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What does the "Make this an agent dashboard" option do?

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Making a Custom Dashboard an Agent Dashboard will automatically filter the results so that only statistics that apply to you will show.

In order to set this behaviour, you simply need to go to your custom dashboard and press 'Edit Dashboard', where you will see the option to 'Make this an Agent Dashboard':

The screenshot shows the 'EDIT DASHBOARD' interface. On the left, there is a sidebar with three tabs: 'Properties', 'Agent Permissions', and 'Shareable Links'. The 'Properties' tab is active. The main area contains a 'Dashboard Title' field with the value 'Testing'. Below this, there is a section for 'Reports' with a description: 'Reports appear as tabs on your dashboard. Use reports to create groups of stats that you want to see all at once.' There is a list of reports, currently containing 'Tickets', with a 'Remove' button next to it. Below the list are two buttons: 'Add new report' and 'Clone existing report'. At the bottom of the main area, there is a checkbox labeled 'Make this an agent dashboard' which is checked. A red arrow points to this checkbox. Below the checkbox, there is a text block: 'This allows you to restrict the agent and team selections on reports to only the currently logged-in agent. For more information on agent dashboards, refer to this [knowledgebase article](#).' At the bottom of the interface, there is a blue 'Save Dashboard' button.

Once this has been ticked, the reports will be specific to whoever is logged in and looking at this report. Please note that as this fixes the \$agent/team variable, your report will need to contain this variable. This feature will not affect users that have Admin Reports permission, so you will need to share this report with your colleagues in order for them to see this behaviour.