

Manage the Dashboard



This guide offers a step-by-step way to customize your dashboard, filter data, and export insights. It's ideal for improving data management and making informed decisions.

1 Select "Dashboard".

The screenshot shows the ONE TO ONE PLUS dashboard. The left sidebar contains a navigation menu with the following items: Dashboard (highlighted with a red box), Sites, Assets, Students, Staff, Locations, Help Desk, Parts, Invoices, Imports, Reports, and Settings. The main content area is titled 'Dashboard' and includes a search bar at the top. Below the search bar, there are tabs for Tickets, Assets, Users, and Locations. The dashboard displays several data visualizations:

- Assets by Type:** A donut chart showing the distribution of assets by type. The largest category is Laptop (11,473). Other categories include Thinkpad (1), Desk Phone (10), Tablet PC (55), Power Supply (161), Apple TV (4), and Board (1).
- Assets by Site:** A donut chart showing the distribution of assets by site. The largest category is QAHS (11,493). Other categories include QAMS (97), QADO (712), Another Test Site (1), Tech (10), Sites/QMS/Students (1), MY TEST (2), and QAPS (40).
- Assets Not Turned In by Site:** A donut chart showing the distribution of assets not turned in by site. The largest category is QAHS (11,412). Other categories include QAMS (40), QADO (654), Tech (1), Sites/QMS/Students (1), MY TEST (2), Lake Middle TEST (1), and HLMS (165).
- Assets by Status:** A donut chart showing the distribution of assets by status. The largest category is Active (12,855). The other category is Available (1).
- Assets Assigned:** A partial donut chart showing the distribution of assets assigned. The category is Assigned (8.2%).
- Assets by Funding Source:** A bar chart showing the distribution of assets by funding source. The categories are 105 and 187.

2 Select the dashboard area you wish to view.

The screenshot displays the ONE TO ONE PLUS dashboard interface. At the top, there is a search bar and a navigation menu on the left. The main content area is titled "Dashboard" and features a notification: "Tab selections will be stored for future visits." Below this, there are four navigation tabs: "Tickets", "Assets", "Users", and "Locations", each enclosed in a red box. The dashboard contains several data visualization charts:

- Assets by Type:** A donut chart showing the distribution of assets by type. The largest category is "Laptop" with 11,473 units. Other categories include "Thinkpad" (1), "Desk Phone" (10), "Tablet PC" (58), "Power Supply" (161), "Apple TV" (4), and "Board" (1).
- Assets by Site:** A donut chart showing the distribution of assets by site. The largest category is "QAHS" with 11,493 units. Other categories include "QAMS" (97), "QADO" (712), "Another Test Site" (1), "Tech" (10), "Sites/DMS/Students" (1), "MY TEST" (2), and "QAPS" (40).
- Assets Not Turned In by Site:** A donut chart showing the distribution of assets not turned in by site. The largest category is "QAHS" with 11,412 units. Other categories include "QAMS" (48), "QADO" (854), "Tech" (10), "Sites/DMS/Students" (1), "MY TEST" (2), "Lake Middle TEST" (1), and "HLMS" (165).
- Assets by Status:** A donut chart showing the distribution of assets by status. The largest category is "Active" with 12,855 units, and the smallest is "Available" with 1 unit.
- Assets Assigned:** A donut chart showing the distribution of assets assigned. The largest category is "Assigned" with 8.2%.
- Assets by Funding Source:** A bar chart showing the distribution of assets by funding source. The y-axis ranges from 100 to 200. The bars represent funding sources with values 185 and 187.

3

Select an area of the chart or graph to drill into the data. This example shows QAHS Site.

The screenshot shows the ONE TO ONE PLUS dashboard with a sidebar menu on the left containing: Dashboard, Sites, Assets, Students, Staff, Locations, Help Desk, Parts, Invoices, Imports, Reports, and Settings. The main content area is titled 'Dashboard' and includes a search bar and navigation tabs for Tickets, Assets, Users, and Locations. There are six data visualization charts:

- Open Tickets by Assigned Technician:** A donut chart showing tickets assigned to Ben Zuber (138), Joey Cole (97), and another technician (138).
- Open Tickets by Queue:** A donut chart showing tickets in DHD Queue (1), High School (5), and DO Queue (6).
- Open Tickets by Site:** A donut chart showing tickets by site: QAMS (48), QAHS (70), QAHS (28.1%), QADO (73), Staff (6), and QAES (52). A red box highlights the QAHS (28.1%) segment.
- Open Tickets by Type:** A donut chart showing ticket types: Chromebook Cracked Screen (26), Chromebook Broken Screen (6), Chromebook (30), Chromebook Missing Keys (108), Random (1), Powerashed Issue (2), Password Reset (2), New User Account (1), Lost Device (7), and Laptop Missing Keys (1).
- Tickets by Status:** A donut chart showing New Ticket (222).
- Tickets by Closure Type:** A donut chart showing Closed (43).

4

Select "Columns" button to customize fields to view.

ONE TO ONE PLUS

Search

Home > Ticket

1to1QA 1to1 QA

Switch back to the legacy page

Ticket Page: 1 of 2 Showing 70 of 443 total records

Columns My Views Export Print All + Add New

Refresh Column Finder Page Size 50

Ticket ID	Asset Serial Number	Asset ID	Ticket Type	Ticket Type Category	Description
Select	Select	Select	Select	Select	Select
TSK-2204148			Chromebook Broken Screen	Chromebook	www.tiktok.com https://www.reddit.com/
TSK-2204147			Chromebook Missing Keys	Chromebook	test
TSK-2204146	1138	1347	Chromebook Missing Keys	Chromebook	test
TSK-2204145	DMVJVXUEF182	052642	Chromebook Missing Keys	Chromebook	testing email from submit ticket
TSK-2204143			Chromebook Cracked Screen	Student Device	Test
TSK-2204118	DMQXXRKPJF8J	021430	Chromebook Missing Keys	Chromebook	test
TSK-2204117	1138	1347	Chromebook Missing Keys	Chromebook	test
TSK-2204114	1138	1347	Chromebook Broken Screen	Chromebook	test
TSK-2204112	DMVJVXUEF182	052642	Chromebook Missing Keys	Chromebook	test
TSK-2204109	DMVJVXUEF182	052642	Chromebook Missing Keys	Chromebook	test

First Previous 1 2 Next Last 1

5 For example enable "Site"

The screenshot displays the ONE TO ONE PLUS Ticket management interface. A modal dialog titled "Select columns and sorting order" is open, listing 48 columns. The "Site" checkbox is highlighted with a red circle. The background shows a table of tickets with columns for Ticket ID and Asset Serial Number.

Ticket ID	Asset Serial Number
TSK-2204148	
TSK-2204147	
TSK-2204146	1138
TSK-2204145	DMVJVXUEF182
TSK-2204143	
TSK-2204118	DMQXXRKPJF&J
TSK-2204117	1138
TSK-2204114	1138
TSK-2204112	DMVJVXUEF182
TSK-2204109	DMVJVXUEF182

Select columns and sorting order

Search:

All columns (48):

- Ticket ID
- Queue Name
- Ticket Priority
- Asset Serial Number
- Asset ID
- Ticket Type
- Ticket Type Category
- Description
- Site**
- Platform
- Site Category
- Related User
- Related User Site
- Related User ID
- Related User Grade
- Related Location
- Related User .Inh Title

Buttons: OK, Reset, Cancel

6 Select "Ok".

The screenshot displays the ONE TO ONE PLUS Ticket management interface. A modal dialog box titled "Select columns and sorting order" is open in the center. The dialog contains a search field, a list of 48 columns with checkboxes, and three buttons: "OK", "Reset", and "Cancel". The "OK" button is highlighted with a red box. The background shows a table of tickets with columns for Ticket ID and Asset Serial Number. The table contains several rows of ticket data.

Ticket ID	Asset Serial Number
TSK-2204148	
TSK-2204147	
TSK-2204146	1138
TSK-2204145	DMVJVXUEF182
TSK-2204143	
TSK-2204118	DMQXXRKPJF&J
TSK-2204117	1138
TSK-2204114	1138
TSK-2204112	DMVJVXUEF182
TSK-2204109	DMVJVXUEF182

7

Notice it drilled down to the specific site that was selected on the dashboard.

The screenshot shows the 'ONE TO ONE PLUS' dashboard with a search bar and navigation menu. The main content area is titled 'Ticket' and displays a list of 70 records. The 'Site' column in the table is highlighted with a red box, showing 'QAHS' for all entries. The table columns include Category, Description, Site, Site Category, Related User, and Related User Site. The 'Related User' column lists 'Zoee (STUDENT) Durham' and 'Glenda Frake'. The page includes navigation controls like 'First', 'Previous', '1', '2', 'Next', and 'Last'.

Category	Description	Site	Site Category	Related User	Related User Site	Related User
Select	Select	QAHS	Select	Select	Select	Select
	www.tiktok.com https://www.reddit.com/	QAHS	High School	Zoee (STUDENT) Durham	QAHS	
	test	QAHS	High School	Zoee (STUDENT) Durham	QAHS	
	test	QAHS	High School	Zoee (STUDENT) Durham	QAHS	
	testing email from submit ticket	QAHS	High School	Zoee (STUDENT) Durham	QAHS	
	Test	QAHS	High School	Zoee (STUDENT) Durham	QAHS	
	test	QAHS	High School	Glenda Frake	QAHS	
	test	QAHS	High School	Zoee (STUDENT) Durham	QAHS	
	test	QAHS	High School	Zoee (STUDENT) Durham	QAHS	
	test	QAHS	High School	Zoee (STUDENT) Durham	QAHS	
	test	QAHS	High School	Zoee (STUDENT) Durham	QAHS	

8

Select here.

The screenshot shows a web application interface for a 'Ticket' management system. The top navigation bar includes the 'ONE TO ONE PLUS' logo, a search bar, and user information. A left sidebar contains navigation links for Dashboard, Sites, Assets, Students, Staff, Locations, Help Desk, Parts, Invoices, Imports, Reports, and Settings. The main content area displays a table of tickets with columns for Category, Description, Site, Site Category, Related User, and Related User Site. The 'Site' column header is highlighted with a red box. The table contains several rows of ticket data, including descriptions like 'testing csv', 'Ticket2', and 'laptop won't turn on'. The bottom of the page features a pagination control with buttons for 'First', 'Previous', '1', '2', 'Next', and 'Last', and a page count of '1'.

Category	Description	Site	Site Category	Related User	Related User Site	Related User
		Select	QAHS	Select	Select	Select
	testing csv	QAHS	High School	Zoe (STAFF) Durham	QAHS	
	Ticket2	QAHS	High School	Callie Cole	QAHS	
	Ticket2	QAHS	High School	Callie Cole	QAHS	
	Ticket2	QAHS	High School	Cindy Stancil	QAMS	
	Ticket2	QAHS	High School	Cindy Stancil	QAMS	
	test	QAHS	High School	Zoe (STUDENT) Durham	QAHS	
	laptop won't turn on	QAHS	High School	Eric Estrada	QAHS	
		QAHS	High School	Callie Cole	QAHS	
	test	QAHS	High School	Zoe (STUDENT) Durham	QAHS	
	test	QAHS	High School	Zoe (STUDENT) Durham	QAHS	
	test	QAHS	High School	Zoe (STUDENT) Durham	QAHS	
	Ticket2	QAHS	High School	Cindy Stancil	QAMS	
	test	QAHS	High School	Cindy Stancil	QAMS	
	test	QAHS	High School	Cindy Stancil	QAMS	

9

If needed, filter on other columns to drill down further.

ONE TO ONE PLUS

Search

Home > Ticket

1to1QA 1to1 QA

Switch back to the legacy page

Ticket Page: 1 of 2 Showing 70 of 443 total records

Columns My Views Export Print All Add New

Refresh Column Finder Page Size 50

Ticket ID	Asset Serial Number	Asset ID	Ticket Type	Ticket Type Category	Description
Select	Select	Select	Select	Select	Select
SK-2203005					testing csv
SK-9115653	5CD2378KX0	5CD2378KX0			Ticket2
SK-9115658	5CD2378KX0	5CD2378KX0			Ticket2
SK-9115663	5CD2378KX0	5CD2378KX0			Ticket2
SK-2203065	5CD2378KX0	5CD2378KX0	Laptop	Hardware	Ticket2
SK-2203068					test
SK-2203074					laptop won't turn on
SK-2203082	34907	1074			
SK-2203085	3523	1338			test
SK-2203086	3523	1338			test
SK-2203087					test
SK-2203088	5CD2378KX0	5CD2378KX0	Chromebook	Hardware	Ticket2
SK-2203110	32505	1045	Laptop Cracked Screen	Laptop	test
SK-2203119	1917	1116	Laptop Cracked Screen	Laptop	test

First Previous 1 2 Next Last 1

10 This example is selecting Chromebook ticket type to drill down further.

The screenshot shows the 'ONE TO ONE PLUS' web application interface. The main content area displays a 'Ticket' list with columns for Ticket ID, Asset Serial Number, Asset ID, Ticket Type, Ticket Type Category, and Description. A dropdown menu for 'Ticket Type' is open, showing a list of options including 'Chromebook', which is highlighted with a red box. The background table shows several rows of ticket data, including SK-2203005, SK-9115653, SK-9115658, SK-9115663, SK-2203065, SK-2203068, SK-2203074, SK-2203082, SK-2203085, SK-2203086, SK-2203087, SK-2203088, SK-2203110, and SK-2203119.

Ticket ID	Asset Serial Number	Asset ID	Ticket Type	Ticket Type Category	Description
SK-2203005					testing csv
SK-9115653	5CD2378KX0	5CD2378KX0			Ticket2
SK-9115658	5CD2378KX0				Ticket2
SK-9115663	5CD2378KX0				Ticket2
SK-2203065	5CD2378KX0				Ticket2
SK-2203068					test
SK-2203074					laptop won't turn on
SK-2203082	34907				
SK-2203085	3523				test
SK-2203086	3523				test
SK-2203087					test
SK-2203088	5CD2378KX0			Hardware	Ticket2
SK-2203110	32505			Laptop	test
SK-2203119	1917	1116		Laptop	test

11 Select "Ok".

The screenshot displays the ONE TO ONE PLUS Ticket management interface. A modal window titled "Ticket Type" is open, showing a dropdown menu with "Chromebook" selected. The "Ok" button is highlighted with a red circle. The background shows a table of tickets with columns for Ticket ID, Asset Serial Number, Asset ID, Ticket Type, Ticket Type Category, and Description.

Ticket ID	Asset Serial Number	Asset ID	Ticket Type	Ticket Type Category	Description
SK-2203005			Chromebook		testing csv
SK-9115653	5CD2378KX0	5CD2378KX0			Ticket2
SK-9115658	5CD2378KX0				Ticket2
SK-9115663	5CD2378KX0				Ticket2
SK-2203065	5CD2378KX0				Ticket2
SK-2203068					test
SK-2203074					laptop won't turn on
SK-2203082	34907	1074			
SK-2203085	3523	1338			test
SK-2203086	3523	1338			test
SK-2203087					test
SK-2203088	5CD2378KX0	5CD2378KX0	Chromebook	Hardware	Ticket2
SK-2203110	32805	1045	Laptop Cracked Screen	Laptop	test
SK-2203119	1917	1116	Laptop Cracked Screen	Laptop	test

12 Optionally, you can export your data into a csv file.

The screenshot displays the ONE TO ONE PLUS Ticket management interface. The top navigation bar includes the logo, a search bar, and user information. The left sidebar contains a menu with options: Dashboard, Sites, Assets, Students, Staff, Locations, Help Desk, Parts, Invoices, Imports, Reports, and Settings. The main content area shows the 'Ticket' page with a search bar, a 'Page: 1 of 1 Showing 6 of 443 total records' indicator, and action buttons for 'Columns', 'My Views', 'Export' (highlighted in red), 'Print All', and '+ Add New'. Below the search bar are 'Refresh' and 'Column Finder' options, along with a 'Page Size' dropdown set to 50. A table lists ticket records with columns for Serial Number, Asset ID, Ticket Type, Ticket Type Category, Description, Site, and a final Site column. The table contains six rows of data, all for 'Chromebook' tickets at the 'QAHS' site.

Serial Number	Asset ID	Ticket Type	Ticket Type Category	Description	Site	Site
Select	Select	Chromebook	Select	Select	QAHS	
2378KX0	5CD2378KX0	Chromebook	Hardware	Ticket2	QAHS	High
2378KX0	5CD2378KX0	Chromebook	Hardware	Ticket2	QAHS	High
KPFWMLV	YG6KPFWMLV	Chromebook	Hardware	New Ticket 2	QAHS	High
KPFWMLV	YG6KPFWMLV	Chromebook	Hardware	New Ticket 2	QAHS	High
KPFWMLV	YG6KPFWMLV	Chromebook	Hardware	New Ticket 2	QAHS	High
/9XF7HH	JP7V9XF7HH	Chromebook	Hardware	FTP Update	QAHS	High