Available widgets

You can populate your Dashboard with your choice of widgets.

Note: Widgets have fixed dimensions.

The widgets available are:

Widget	Description
[redacted] Recommendation	A pie chart shows how many [redacted] recommendations Analysts have made during a specific date/time range. The legend includes the number of elements that [redacted] and the percent of elements that [redacted] each category ([redacted]).
Format Errors	Format errors are problems in the syntax of the transaction message which can be categorized as 901 ([redacted] code error), 902 (data validation error), or 903 (error indicating the length of an entire [redacted] string was too long). This widget shows the total number of format errors in the time frame and a breakdown of error volumes by error code.
New User	Shows information about how to use the Dashboard and its widgets.
Order Volume by Age ([redacted] only)	A bar chart that shows the number of orders categorized by order age ranges.
Queue Details ([redacted] only)	A list of the new orders versus pending orders for a queue.
Top Queues by Volume/Order Age ([redacted])	Shows two tabs—Top Volume and Oldest. The Top Volume tab shows a list of the most active queues based on volume of orders. The tab also shows the number of users logged i[redacted] for each queue. The Oldest tab shows a list of the queues with the oldest orders [redacted]. The tab also shows the number of users logged i[redacted] for each queue.
Top [redacted]s for the Current Date	A list of the most used [redacted]s by ID, description, and number of times applied. You can show 5 (default), 10, or 15 [redacted].
Total Orders (Summary)	A pie chart showing the breakdown of [redacted] orders in the last hour (by default), up to 12 hours.

About queues

Queues contain transactions that require your review.

Your administrator configures queues to which you have access. There are two types of queues: push queues and pull queues. Push queues make a single transaction available for you to select. Pull queues allow you to select any transaction from any queue listed in My Queues.

Access your queues

1. From the **Navigation Bar**, click **Queues**. The View Queues page opens with all queued transactions displayed.
2. At the top of the page, the **My Queues** area shows your assigned queues. The system lists the queues in priority order, from left to right.

The View Queues page

Transactions in the queue are organized into three groups (each group's transactions are listed from the oldest date to newest).

- [redacted] indicate pending transactions that have reached or exceeded their pended date.
- [redacted] are transactions that have not been pended.
- [redacted] indicate pending transactions.

[redacted] one widget shows a bar graph with the number of total orders, new orders, and pending orders by hour, and one widget shows a pie chart with the current volume by [redacted] for the queue.

Section 9: The Access Log

The Access Log shows information about the transactions you have accessed. You can quickly view the last five transactions you accessed, or perform a more extensive search to find specific transactions that you have accessed.

In this section:

View recent transactions

To view the most recent transactions, click the **Access Log** button at the top of the page. A list of [redacted]ions you have worked opens. Click the transaction information to access a transaction.

If you use [redacted], a lock [redacted] or unlock [redacted] icon will be shown in the last five transactions list to indicate whether the transaction is currently being accessed by another user (locked) or not (unlocked).

Query data

You can enter search criteria to query the Access Log.

1. From the top of the page, click **Access Log**. The Access Log Search page opens with the following Search fields.

Search Field	Description
[redacted]	Pre-populated with the [redacted] to which you belong.
[redacted]	Depending on your role, this may be pre-populated with the [redacted] to which you belong, or you may be able to select a [redacted]
Login Name	Depending on your role, this may be pre-populated with your login name, or you may be able to select a login name.
Order ID	Enter an Order ID, [redacted], to view details of the order specified.
IP Address	Enter a full or partial IP address to view a list of transactions that were accessed from the IP address specified.
From	Used to search on the [redacted], which is always in Eastern Time. Defaults to 30 days before the To date.
To	Used to search on the [redacted], which is always in Eastern Time. Defaults to the current date and time. A search is limited to a maximum of 180 days.

2. Enter the criteria for which you want to search. If you choose not to enter any search criteria, the search results will return all records for the past 30 days.
3. Click **Search**. Transactions matching the search criteria display in the Access Log search results