

Dashboard

The dashboard presents useful information when an operator logs in. The dashboard is compiled with several widgets which each operator can move around, add and remove widgets as they feel to make the dashboard best fit them.

As an administrator you are able to remove and give permissions on a per group basis setting which groups are entitled to use which widgets.

| Widget Name | Description |
|--------------------------|---|
| Activity Log | The activity log is a short overview of the main |
| SupportPro Announcements | Announcements is a feed of the latest news p includes new updates, security fixes and othe |
| Getting Started | By default we include a getting started widget that logs into the help desk. This provides a co should give the operator a good idea of where As actions are performed within the help desk off. Enabling and disabling the product tour do |
| Operator Notes | This is a personal notepad for your operator. A box is not shared between every operator and alone. |
| Operator Login Log | This is an overview of the times and dates wh into the system. You can also view login logs |

System Overview

The system overview allows your operators to view tickets that are open, closed, assigned to you, due soon, over due, or unassigned tickets.

These tickets reflect the operators department. For example, if a ticket is in and is assigned to the "Support" department, that operator will not see that ticket in the dashboard. They can reply.

To-Do List

Similar to the notepad list, the to-do list is unique. A to-do list one operator creates will not be visible by other operators. They can use this to remind them to do certain things or to remind other people.

Operators will have the choice of "Mark as done" or "Mark as to-do" form in a green background.

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| Version Check | <p>Check what version of SupportPro you are running. Also provides the status of the supportpro license. Also running an owned license.</p> |

It is very easy to move the widgets to where you want them to be. Simply click on the title of the widget (Or the light blue background it sits in) and drag it to the position you want it to be in.

To add or remove a widget click on the **Add / Remove Widgets** button located near the top right corner just under your username.

A popup box will appear allowing to choose from which widgets you would like to appear on the dashboard. Simply select the ones you want and click the **Save** button which will automatically save and show you your new dashboard.

Online URL: <https://docs.supportpro.vn/article/dashboard-317.html>