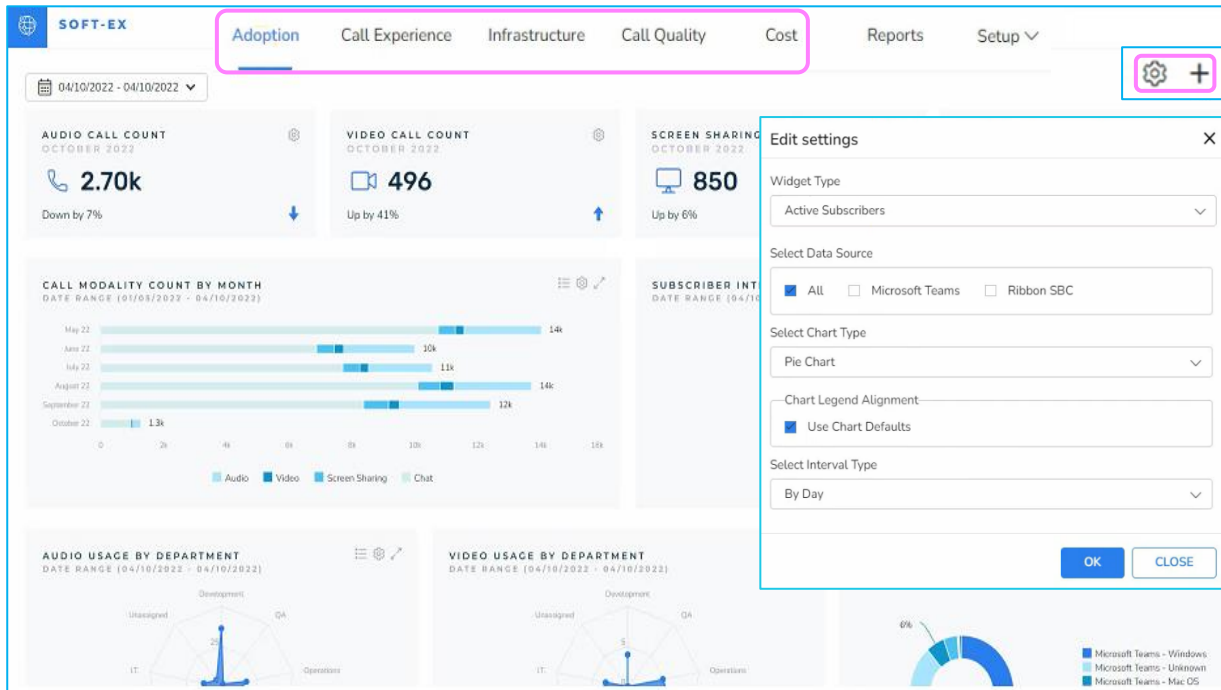# Dashboards

There are various dashboards available on the Soft-ex platform. Dashboards can be customized allowing you to rearrange and resize widgets, KPI's as well as add new widgets from a list of options.

Adoption

Widgets and KPI's display how people are using features such as audio, video and screen share.
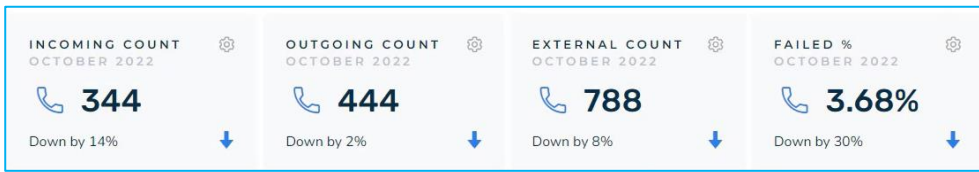

Call Experience

Focuses on inbound call handling. These contain high level visuals of your data for inbound calls like Call journey and response times.
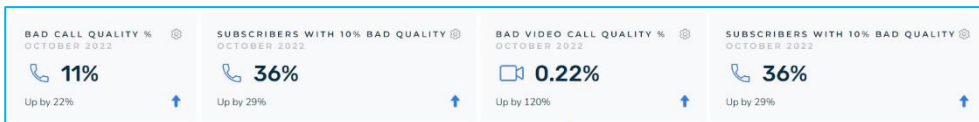

Soft-ex – Webex Calling

Infrastructure

This dashboard focuses on utilisation around inbound, placed and failed calls as well as reasons for the failed calls.

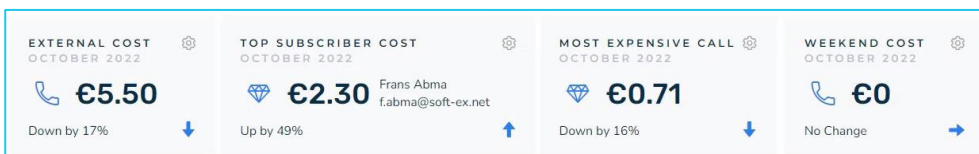| INCOMING COUNT OCTOBER 2022	OUTGOING COUNT OCTOBER 2022	EXTERNAL COUNT OCTOBER 2022	FAILED % OCTOBER 2022
📞 344	📞 444	📞 788	📞 3.68%
Down by 14% ↓	Down by 2% ↓	Down by 8% ↓	Down by 30% ↓

Call Quality

This focuses on the quality of a call experienced by a user whether audio, video or screen sharing. You can customise the widget to display different date/time intervals. Data will reflect in all widgets and KPIs as per the chosen period.

BAD CALL QUALITY % OCTOBER 2022	SUBSCRIBERS WITH 10% BAD QUALITY OCTOBER 2022	BAD VIDEO CALL QUALITY % OCTOBER 2022	SUBSCRIBERS WITH 10% BAD QUALITY OCTOBER 2022
📞 11%	📞 36%	📹 0.22%	📞 36%
Up by 22% ↑	Up by 29% ↑	Up by 120% ↑	Up by 29% ↑

Cost

This dashboard focuses on call cost. The system will tariff calls based on the tariff scheme that have been applied to placed calls. This will consider bundle logic and cost will be applied by defined intervals.

EXTERNAL COST OCTOBER 2022	TOP SUBSCRIBER COST OCTOBER 2022	MOST EXPENSIVE CALL OCTOBER 2022	WEEKEND COST OCTOBER 2022
📞 €5.50	💎 €2.30 Frans Abma f.abma@soft-ex.net	💎 €0.71	📞 €0
Down by 17% ↓	Up by 49% ↑	Down by 16% ↓	No Change →

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