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GVP Reporting

Dashboard report filters

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Dashboard reports help you monitor calls (either in-progress or completed) from the perspective of IVR Profiles or GVP components.

Related documentation:

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The dashboard display offers basic information such as the number of calls and call peaks.

The screenshot shows a web interface titled "Dashboard" with a back arrow in the top right. A "Generate" button is located in the top right corner. Below the button, there is a "Report Type *" section with four radio button options: "Call Dashboard" (selected), "SSG Dashboard", "Fetch Dashboard", and "Connector Dashboard". Underneath is a "Components" section with a text input field containing "RM" and "RM_OLD", and a small dark square icon below it. The "IVR Profiles" section has a text input field containing "media" and another small dark square icon below it. A vertical scrollbar is visible on the right side of the form.

You can monitor IVR Profile activity for the current day and time, in a table that includes a graph of the current burst levels for each IVR Profile that you select.

As with IVR profiles, you can monitor the real-time activity of GVP components that you select, for the current day and time. Use the filter controls to focus on the data that you want to see.

For example, the filters in the screen shot will deliver a report with two separate sections: one will report on the performance of two different Resource Managers; the other will show the performance for the IVR profile media.

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Report filter controls

These filters let you focus on the data that is important to you right now.

Data Display Element	Purpose / Functionality
Report Type*	Select a report type from this list of radio buttons: Call Dashboard, SSG Dashboard, Fetch Dashboard, Connector Dashboard, SQ Latency Dashboard.
Query Data From*	Select a site from the drop-down list, to be the source of the report's data. Click the Browse button and select up to eight sites from the list of check boxes.
Application	Select an Application from the drop-down menu at the top of the Component panel to the right. Note: Enabled only if the Call Dashboard report type is selected.
Components	Select a Component from the panel to the right. Note: Enabled only if the Call Dashboard report type is selected. The available items depend on the Application selection above this list.
Supplementary Services Gateway (SSG) Gateway Components	Select a gateway from the Application (ASG) panel to the right. Note: Enabled only if the SSG Dashboard report type is selected.
Component Type*	Select a Component Type from the panel to the right. This row appears only in the Fetch Dashboard (where MCP and CCP are the choices) and in the Connector Dashboard (where PSTNC and CTIC are the choices). Note: Enabled only if the Fetch Dashboard or Component Dashboard report types are selected. The available items depend on the Application selection listed above.
IVR Profiles	Click the Browse icon (a solid black folder) beneath this field, then select or clear the check box next to each IVR profile in the list in the data field to the right.
Tenants	Click the Browse icon (a solid black folder) beneath this field, then select or clear the check box

Data Display Element	Purpose / Functionality
	next to each Tenant in the list in the data field to the right.
Refresh (seconds)	Enter a whole number from 5 to 1800 as the interval in seconds the dashboard reports automatically refreshes.

Sample Dashboard report

The screenshot displays the 'Dashboard' interface of the Genesys Administrator Extension. The main content area is titled 'IVR Profile Utilization' and contains a table with the following data:

IVR Profile	In Progress	This Hour	Today	Peak Today	Peak Time	VAR % Successful	VAR % Failed	VAR % Unknown
HelloWorld	1	15	15	4	2015-07-06 15:14:49			
VARLogging	1	6	6	1	2015-07-06 15:16:00			

The sidebar on the left provides configuration options for the dashboard, including 'Report Type' (Call Dashboard, SSG Dashboard, Fetch Dashboard, Connector Dashboard, SQ Latency Dashboard), 'Components' (No Items), 'IVR Profiles' (HelloWorld, VARLogging), and 'Tenants' (No Items). A 'Generate' button is located at the top of the sidebar.