# How to Create a Heatmap Widget

The heatmap widget in the MSPbots dashboards is a graphical representation of data where values are depicted by colors (red, yellow, and green) to identify hot and cold spots in the data. These spots help determine and understand trends and behavior that are critical to business analysis and achieving goals.
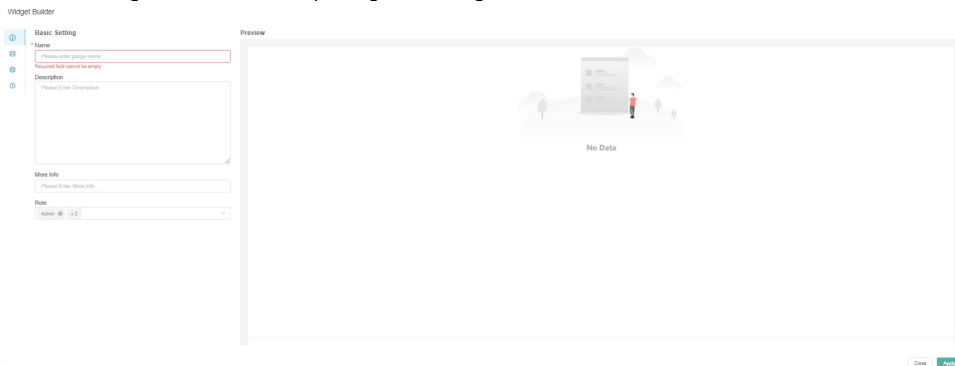
An example of a heatmap widget:

To make a heatmap widget for your dashboard:

1. Login to the MSPbots dashboard and navigate to **Widgets**.
2. Click the **New Widget** button and select the **Heatmap** widget type.
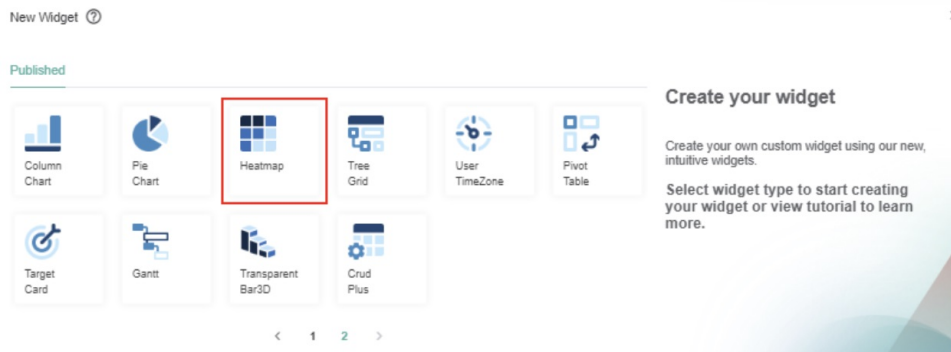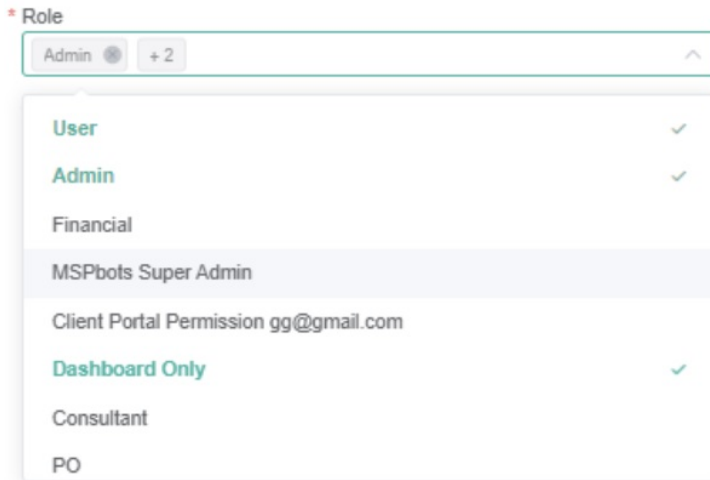

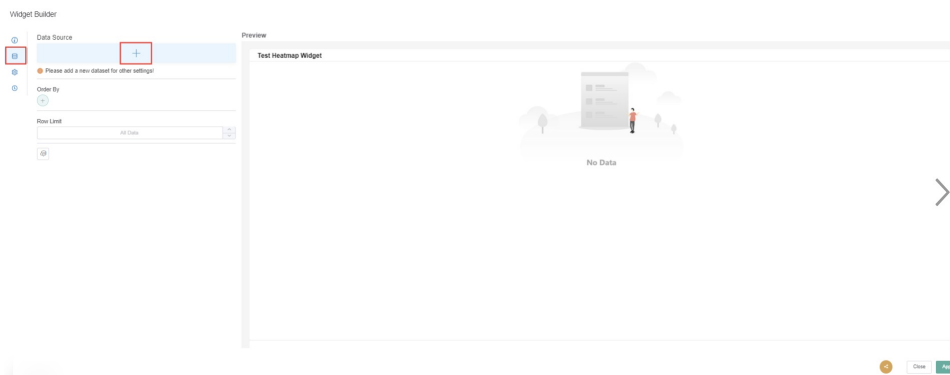3. When the Widget Builder window opens, give the widget a **Name.**


4. Next, add a **Description**.

5. Then, select or edit the roles that will have access to the widget. The roles selected by default are Admin, User, and Dashboard Only.

6. Click **Apply**.
7. Proceed to configure the dataset by clicking the **Datasource** icon and then the **+ Add Dataset** button.

8. Select **New Layer** when the Add New Layer window opens. This action will bring up the Dataset window.
9. On the Dataset window, select a **Dataset** to use. Example: ConnectWise Tickets Statistics - Cloud
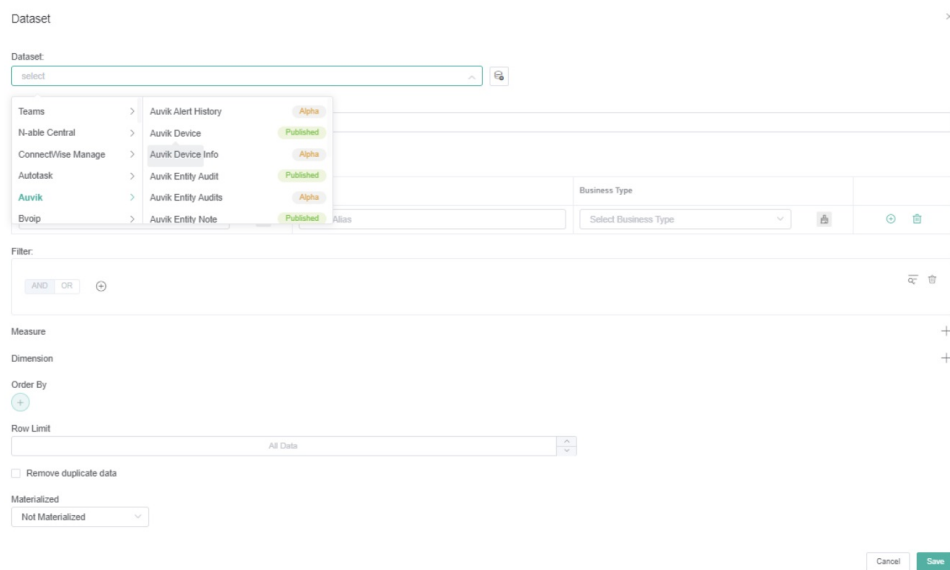
10. Add and configure the **Columns** and **Filters** according to your business requirements. For example, if you want to show the count of resolved tickets in the last 14 days, select **hours_actual**, **date_resolved**, **ticket_number**, and **resolved_by** for the columns and filter by **date_resolved**

in the last 14 days.

11. Add a function for the columns, if needed.
    a. Under Column Display, click the **fx** icon that corresponds to the column that requires a function.

    b. Select an option for **Field Formula** and click **Save**. For example, for the **hours_actual** column, add a field formula to round off hours to return real hour values without a decimal.
    c. Repeat Step 11 for every column that needs a function.

12. Next, add and set up **Measure**. Measures are aggregates like sum, max, avg, and count.

Columns Display:

Select All   Clear All

Column Name			Alias	Business Type		
hours_actual	∨	fx	Actual Hours	Text	∨	🖫
date_resolved	∨	fx	Date Resolved	Date	∨	🖫
ticket_number	∨	fx	Ticket Number	Text	∨	🖫
resolved_by	∨	fx	Resolved By	Text	∨	🖫

Filter:

AND   OR   ⊕

└── date_resolv ∨   In   ∨   {last/14/days/   ☐ Slicer ⊗

Measure

Measure   Advance

* Summarize Type

Please Select   ∨

* Fields

Please Select   ∨

* Alias

Format Type

Please Select   ∨   🖫

☐ Distinct

Close   Add

Measure   ＋

                                                 ✎ 🗑

Dimension   ＋

For example, if you want to count the number of tickets, select **count** for Summary Type, **Ticket Number** for Fields, **Ticket Count** for Alias, and **Number** for Format Type. Click **Confirm** to save this setting.

Measure   Advance

* Summarize Type

    count   ∨

* Fields

    Ticket Number   ∨

* Alias

    Ticket Count

Format Type

    Number   ∨   🖫

☐ Distinct

            Close   Confirm

13. Add and set up **Dimension** to group data. Example: group by **Actual Hours**, **Date**, and **Resolved by**.

Dimension		＋
Actual Hours		✎ 🗑
Date		✎ 🗑
Resolved By		✎ 🗑

14. Click **Save** to save the setup.

To sort and order the results on the heatmap widget

a. Click **+ Order By** and select an option.

Widget Builder

Data Source
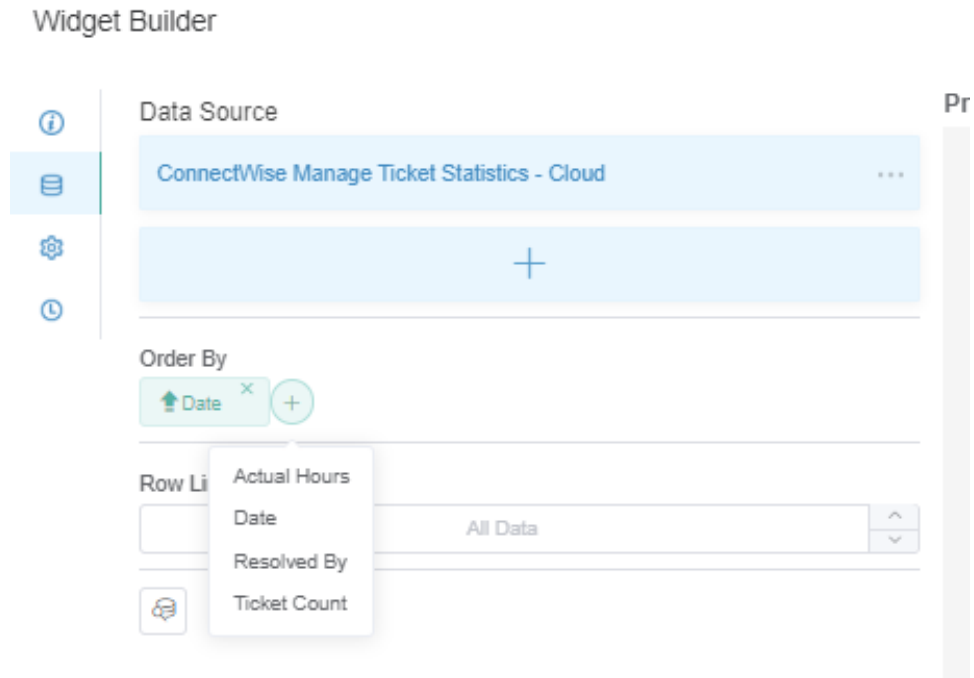
ConnectWise Manage Ticket Statistics - Cloud

Order By

Date × +

Row Li   Actual Hours
          Date   All Data
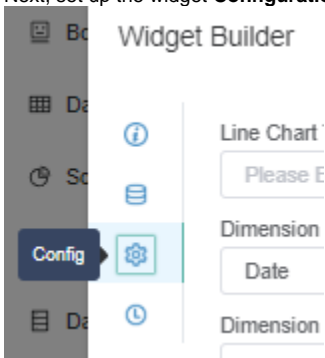   Resolved By
          Ticket Count

b. Sort the results by choosing to show data in either **ascending** or **descending** manner by clicking the arrow shown in the following section of the window.

Order By

Date × +

c. Click **Apply** to save.

15. Next, set up the widget **Configuration**. Click the **Config** icon.

Widget Builder

Line Chart
Please E
Dimension
Date
Dimension

Config

16. Set the chart value results for the x-y axis using the following guide:
   - **A - Dimension** - Select an option from the drop-down menu to label the x-axis value on the chart. Example: Select **Date**.
   - **B - Measure** - Select an option from the drop-down menu to label the y-axis value on the chart. Example: Select **Hours**.
   - **C - Label** - Select a label and give it a name. This is the specific value result shown in the chart. Example: Select **Ticket count by Hours**.
   - **D - Show Label** - Tick this checkbox to show the label results.

- **E - Min/Max Value** -   The value set here will be the basis for the Minimum and Maximum value for the results. This also determines the color of the results.

17. Set up **Chart view** using the following guide:

- **F - Orient** - Set the Heatmap Legend to horizontal or vertical
- **G -Grid Top** - This is the percentage distance of the chart from the margin above it.
- **H - Left Side Distance** - This sets the Heatmap Legend's location on the chart. Choose right, center, or left.
- **I- Bottom Side Distance** - This is the percentage distance of the chart from the margin below it.
- **J - Is Total** - Turn this switch ON to get the grand total of the rows and columns (X and Y axis).

18. Click **Save** to keep the configuration.
19. Finally, click **Apply** to apply all changes made to the widget.

Related Topics

- How to Create a Target Card Widget
- Creating a Scorecard Dashboard
- What Filter Conditions and Formats are Available for Creating Widgets
- How to Create Slicers in Widgets
- Creating a Column Chart Widget