GENESYS™

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

Working with dashboards

5/4/2026

Contents

- ![microphone icon]

  - Administrator

Use Dashboards to organize summary information about interactions. A Dashboard provides you with the tools that enable you obtain an overall and complete impression of the business issue you are investigating. For example, you can create a dashboard with a Report widget (to give you a snapshot of metrics and key performance indicators).

Related documentation:
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The following procedures enable you to modify an existing dashboard:

- Rename a dashboard
- Change the column layout
- Change the order of the dashboard tabs
- Delete a dashboard

Rename a dashboard

1. Select **Dashboard** and the name of the dashboard you want to change.
2. Click **Change Settings**.
3. In the **Title** field change the name of the dashboard.
4. Click **Save**.
5. Click **Hide Settings**.

Change the column layout

1. Select **Dashboard** and the name of the dashboard you want to change.
2. Click **Change Settings**.
3. Under **Change Columns** click the desired layout. The layout is applied to the dashboard.

Change the order of the tabs

1. Select **Dashboard** and any dashboard to open the dashboard tabs.
2. Place your mouse over the top corner of the tab you want to move. The mouse pointer changes to a plus.
3. Drag the tab to its new location and release the mouse button. The tab is moved to its new location.

Delete a dashboard

1. Select **Dashboard** and any dashboard name to open the dashboard tabs.
2. Select the dashboard you want to delete.
3. Click **Change Settings**.
4. Click **Delete dashboard**. A confirmation message appears.
5. Click **Yes**. The dashboard is deleted.