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Choosing the Right Widget Display in Deskpro Dashboards

Kim - 2025-10-15 - Comments (0) - Developer & Reporting

When building dashboards in Deskpro, one of the most important decisions is how to display your data. The type of widget you choose determines how information is interpreted and how quickly users can draw insights.

This guide explains when to use each widget type, how it visualizes data, and includes sample DPQL queries with real examples.

Simple Stat - Display a Single Key Metric

A **Simple Stat** widget displays one key value, such as a total, count, or percentage. Use this type when you want to emphasize a single KPI.

You can customize the display further with:

- unit_left or unit_right add a currency or symbol (e.g. £ or %).
- default_value set a fallback value if the query returns none.

Example:

Use this widget when:

- Showing total open tickets
- Displaying average response or resolution times
- Tracking SLA performance percentages

Backlog

665

tickets waiting

Bar and Line Charts - Compare or Track Data Over Time

Bar charts and line charts are the versatile display types.

They are ideal for comparing categories or showing trends across time periods.

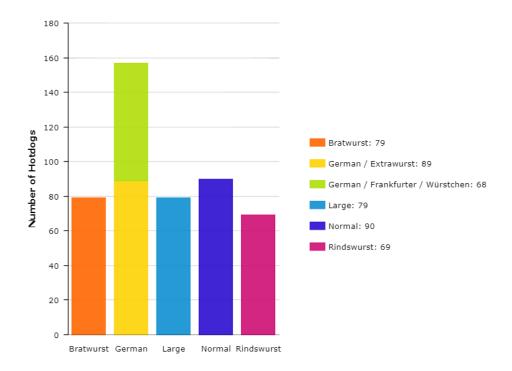
SELECT DPQL_COUNT() AS 'Number of Hotdogs' FROM tickets

WHERE tickets.organization <> NULL AND tickets.custom_data[24] <> NULL GROUP BY DPQL_HIERARCHY(tickets.custom_data[24], 1, 3) AS 'Type'

This query groups ticket data using the DPQL_HIERARCHY() function. It aggregates nested custom field options, for example, grouping all sub-types under "German".

Use this widget when:

- Comparing ticket volume by department or agent
- Tracking performance over time
- Displaying SLA compliance trends



Layered Charts - Compare Multiple Datasets in One View

Layered charts allow you to combine multiple result sets in a single visualization using the LAYER WITH keyword.

This is useful when comparing related metrics, such as open and closed tickets per department.

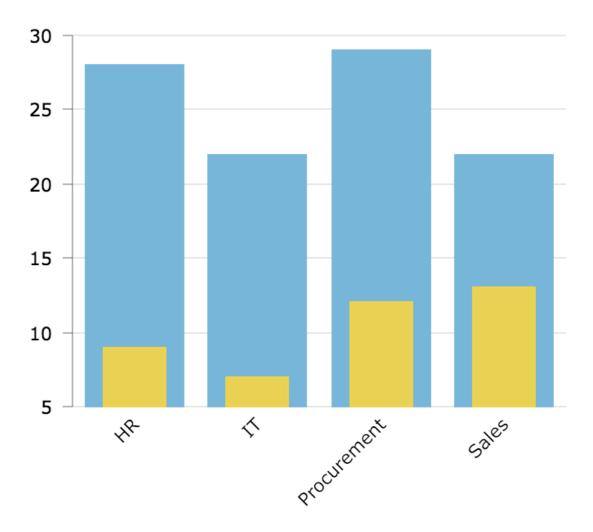
```
SELECT
    DPQL_COUNT() AS 'Open Tickets',
    tickets.organization.name AS 'Department',
    'Tickets' AS 'value_axis_title'
FROM tickets
WHERE
    tickets.organization.name <> NULL
    AND tickets.status IN ('awaiting_user', 'awaiting_agent')
GROUP BY tickets.organization.name AS 'Department'
LAYER WITH
    DPQL_COUNT() AS 'Closed Tickets',
    tickets.organization.name AS 'Department'
FROM tickets
WHERE
    tickets.organization.name <> NULL
    AND tickets.status = 'resolved'
GROUP BY tickets.organization.name AS 'Department'
```

You can also use LAYER $\,$ WITH $\,$ LINE to combine chart types, for example, bars for totals and a line for targets.

Use this widget when:

- Comparing two or more datasets with the same categories
- Showing changes in open vs. closed or inbound vs. resolved counts

Avoid using when: only a single metric is being displayed, or when datasets differ significantly in scale.



Department

Pie Charts - Show Proportions of a Whole

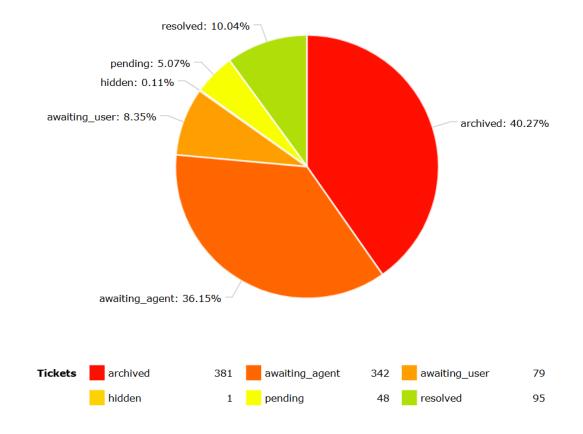
A **Pie** chart displays how each part contributes to a total. It's most effective when you have a limited number of categories to compare.

SELECT DPQL_COUNT() AS 'Tickets', tickets.status AS 'Status' FROM tickets
GROUP BY tickets.status AS 'Status'

Use this widget when:

- Showing ticket distribution by status or channel
- Comparing the share of resolved vs. pending tickets

Avoid using when: you have more than 5-6 segments or when categories have similar values.



Gauge Widgets - Measure Performance Against a Target

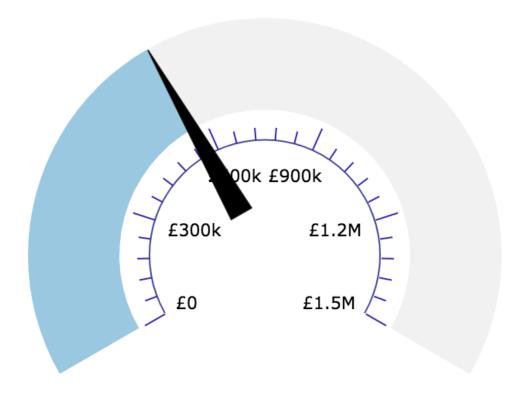
A **Gauge** widget is useful when you need to visualize progress toward a specific target, such as SLA compliance or total revenue.

- stat_value determines the current position of the needle or fill.
- \bullet $\mbox{ stat_total defines the maximum range}.$
- tooltip_text adds context for the displayed value.

Use this widget when:

- Comparing progress against a set goal or budget
- Tracking utilization rates or performance thresholds

Avoid using when: you need to compare multiple categories or historical data.



Tooltips and Templates - Enhance Readability

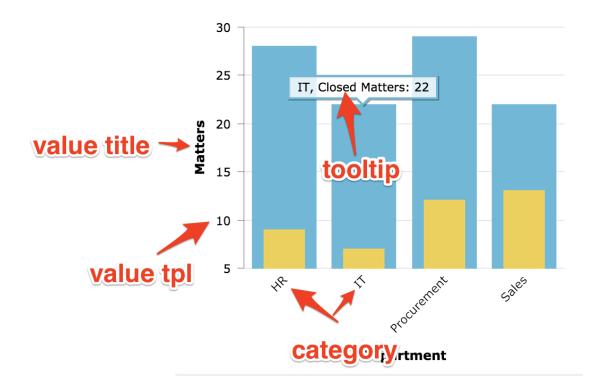
Tooltips and templates provide a way to customize axis labels, tooltips, and values for clearer visualization.

Template functions include:

- formatCurrency displays numeric values as currency.
- formatNumber adds digit grouping and decimals.
- formatPercent converts fractions to percentages.
- math performs simple operations within the template.

When layering datasets:

- First layer uses {{value}}, {{category}}
- Second uses {{0_value}}, {{0_category}}
- Third uses {{1_value}}, etc.



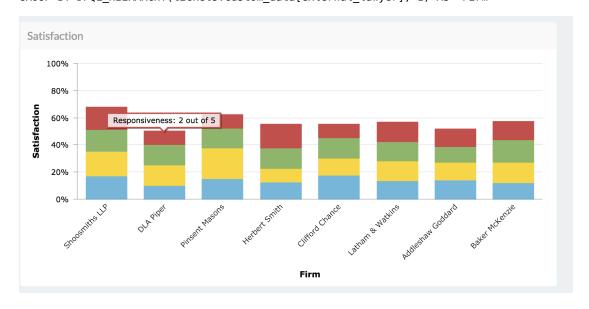
Advanced Example - Four-Layer Template Query

The following query shows how to create a chart that layers four metrics, each with its own tooltip template. Each layer calculates the average rating for a different metric, such as responsiveness or friendliness.

```
SELECT
    AVG(tickets.custom data[rate responsiveness])*5 AS 'Responsiveness',
'Responsiveness: {{formatNumber (math value "/" 5) minimumFractionDigits=0 maximumFractionDigits=1}} out of 5' as 'tooltip_text_template'
FROM tickets
WHERE
    tickets.custom_data[rate_responsiveness].value <> NULL
    AND tickets.custom data[external lawyer] <> NULL
GROUP BY DPQL_HIERARCHY(tickets.custom_data[external_lawyer], 1) AS 'Firm'
LAYER WITH
SELECT
    AVG(tickets.custom data[rate commerciality])*5 AS 'Commerciality',
    'Commerciality: {{formatNumber (math 0_value "/" 5) minimumFractionDigits=0
maximumFractionDigits=1}} out of 5' as 'tooltip_text_template'
FROM tickets
WHERE
    tickets.custom data[rate commerciality].value <> NULL
    AND tickets.custom_data[external_lawyer] <> NULL
GROUP BY DPQL_HIERARCHY(tickets.custom_data[external_lawyer], 1) AS 'Firm'
LAYER WITH
SELECT
    AVG(tickets.custom_data[rate_value])*5 AS 'Value',
    'Value: {{formatNumber (math 1_value "/" 5) minimumFractionDigits=0
maximumFractionDigits=1}} out of 5' as 'tooltip_text_template'
FROM tickets
WHERE
    tickets.custom_data[rate_value].value <> NULL
    AND tickets.custom_data[external_lawyer] <> NULL
GROUP BY DPQL HIERARCHY(tickets.custom data[external lawyer], 1) AS 'Firm'
LAYER WITH
```

```
SELECT
```

```
AVG(tickets.custom_data[rate_friendliness])*5 AS 'Friendliness',
    'Friendliness: {{formatNumber (math 2_value "/" 5) minimumFractionDigits=0
maximumFractionDigits=1}} out of 5' as 'tooltip_text_template'
FROM tickets
WHERE
    tickets.custom_data[rate_friendliness].value <> NULL
    AND tickets.custom_data[external_lawyer] <> NULL
GROUP BY DPQL_HIERARCHY(tickets.custom_data[external_lawyer], 1) AS 'Firm'
```



Summary

Each widget type in Deskpro serves a distinct purpose:

Widget Key DPQL Function
e Stat
Line GROUP BY, LAYER WITH
GROUP BY
stat_total,DPQL_FORMAT
GROUP BY with multiple fields