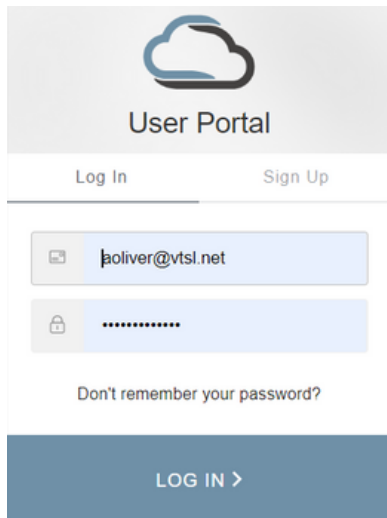
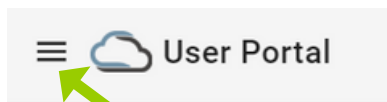


# DASHBOARDS

View user presence and real-time call statistics for both individual users and groups - from anywhere



1. Log into the VTSL Portal



2. Click the hamburger to see the applications available to you. Select Dashboards.

In the drop-down, you will find Sample, Shared, Favourite and Private Dashboards

Easily create a new dashboard here

Clone, edit, select as a favourite or unshare dashboards here

Exit

Extension	Name	Status
103	Tom	
106	Lee	
109	Eamonn	
111	Lucy	
112	Daniel	

Incoming Stats			
Total Calls	Service	Calls Serviced	Calls Dropped
8	100%	8	0
	Total	Average	Max
Ring	1m 8s	8s	19s
Talk	50m 35s	6m 19s	24m 40s

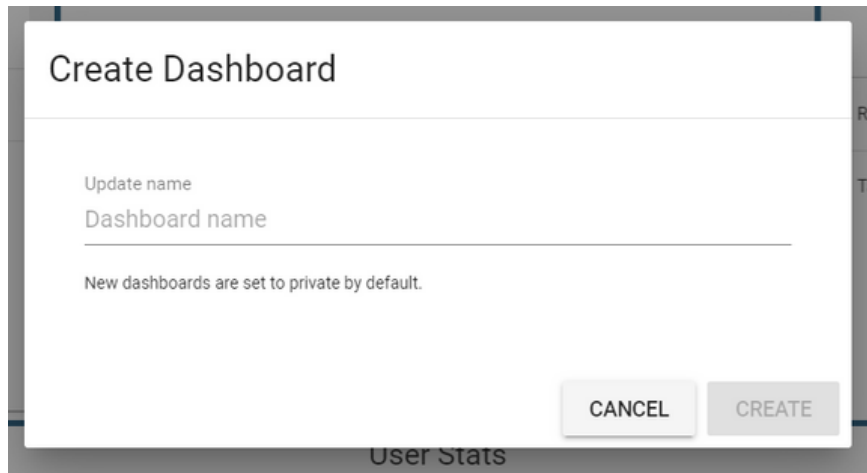
Outgoing Stats			
Calls made		Calls Answered	
23		22	
	Total	Average	Max
Ring	3m 21s	8s	24s
Talk	1h 32m 0s	4m 10s	33m 7s

User Stats													
Total Calls	Total talk time	Min talk time	Max talk time	Avg talk time	Total Ring time	Min Ring time	Max Ring time	Avg Ring time	Total time	Min time	Max time	Avg time	
54	3h 22m 7s	3s	33m 7s	3m 21s	8m 35s	0s	24s	10s	3h 30m 42s	3s	33m 26s	42m 8s	
Name	↓ Calls	Total talk time	Min talk time	Max talk time	Avg talk time	Total Ring time	Min Ring time	Max Ring time	Avg Ring time	↓ Total time	Min time	Max time	Avg time

You can configure the dashboard however you like, simply by dragging and dropping tiles. You can also increase or reduce their size.

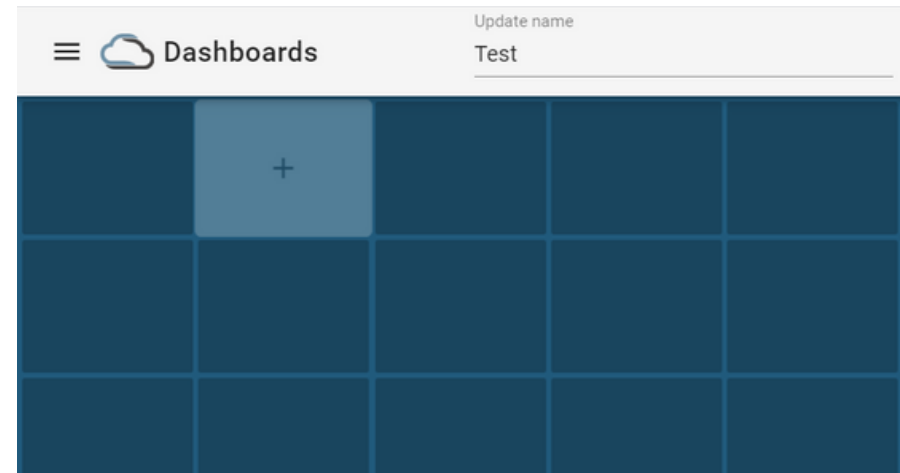


## CREATING A NEW DASHBOARD



The screenshot shows a 'Create Dashboard' dialog box. At the top, it says 'Create Dashboard'. Below that, there is a text input field labeled 'Update name' with the placeholder text 'Dashboard name'. Underneath the input field, a note states 'New dashboards are set to private by default.' At the bottom right of the dialog, there are two buttons: 'CANCEL' and 'CREATE'. The dialog is overlaid on a background that shows a partial view of a dashboard with a 'User Stats' widget.

If you don't want to use a pre-existing dashboard from the drop down menu, you can create your own. You can either edit an existing dashboard by clicking the pen symbol, or create a new one from scratch by clicking NEW. If you choose to create a new one, a window will open up (see above) where you will need to name your dashboard.



Your new dashboard will be blank. To add tiles to it, simply hover over an area and click the + symbol. You will then be shown all the available metrics, from which you can choose the one you would like to see. Repeat this until your dashboard is populated with the data you would like to see.

*PLEASE NOTE THAT YOUR DASHBOARDS WILL DISPLAY THE CURRENT DAY'S DATA*

