

dstny Flexible Dashboard Communication



dstny Flexible Dashboard Communication Data User Guide

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dstny Flexible Dashboard Communication



QUICK GUIDE DASHBOARD

Product Information

Specifications

- Product Name: Dashboard
- Functionality: Access to statistics and real-time data
- Integration: Built into the report tool
- Access: Available on <https://reports.dstny.se/>

Product Usage Instructions

Create a Dashboard

1. Log on to <https://reports.dstny.se/> and click on Dashboard list to see available dashboards.
2. To create a new Dashboard, click on Create new. You can start from scratch or choose from available templates.

Add Content to Your Widgets

1. Click on Add Content.
2. Choose the type of content the widget should present from options like Report content, Live data from queues, or other content.

Configure Widget

- Under the Widget settings tab, select the period, times, and object/user for the widget to report.
- Under the Appearance options tab, design the widget and add headers. You can copy settings to all widgets for consistency.
- For certain widgets, enable alerts for values above or below a limit. Customize colors and effects for warnings.

Edit Mode

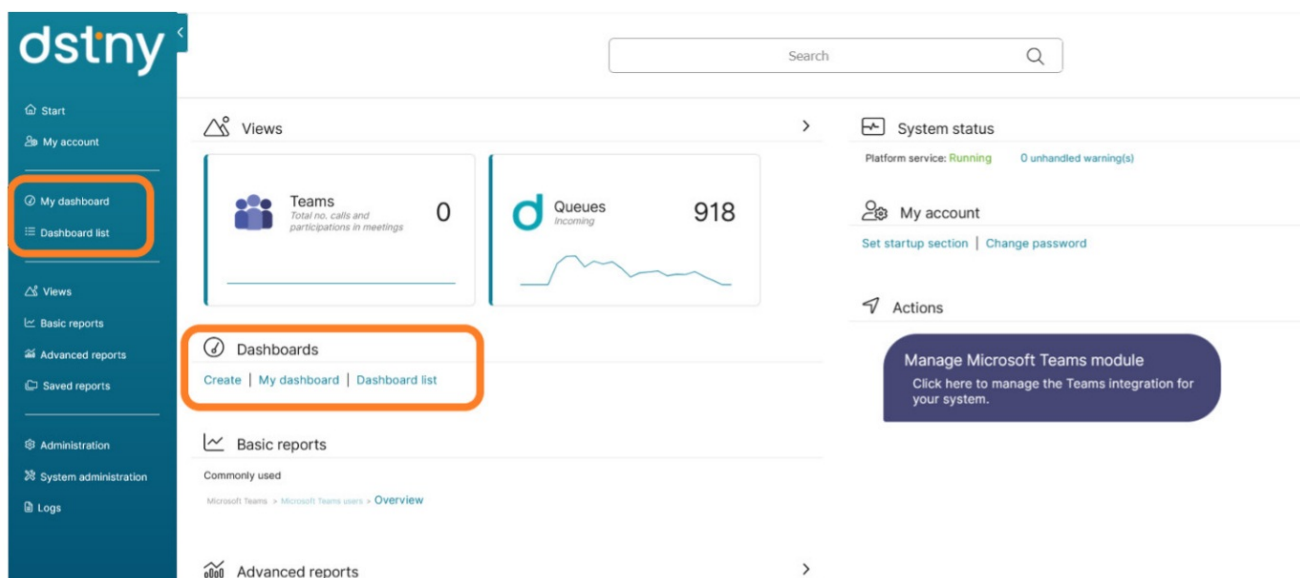
1. In edit mode, change the size and position of widgets by clicking on the widget and dragging it to a new location.
2. Adjust height and width by clicking on the icons in the right corner of the widget and dragging them.

GET ACCESS TO STATISTICS AND REAL-TIME DATA

Dashboard is our replacement for Wallboard where you will be able to see automatically updated statistics and real-time data and be able to adjust it completely according to your needs. The service is built into our report tool so you have access to all statistics on the same website.

CREATE A DASHBOARD

1. Log on to <https://reports.dstny.se/> and click on Dashboard list to see available dashboards.



2. To create a new Dashboard, click on Create new.

When you create a new Dashboard there are available templates to quickly get started. You can also create a new blank Dashboard to start from scratch.

1. Placeholder: Creates a dashboard with empty widgets in different layouts. You then get to choose which information the dashboard should contain.
2. BCS – Statistics: If you want to get started quickly with a dashboard for a specific queue, all queues, or statistics for all users.

ADD CONTENT TO YOUR WIDGETS

1. Click on Add Content, if you have a widget that is without content you can click on Add content here.
2. Choose the type and content the widget should present.

Select type	Select content
Live data from queues <div style="text-align: right;">A</div> <ul style="list-style-type: none"> Dstny Partner Kommersiella Frågor Dstny SE dev Dstny Storkund Partner Business Support 	<ul style="list-style-type: none"> Callboard Transferred out ✓ Total incoming Incoming unanswered Total redirected Callbacks requested % Answered % Unanswered Incoming per time of day Incoming per day Incoming answer time (average) Incoming queue time unanswered (average) Incoming answer time (longest) Incoming queue time unanswered (longest) Incoming call duration (average) Incoming answer time (detailed) Missed incoming queue calls (%) Service level
Report content <div style="text-align: right;">B</div> <ul style="list-style-type: none"> Microsoft Teams - Microsoft Teams users ✓ Soluno Reports - ACD / Attendant Soluno Reports - Agents per ACD group Soluno Reports - Hunt groups Soluno Reports - IVR menu Soluno Reports - Rulebased numbers Soluno Reports - User 	
Other content <div style="text-align: right;">C</div> <ul style="list-style-type: none"> Simple Advanced 	

Report content: Statistics that are updated automatically. You both choose which period, time and measurement object the widget should display.

E.g. the current week between 08:00-17:00 with statistics from ACD groups 1 and 2.

Live data from queues: Displays data that is updated in real-time. E.g. calls in queue, agent information, queue times.

Other content: Other content in addition to statistics. Pictures, videos, quick access to basic reports, RSS feed, etc.

CONFIGURE WIDGET

WIDGET SETTINGS

Under the Widget settings tab, you configure the widget.

1. Select the period and times the widget should report (A below).
2. Select which object or users the widget should report (B below).

1 Soluno Reports - ACD / Attendant groups / Total incoming / Value

2 Configure widget

Add widget

Cancel changes

Widget options

Appearance options

Warning options

Period that the widget should show

Today

From time of day

00:00

To time of day

00:00

A

Content

☐ Use all available objects

Filter

Show selected

Collapse all

Uncheck all

▼ ☐ Objects

☐ *Dstny Delivery | +46104105010

B

☐ *Dstny Support | 6020

APPEARANCE OPTIONS

Under the Appearance options tab, you are able to design the widget. You can also add headers for the widget. If you want all widgets to have the same appearance, check Copy the settings to all widgets.

Widget options

Appearance options

Warning options

☐ Hide widget chrome (frame)

☐ Custom background color

#00b8e0

Hex

☐ Text color

#000000

Hex

☐ Copy settings to all widget

Header

Dstny Dashboard

Subheader

Total incoming

Outer header

Support

WARNING OPTIONS

For some widgets, you can enable alerts when a value is above or below a certain limit. This function can be used for example, if you want a warning when the queue time for a queue is too long or if the number in queue is too many according to a specific value.

Any color can be used when a warning is activated and a pulsating effect to draw attention to the warning.

1 Soluno Reports - ACD / Attendant groups / Total incoming / Value

2 Configure widget

Add widget

Cancel changes

Widget options

Appearance options

Warning options

☒ Warning enabled

Threshold type for warning

Greater than

Threshold value for warning

5

X

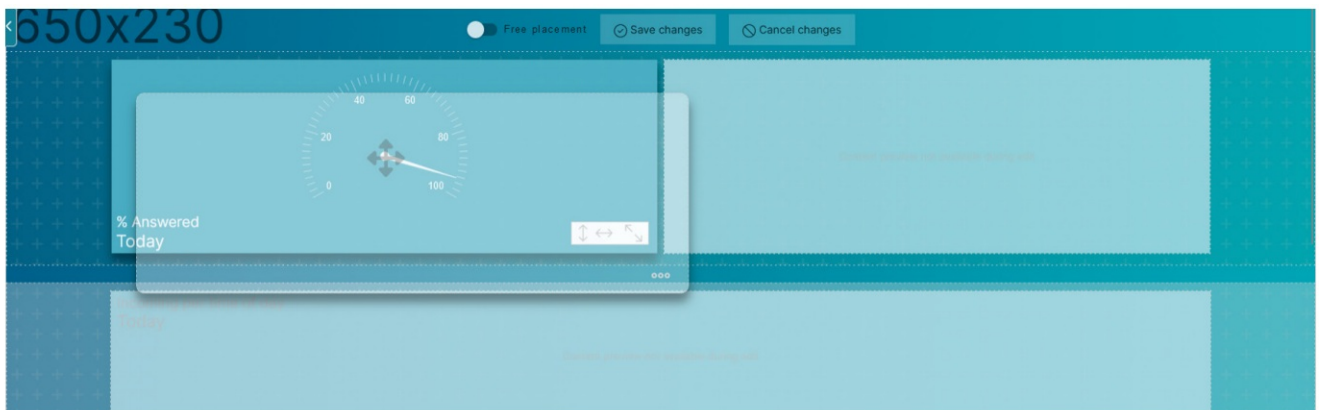
☐ Pulse effect

Select background color

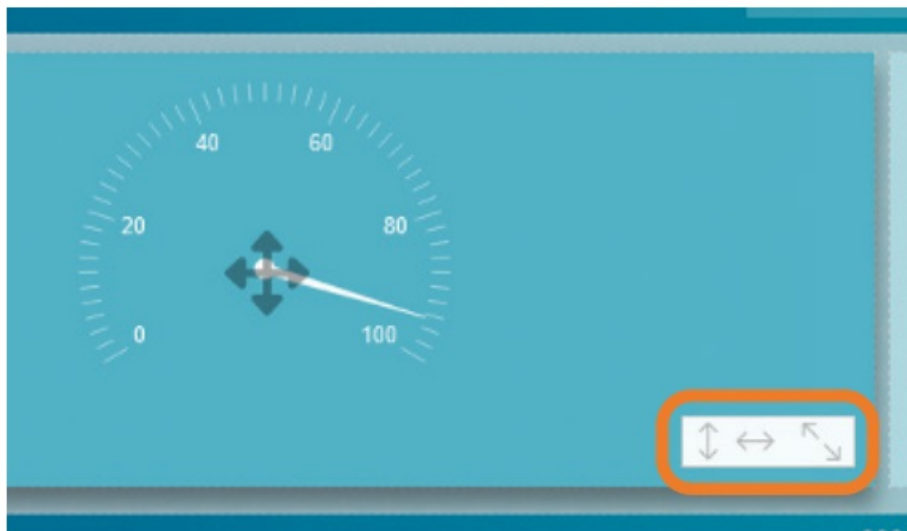
EDIT MODE

In edit mode, you can change the size and position of your widgets. Hover over the three dots in a widget and click the pen or select Edit layout at the top of the Dashboard menu. You will then be taken to edit mode of the Dashboard.

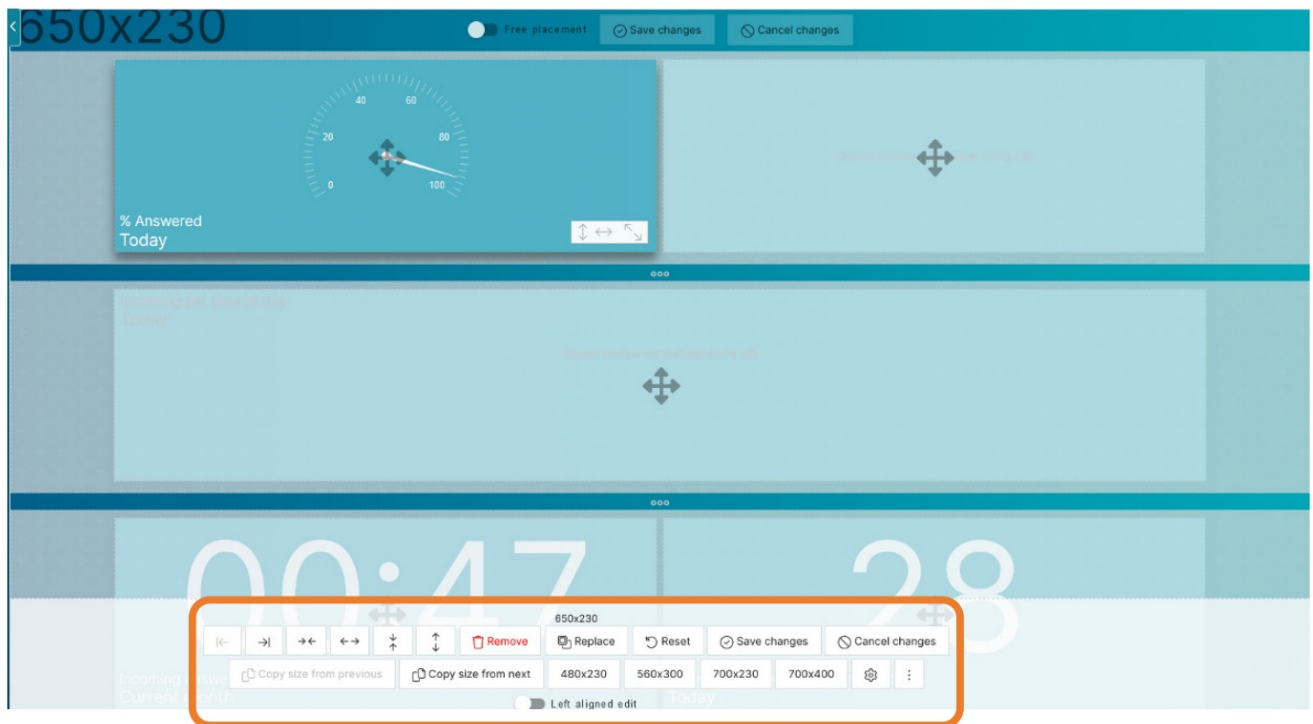
1. Click on the widget you want to edit.
2. To move the widget to another location, click on the widget and drag it to any location.



3. Enlarging/reducing the height and width is performed in the same way, although you click on the icons in the right corner of the widget and drag up/to the side.

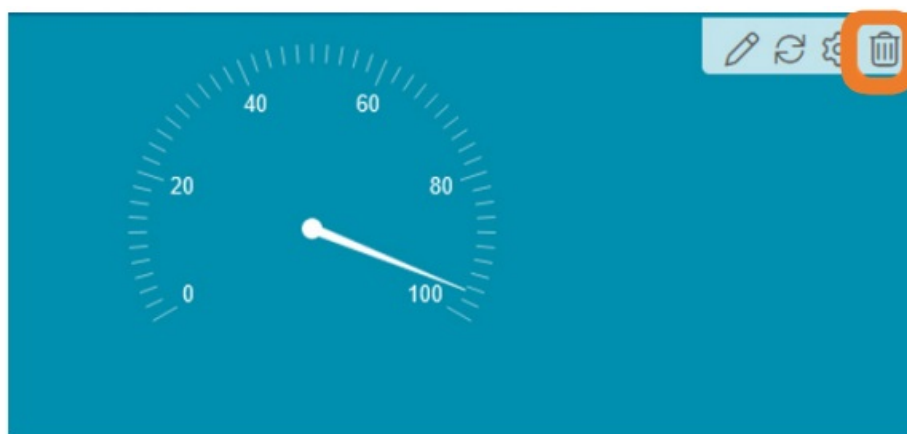


4. If you want to copy the size from a widget, you can use the menu at the bottom after selecting a widget. You can also reset and adjust the size of a widget through this menu.



DELETE A WIDGET

Click on the trash can in the upper right corner of the widget. If you are in the edit mode of the dashboard, you can select a widget and select Remove in the toolbar.



DESIGN YOUR DASHBOARD

If you want to change the appearance of the entire dashboard, it can be done.

1. Click on Options in the Dashboard view.
2. Go to Appearance settings.

Select the background color or background image via URL or a saved image on the computer. You can also choose one of the finished images under the Standard archive.

Edit Dashboard Guide

Edit Dashboard guide

Standard options

Sharing


Appearance settings

Custom stylesheet rules (css) for this Dashboard

Background color

Background image

Delete bakgrund.jpg



Background options

Background position

Bottom right corner

Background repeat



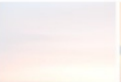


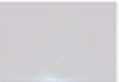




Do not repeat











Background size







Cover full screen

Background opacity

Standard archive







Save and open

Delete

Cancel and open

Cancel and go to list

SHARE YOUR DASHBOARD

If you want to share your Dashboard with other users in the organization, click on Share in the Dashboard list.

Create new

Filter (shift+alt+f)

= Close dashboards view

My Private Dashboards

These Dashboards are private. Only you and administrators are able to view these Dashboards.

Dashboard guide

Datry SE

Open

Delete

Change the Dashboard description

Set as My Dashboard

Copy

Share

Options

Other users' shared Dashboards

These Dashboards are shared with you and owned by other users

Jour Live Mobile

Datry SE

Open

Jour Live

Datry SE

Open

Datry Support live och ködata

Datry SE

Open

Datry Support Braukt

Datry SE

Open

Shared for all users in the system: If you share your Dashboard, it will be available to all users in the PBX who have access to Analytics. If “Use all available objects” is checked on a widget, users will see data for the measurement objects available to them. Other users will only see data for items to which they are entitled, regardless of whether they are using a shared Dashboard or not. If a user does not have access to a widget, it will display an error message.

Public link: Activating a public link makes it possible to see the dashboard without logging in. Anyone who has access to the link will be able to see the dashboard. We recommend handling this link as if it were a password.

Now you know everything in order to set up a Dashboard that fits your needs.



FAQ

Q: Can I customize the appearance of individual widgets on the Dashboard?

A: Yes, you can configure each widget's appearance under the Widget settings and Appearance options tabs.


Q: How do I add real-time data to my Dashboard?

A: To display real-time data, choose the Live data from the queues option when adding content to your widgets.

Q: Is there a way to receive alerts for specific values on the Dashboard?

A: Yes, you can enable warning options for certain widgets to receive alerts when values exceed or fall below set limits.

Documents / Resources

	<p>dstny Flexible Dashboard Communication Data [pdf] User Guide Flexible Dashboard Communication Data, Dashboard Communication Data, Communication Data, Data</p>
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References

- [Dstny Reports](#)

- [User Manual](#)

[Manuals+](#), [Privacy Policy](#)

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