in the field provided.
- Change the report description: Enter the new description in the field provided.

You can format the widget description using **HTML** tags.

- 5. Click **Save** to save your changes.
- 6. Click Close to close the fields.

Move a widget

- 1. Select Dashboard.
- 2. Select the Dashboard whose widget you want to move.
- 3. Place your mouse on the widget title bar and click and drag the widget to its new location.

Minimize/maximize a widget

- 1. Select Dashboard.
- 2. Select the Dashboard whose widget you want to minimize / maximize.
- 3. Click the minus sign $% \left(1\right) =\left(1\right) +\left(1\right) =\left(1\right) +\left(1\right) +\left(1\right) =\left(1\right) +\left(1\right) +\left($
- 4. Click the plus sign creating imize the widget. Eriffiumbnail:

Manually refreshly brail dget's data

- 1. Select **Dashboard** thursbing it ion
- 2. Select the Dashboard whose widget you want to refresh.
- 3. Click the **Refresh** icon **O** to update the data in the widget.

Delete a widget

- 1. Select Dashboard.
- 2. Select the Dashboard whose widget you want to delete.

3. Click the **Delete** icon to remove the widget from the Dashboard.

Error
creating
thumbnail:
Unable
to
save
thumbnail
to
destination