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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':

EDIT DASHBOARD

Properties

Dashboard Title: Testing

Agent Permissions

Shareable Links

Reports: Reports appear as tabs on your dashboard. Use reports to create groups of stats that you want to see all at once.

Tickets Remove

Add new report Clone existing report

☒ Make this an agent dashboard

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](#).

Save Dashboard

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.