

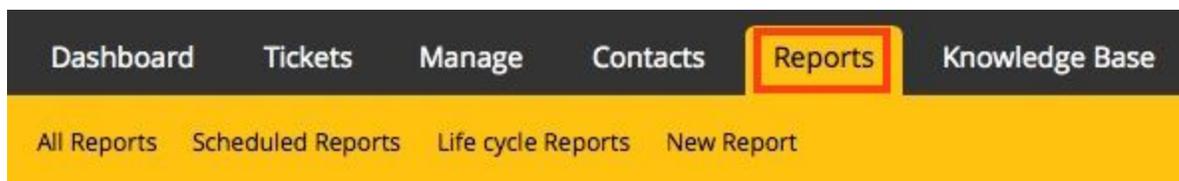
Custom Dashboard

The "Custom Dashboard" feature allows you to 'pin' the reports you prefer, in the "My Widgets" section in the 'Dashboard' page.

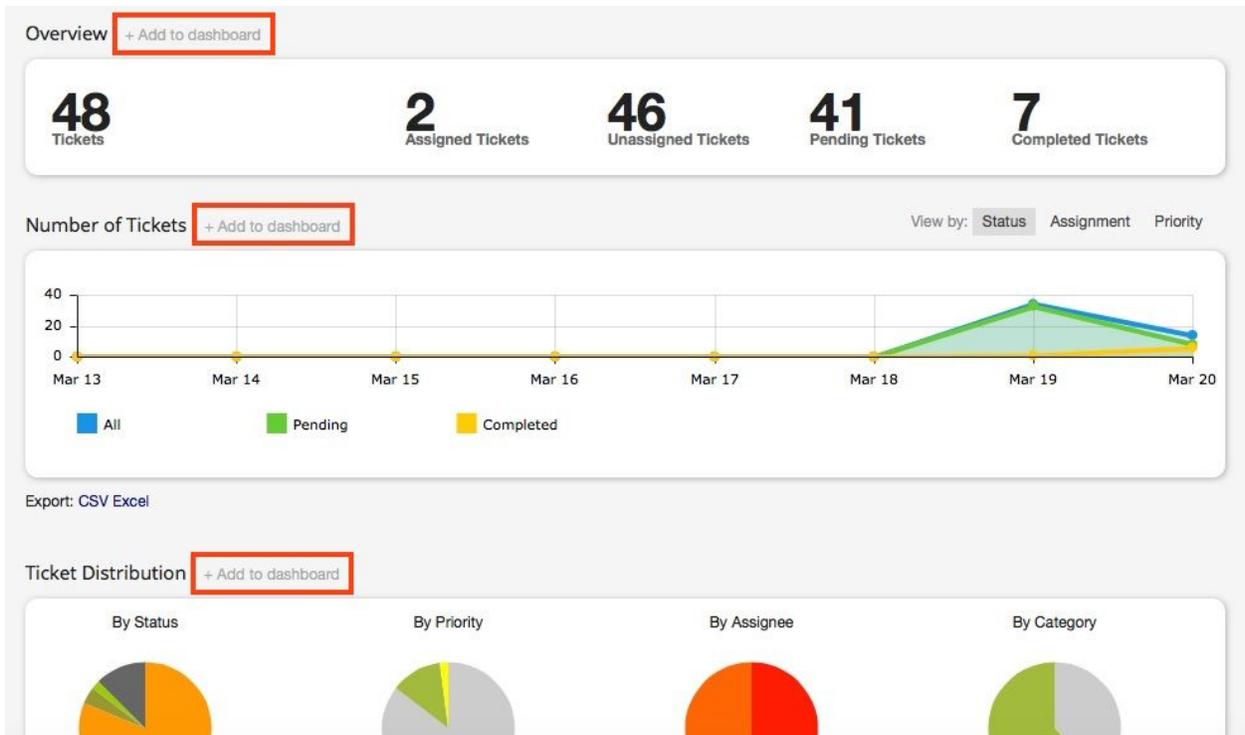
[Note: The "Custom Dashboard" feature is available on the following pricing plans: "Fantastic" and "Enterprise".]

Creating a "Custom Dashboard":

1. To create a custom dashboard, go to "Reports" tab.



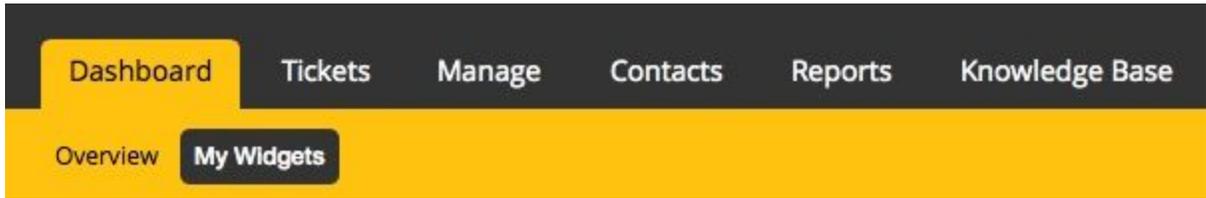
2. The resultant page will display a list of reports that have been created. Each report section will have an option "+ Add to dashboard".



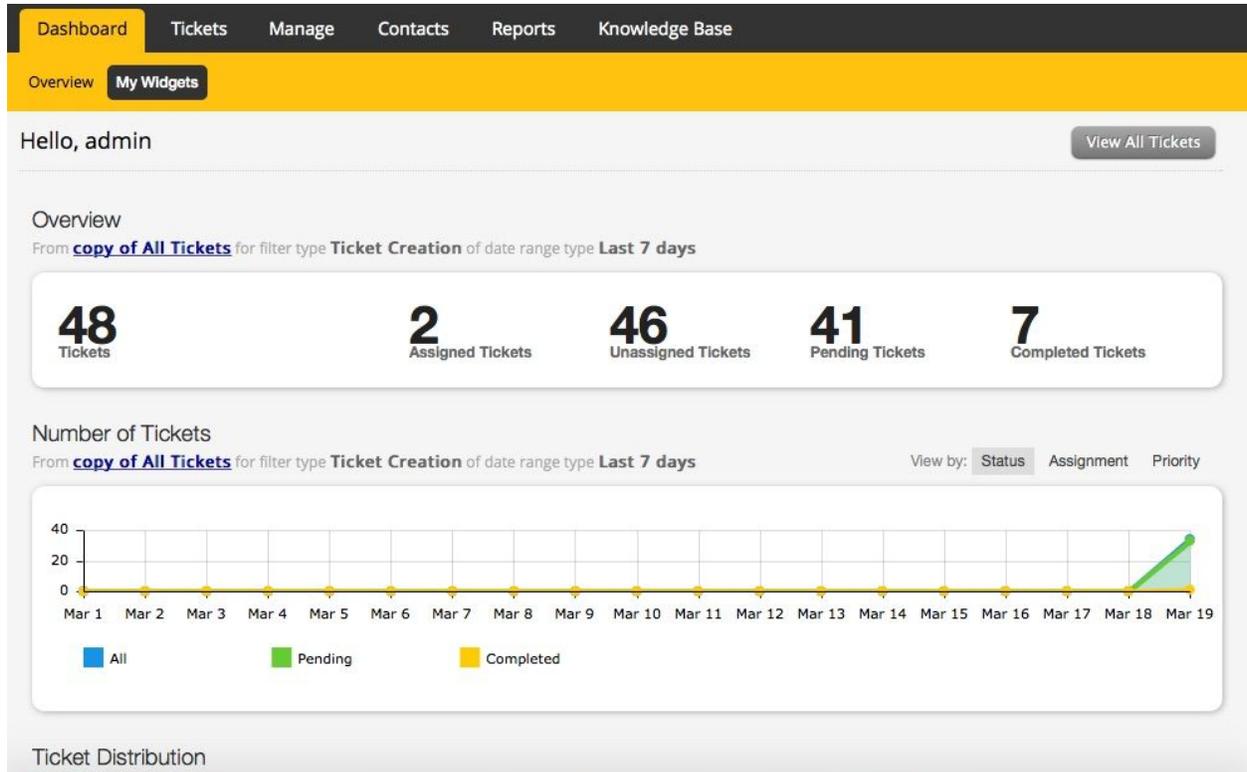
3. Clicking on the "+ Add to dashboard" will pin the respective reports to the "My Widgets" section of the "Dashboards" tab.

Viewing the reports pinned to the "Custom Dashboard":

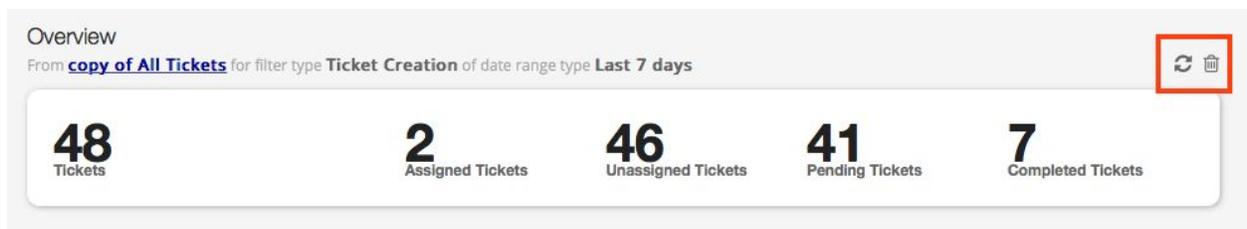
1. The report items you added to the dashboard can be accessed from the "My Widgets" section of the "Dashboard" tab.



2. The "My Widgets" tab lists the report items you pinned to the dashboard, from the "Reports" tab.

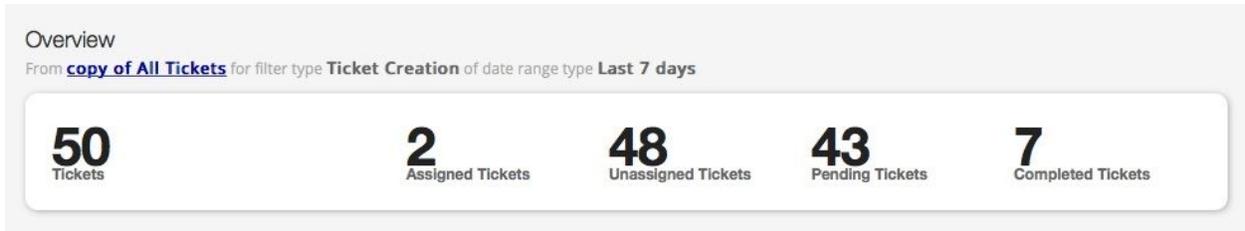


3. Each report widget will comprise of a "Refresh" option and a "Delete" option, as shown in the image below.



- Clicking on the "Refresh" icon will dynamically update the report and display it.

(Refer image below)



- By clicking on the "Delete" icon, you can remove the respective widget from your dashboard. (Kindly note that the widget you unpin from your "My Widgets" section will still be available in the "Reports" section)

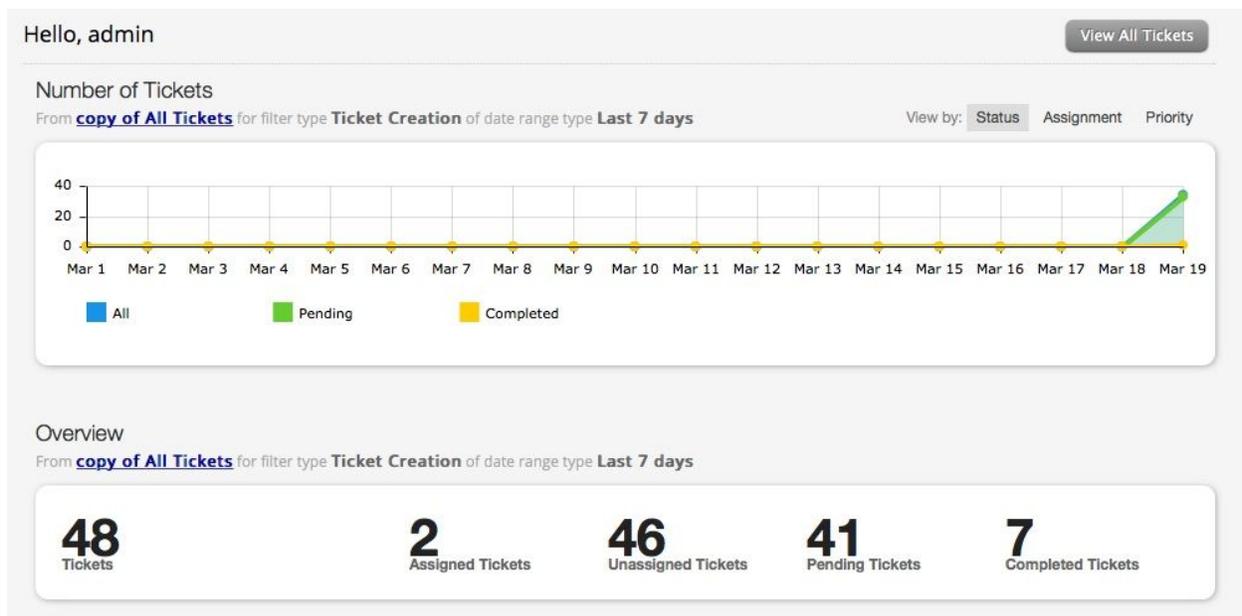
4. You can also change the order in which the reports are displayed in the "My Widgets" section.

To move a report upward or downward, hover over the report's title. The "Move" cursor will appear (Refer image below).



Now, click on the widget in drag and drop it in the position you want to place it in.

The order of the widget will now be changed, as shown in the image below.

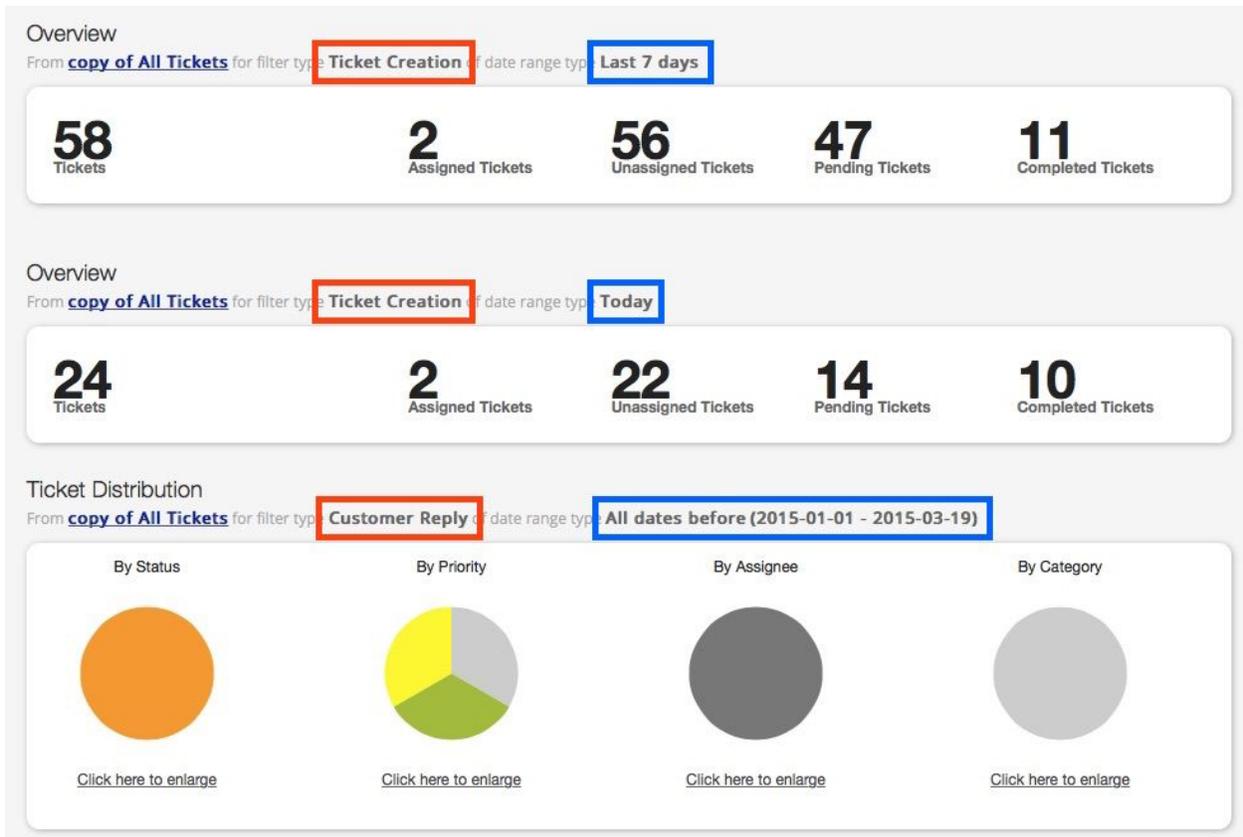


Significance of the "Custom Dashboard" feature:

The "Custom Dashboard" feature provides you with the flexibility to create reports according to the various 'date ranges' and multiple 'filter types', and pin it to your dashboard.

In cases where you want to compare a particular report for varying 'time ranges' and 'filter types', you can easily do so by the use of the "Custom Dashboard" feature, and have the data displayed as 'widgets' in your "My Widgets" section.

You will be able to generate, view and pin reports based on any 'Date Range', 'Filter Type' and 'Report type' combinations.



Setting the "My Widgets" page as your Landing Page:

To set the "My Widgets" page as your 'Landing Page', click on the "My Settings" link, and choose "My Widgets" option from the dropdown for "Landing Page" field.

My Settings

Basic Info

Some basic information about me

First Name

admin

Last Name

Email Address

Username

admin

Tickets per page

10

Language

English

Landing Page

My Widgets

Ticket list view

Card (Actionable ticket summary)

Expand updates in tickets page

Signature

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