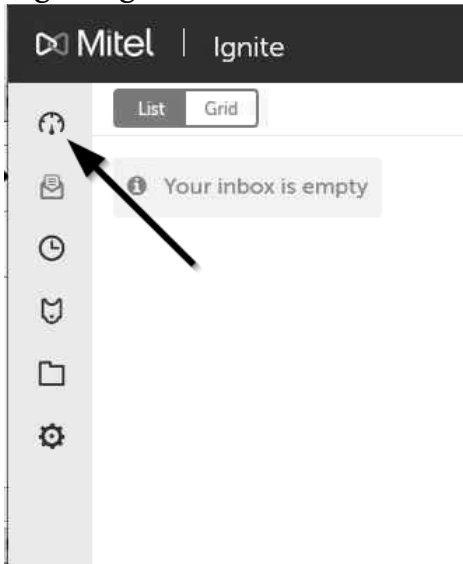
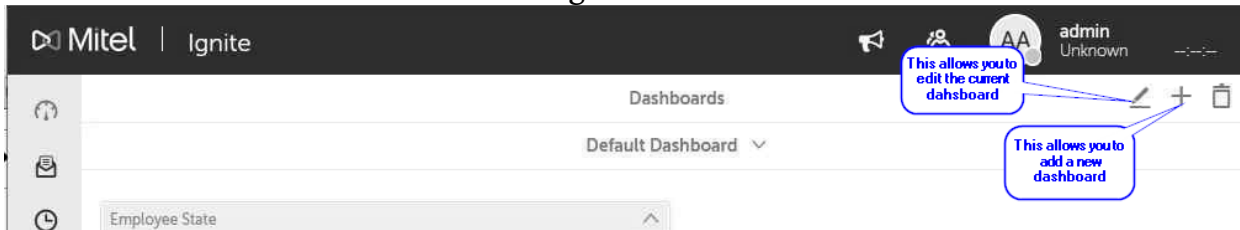


Creating & Customizing Your Dashboard

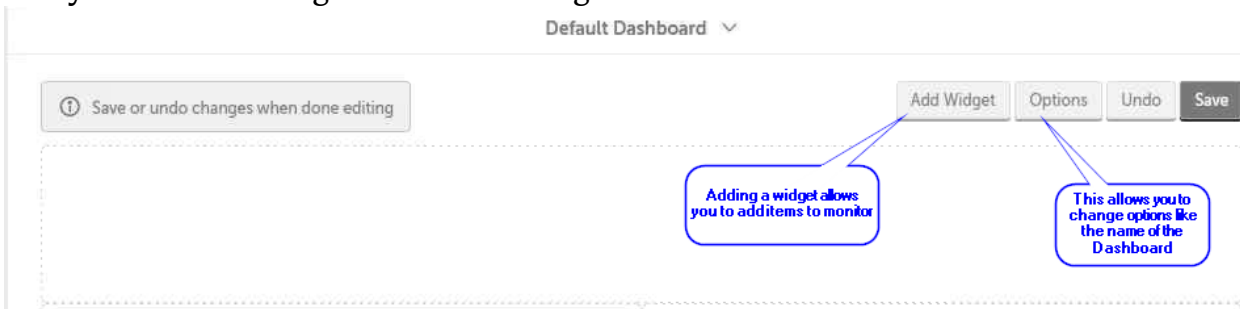
Log into ignite and click on the Dashboard ICON (looks like a speedometer).



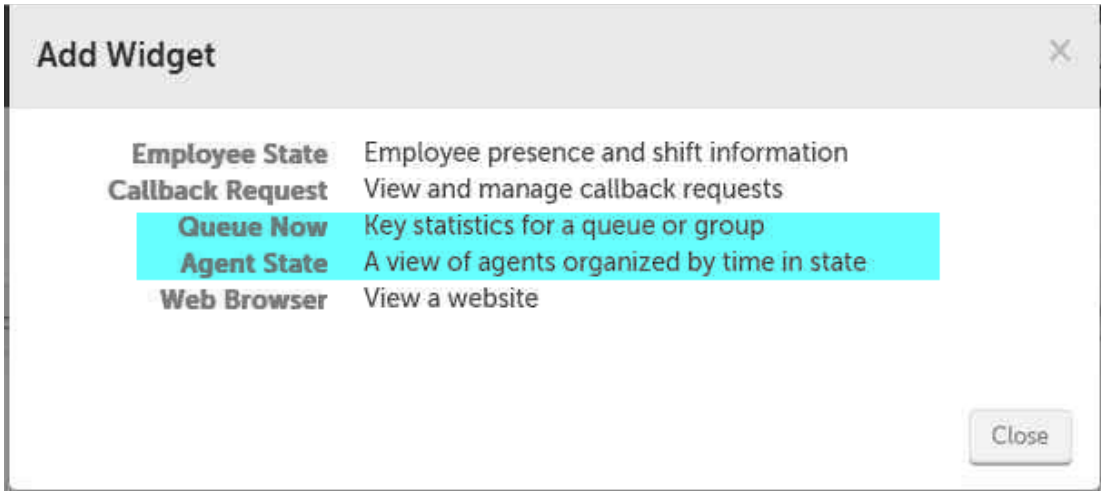
Select add a new Dashboard or Edit the existing



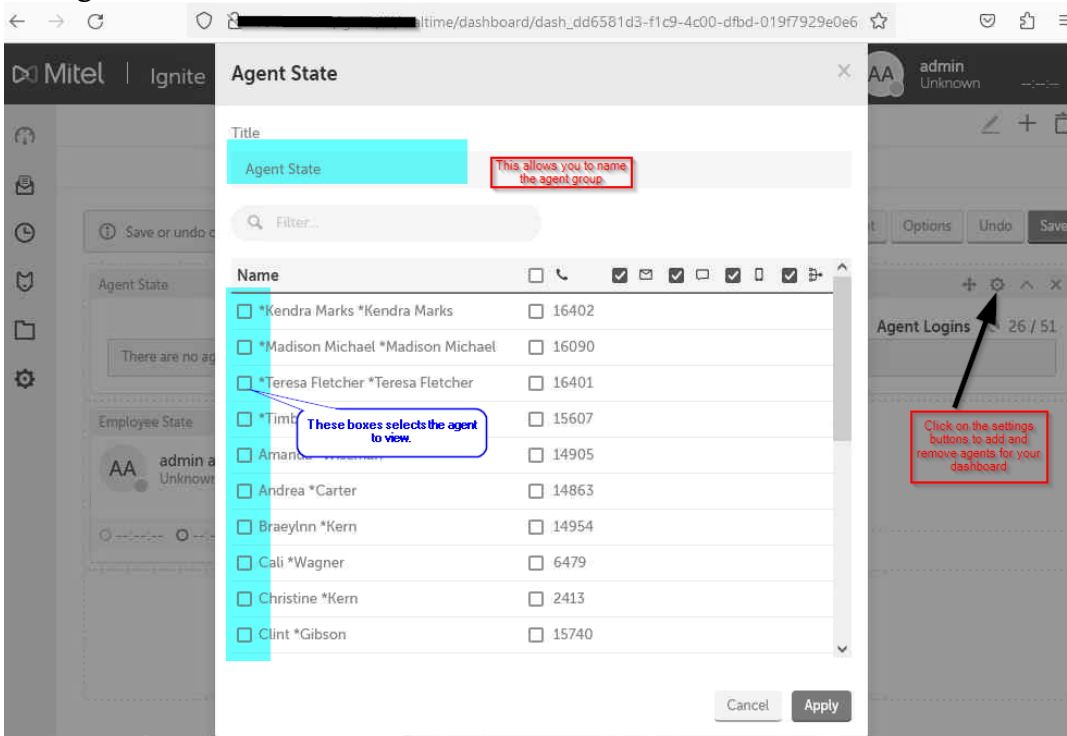
Now you need to add widgets or edit an existing.



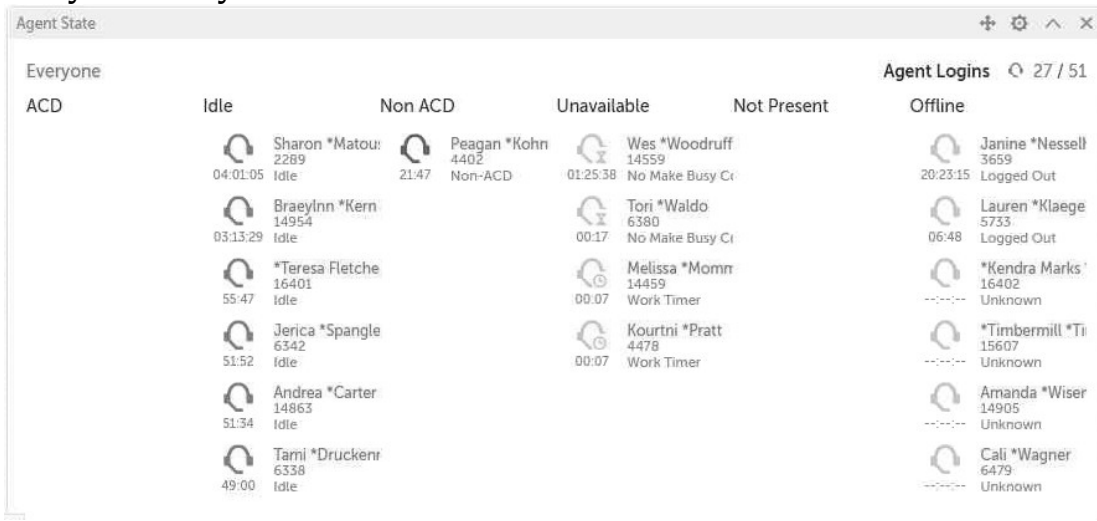
The two widgets you will use the most are Queue Now (this allows you to monitor calls waiting, agents available, calls handled) and Agent State (this allows you to monitor the status of your co-workers to know if they are on a call or unavailable)



Add Agent State



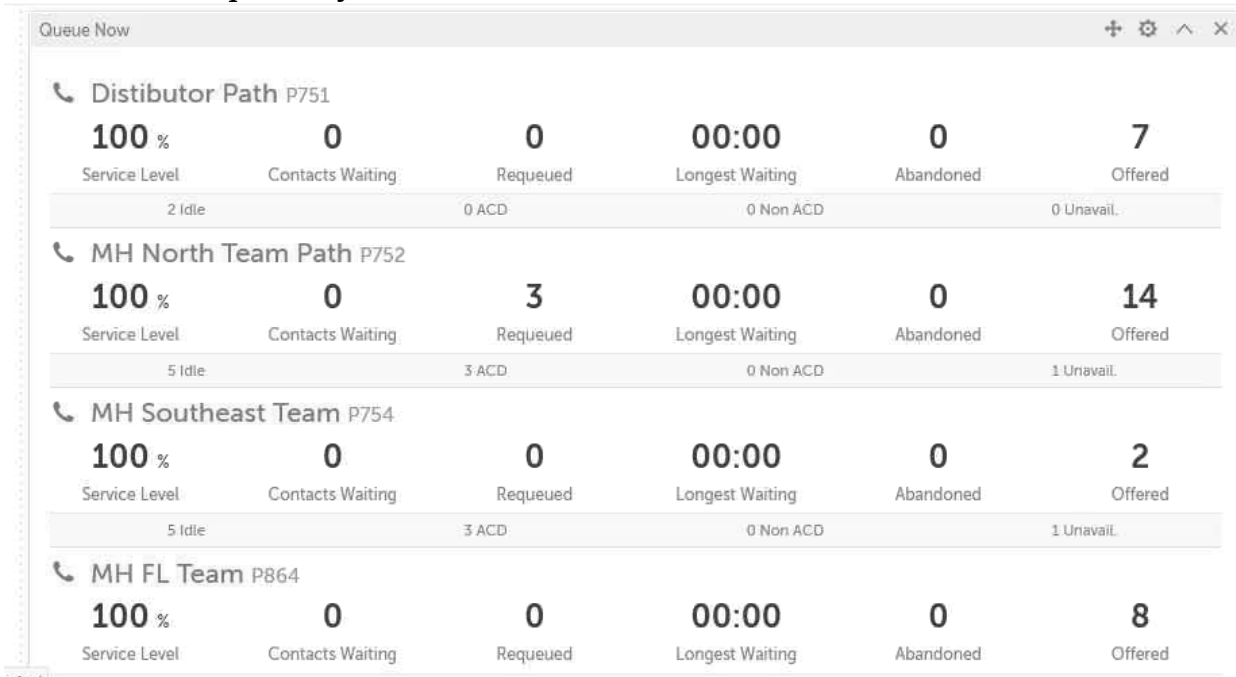
Now you will see your co-workers status.



Agent State window showing agent status for everyone. The window is titled "Agent State" and has a sub-header "Everyone". It displays a grid of agent status information categorized into ACD, Idle, Non ACD, Unavailable, Not Present, and Offline. The "Agent Logins" section shows 27 / 51 logins.

ACD	Idle	Non ACD	Unavailable	Not Present	Offline
	Sharon *Matou: 2289 Idle 04:01:05	Peagan *Kohn: 440Z Non-ACD 21:47	Wes *Woodruff: 14559 No Make Busy Cr 01:25:38		Janine *Nessell: 3659 Logged Out 20:23:15
	Braeylnn *Kern: 14954 Idle 03:13:29		Tori *Waldo: 6380 No Make Busy Cr 00:17		Lauren *Klaege: 5733 Logged Out 06:48
	*Teresa Fletche: 16401 Idle 55:47		Melissa *Momr: 14459 Work Timer 00:07		*Kendra Marks: 16402 Unknown -----
	Jerica *Spangle: 6342 Idle 51:52		Kourtni *Pratt: 4478 Work Timer 00:07		*Timbermill *Ti: 15607 Unknown -----
	Andrea *Carter: 14863 Idle 51:34				Amanda *Wiser: 14905 Unknown -----
	Tami *Druckier: 6338 Idle 49:00				Cali *Wagner: 6479 Unknown -----

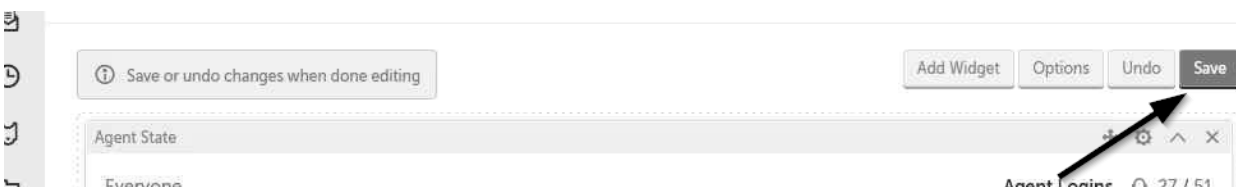
You can now add queues if you want to monitor them as well.



Queue Now window showing queue status for various paths. The window is titled "Queue Now" and displays a table of queue metrics for four different paths: Distributor Path P751, MH North Team Path P752, MH Southeast Team P754, and MH FL Team P864. Each path shows Service Level, Contacts Waiting, Requeued, Longest Waiting, Abandoned, and Offered counts, along with a breakdown of agent status (Idle, ACD, Non ACD, Unavail.).

Path	Service Level	Contacts Waiting	Requeued	Longest Waiting	Abandoned	Offered
Distributor Path P751	100%	0	0	00:00	0	7
MH North Team Path P752	100%	0	3	00:00	0	14
MH Southeast Team P754	100%	0	0	00:00	0	2
MH FL Team P864	100%	0	0	00:00	0	8

When you have made all the adjustments be sure to click the save button so that you return to live viewing of the dashboard.



Dashboard editing interface showing a "Save or undo changes when done editing" message and a "Save" button highlighted with a red arrow. The interface includes buttons for "Add Widget", "Options", "Undo", and "Save". Below the buttons, a preview of the "Agent State" window is visible.