Dashboard Widgets

BUSINESS INTELLIGENCE WITH UBOSS DASHBOARD WIDGETS

Uboss Dashboard is a home screen for every user that can be configured with Widgets to display information relevant to that user. Each widget is a tile and can be clicked to drill into that part of Uboss for deeper analysis. For example, clicking on Call Volume Count will take you directly to the Call Volume report that you can toggle to the desired month.

AVAILABLE WIDGETS

**Users -** Displays the total count of the different types of users on platform

Ticket Updates – Provides a feed of the latest submitted tickets

Call Volume Count – Summary of call counts inbound and outbound for the proceeding 7 days

Call Volume Minutes - Summary of call minutes inbound and outbound for the proceeding 7 days

Calls and Users Live Status – Summary of Uboss Packet Analyzer showing live calls and device registrations on platform

**Charges –** Summary of charges over the past 6 months
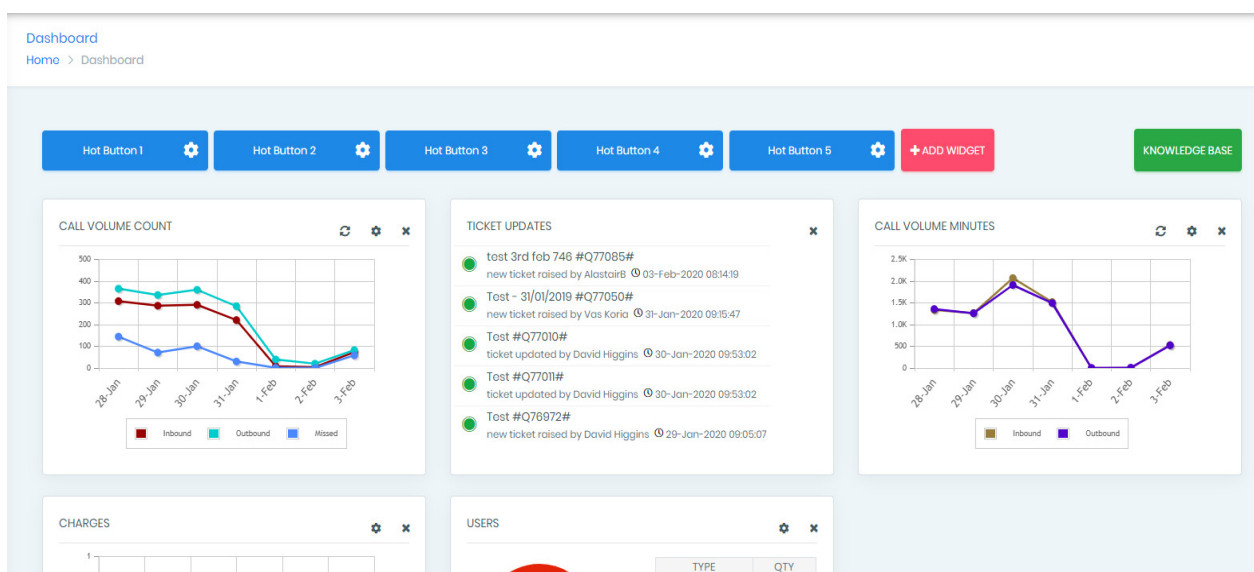
Reload - When Uboss loads the widgets are populated. Some of them, such as and Call Volume Minutes, can be refreshed for a real-time update.

Select Information Sources - Within the widgets, different data streams can be enabled or disable. For example, Call Volume Count can toggle between either 7 days or 15 days.
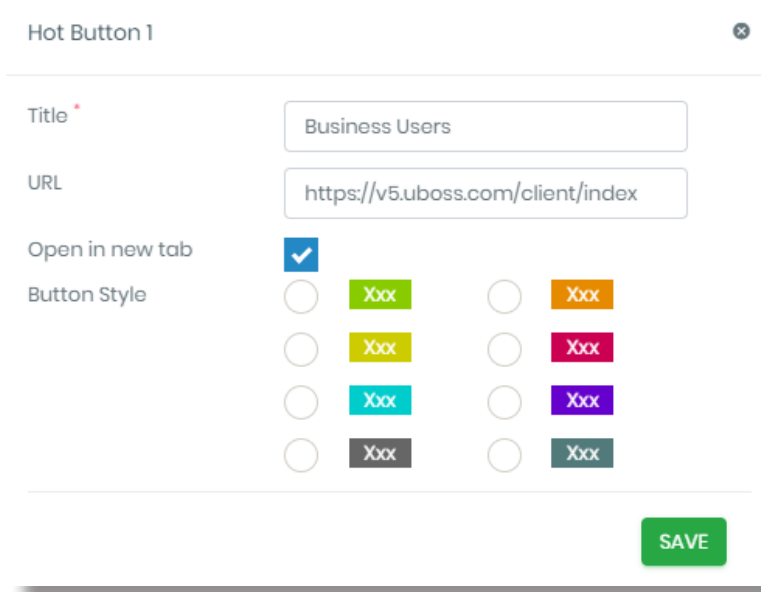
HOT BUTTONS

Hot Buttons within the Dashboard are user defined short cuts to specific areas. This is an extension of the widgets concept of personalising Uboss for an individual user. Hot Buttons can be used by a call centre supervisor to go straight to reports or by ops teams users to go straight to Packet Analyzer or Bulk Job, for example. Or if a user often needs to switch up what services they have assigned, they can create a hot button direct to their Service Assignments, as in the example below.

| Business Users ⚙ | My Profile ⚙ | Call Logger Report ⚙ | Service Assignments ⚙ | Bulk Job ⚙ |
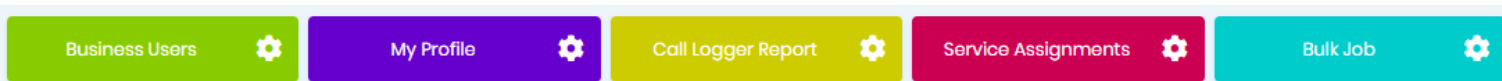
To configure a hot button, click on the cog next on an available hot button. This will pop out the configuration box, as shown on the right.

Enter what you would like the button to be called and paste in the URL that you would like it linked to within in Uboss. You have the option to choose whether it opens a new tab when clicked and to personalise the colours also.

Hot Button 1 ⊗

Title *   Business Users

URL   https://v5.uboss.com/client/index

Open in new tab   ☑

Button Style   ○ Xxx   ○ Xxx
○ Xxx   ○ Xxx
○ Xxx   ○ Xxx
○ Xxx   ○ Xxx

SAVE

KNOWLEDGE BASE

The Knowledgebase within Uboss is a central repository of supporting documentation. Users can now toggle their home screen between the Dashboard and the Knowledgebase using the buttons below. The Hot Buttons will always be available.

| DASHBOARD | KNOWLEDGE BASE |