



Omni Intelligence FAQ – Different Content Types in Analytics

Introduction

One of the features of OmniIntelligence is the ability to display its data fields in many formats and variations. These are:

- **Single Value** – displays the most recent value of a telemetry field
- **List** – lists the most recent values for up to 5 telemetry fields
- **Images** – visualises video feeds (if available)
- **Line chart** – displays historical telemetry data for the specified period; data points are connected with line segments
- **Bar char** – visualises historical telemetry data for the specified period as a bar graph
- **Polar Area Chart** – visualises historical telemetry data for the specified period as a polar histogram
- **Pie chart** – displays the most recent values of the selected telemetry fields as a pie chart
- **Doughnut chart** - displays the most recent values of the selected telemetry fields as a doughnut chart
- **Static image** – displays a static image such as a logo from a URL
- **Table** – displays multiple values in a table layout

Examples

The following are all using the 'Calls Waiting' field in default configurations.

TIP: Not all content types are appropriate for each Data field.

Please Note: Some images have been edited in size to make them fit better into the page.

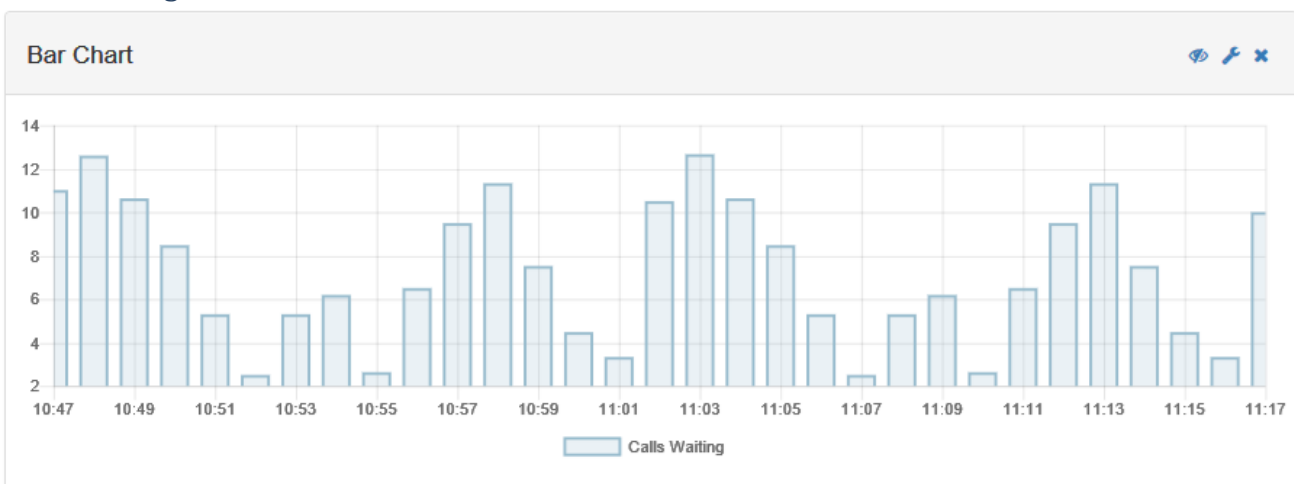
Calls Waiting – Number (formatted to zero decimals)



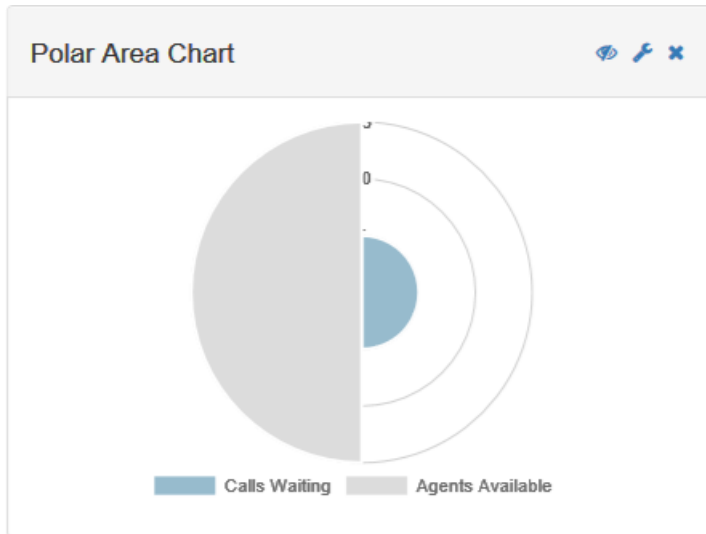
Calls Waiting – Line Chart



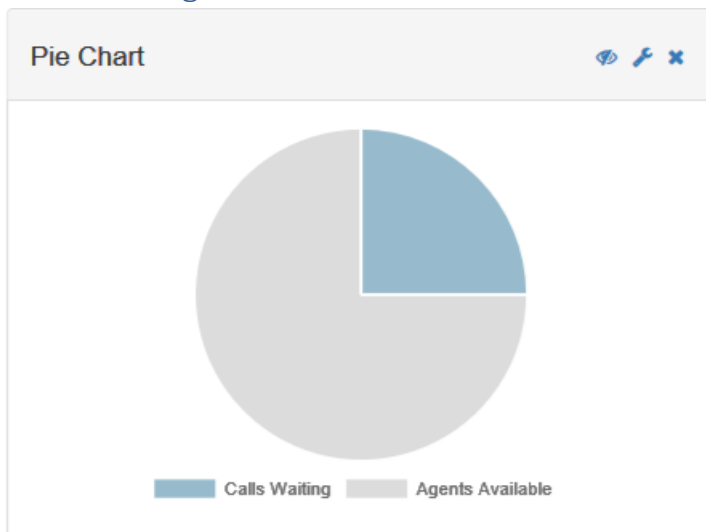
Calls Waiting – Bar Chart



Calls Waiting – Polar Area Chart



Calls Waiting – Pie Chart



Calls Waiting – List View

There are two examples of “List View” here. The top one has “with Timestamps” enabled.

List	
Jan 16, 2018, 11:17:20 Calls Waiting	13
List	
Calls Waiting	13

Non Value Examples

These fields don't display values

Static Image

PLEASE NOTE: *the label does not display over the image.*

This enables you to display a static image. Supported formats are: GIF, Animated GIF, PNG, Transparent PNG, BMP, SVG, ICO.



Calls Waiting – Images

If the call centre supports images (e.g. agent photos or web camera), that can be displayed on the dashboard using this type of field.

PLEASE NOTE: these must come from the PABX as a feed. This is not for displaying IMAGE FILES.

Table

	Offer	Waiting	Max Wait Time	Answer	Abandoned	% Abandoned	%SL
USA_B2B_Customer_Service	0	0	00:00:00	0	0	0	0
USA_B2C_Customer_Service	1	0	00:00:00	1	0	0	100
USA_B2C_Customer_Service_ES	0	0	00:00:00	0	0	0	0
Total	1	0	00:00:00	1	0	0	100