

Create and Edit Dashboards

Use **Create and Edit Dashboards** to choose the dashboard elements and arrange their display order. Open this page with **New Dashboard**, a dashboard name, or the edit icon on the Dashboards list.

Dashboard name

Name is required and must be unique within the current tenant or global scope. A new dashboard starts with a copy of the global **Default** layout. The name of the global **Default** dashboard is read-only, although its layout can be changed.

Arrange the layout

1. Drag an item from **Available items** into **Dashboard layout**.
2. Drag items inside **Dashboard layout** to set their display order. The editor keeps each item at its predefined width.
3. Select the remove icon on a layout item to return it to **Available items**.
4. Select **Save** to store the name and layout, or **Cancel** to return without saving.

Each element can appear only once. The badge identifies it as a counter, graph, or table. Items flow from left to right and then onto the next row according to their predefined widths.

Available items

Item	Type	Description
Online Extensions	Counter	Extensions currently considered registered or available.
Offline Extensions	Counter	Extensions currently considered unregistered or unavailable.
External Channels	Counter	Current tenant external channels and the configured external-channel limit.

Item	Type	Description
Internal Channel	Counter	Current tenant internal or any-channel usage and its configured limit.
Today Inbound SMS	Counter	Inbound SMS messages recorded for the current day.
Today Outbound SMS	Counter	Outbound SMS messages recorded for the current day.
Current Inbound	Counter	Inbound calls currently active for the tenant.
Max Inbound	Counter	Highest number of concurrent inbound calls today. The peak time is available as a tooltip.
Current Outbound	Counter	Outbound calls currently active for the tenant.
Max Outbound	Counter	Highest number of concurrent outbound calls today. The peak time is available as a tooltip.
Today Inbound Calls	Counter	Inbound calls recorded in the simple call history for the current day.
Today Outbound Calls	Counter	Outbound calls recorded in the simple call history for the current day.
Today Total Talk Time	Counter	Total answered seconds recorded in the simple call history for the current day, displayed as hours, minutes, and seconds.
Today Emails Sent	Counter	Email messages recorded for the tenant during the current day.
Inbound Call Quantity	Graph	Inbound call quantities grouped by disposition over the dashboard graph period.
Outbound Call Quantity	Graph	Outbound call quantities grouped by disposition over the dashboard graph period.
Latest Calls	Table	Latest simple call-history rows, with expandable call details.

Default layout

The installed global **Default** dashboard contains the original dashboard counters, both call-quantity graphs, and Latest Calls. **Today Total Talk Time** and **Today Emails Sent** are optional

and are available to add, but they are not inserted into the initial Default layout automatically.

Save and use the dashboard

Saving updates the dashboard definition but does not assign it to a tenant. Return to the Dashboards list and use the check icon in the **Action** column to make it active for the selected tenant. The dashboard name then appears beside the tenant name on the main Dashboard page.

Revision #2

Created 2026-08-17 19:38:13 UTC by Admin

Updated 2026-08-17 20:04:57 UTC by Admin