## How to Create a Stacking Column from an Existing Data Source

This guide shows how a user can modify an existing data source to create stacking columns that show the number of open tickets assigned to a technician per ticket status.

The procedure applies to other scenarios where users would like to configure widgets to show the breakdown of data in a column.

In this article:

- Create the stacking column
- Watch the video tutorial

## Create the stacking column

- 1. Go to Widgets and find the widget to be modified.
- 2. Click on the ellipsis ... button and select Clone.

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|--|---|---------------------|---------------------------------------|
| > @ Widgets ×  |   |                     | `                                     |
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| Tickets Open     Quick Filter     1, Sort Name   | E Wy Facultus () My Weigens () Templana Weigens () Quida Filter   |                     |                                       |
| Image: Second secon | Copend vs. Closed vs. Resolved     Also due to to down the count of fickets completed by day for the last 14 days.     Outers the 's Durant Determines' 2 Comment     Windbox's 4 is is cont - of the last 2 days.  | Token Server Dapath | ⊙<br>⊛                                |
| Cuiddooks Online     ConnectWise Automate     Gill Glue     Crawhu     Crawhu     Crawhu   | Trickets Open by Tech - Client, ConnectWise Manage Client Dashboard Template 2 Acuteme total edge displays grant bitm (pre-residued Eakb) by Tochsidia per Client Client Des 3 Client Claeterers  Client States  Client |                     | ۍ<br>۲                                |
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|  | I Tickets Opened Last 14 Days by Contact - Client_ConnectWise Manage Client Dashboard Template 2  |                     | ♡…                                    |

3. On the Clone Widget window, give the widget a new name, review the roles, and add a description for the widget. When done, click Confirm.



4. Next, go back to Widgets, find the cloned widget, and open it.

5. When the Widget Builder window appears, click the data source icon, then click the ellipsis ... button and select Edit.

| Data Source                           |   |
|---------------------------------------|---|
| ConnectWise Manage Assigned Resources |   |
| +                                     | & Edit fm   |
|                                       | Delete  |
| Order By                              |   |
| Row Limit                             |   |
| All Data                              |   |
|                                       | ConnectWise Manage Assigned Resources<br>+<br>Order By<br>Row Limit<br>All Data |

6. Add another dimension for status. Click the plus sign. Select Status for Fields and rename the Alias to Status. Click Add.

| Status                | ~ |  |
|-----------------------|---|--|
| Alias                 |   |  |
|                       |   |  |
| Status                |   |  |
| Status<br>Format Type |   |  |

7. Scroll down to the Order By section, click the plus sign, and select **Technician** and **Status** to arrange by Technician and Status. Clicking the arrows will arrange the data in a descending or ascending order.

| * Technician | a × 🕕        |          |   |
|--------------|--------------|----------|---|
| Row Limit    | ticket count |          |   |
|              | Technician   | All Data | 0 |
|              | Stallm       |          |   |

8. Click Save. You will see a prompt that warns about the widget already in use. Click the Save and Continue button on the prompt.

9. Lastly, go to Config. Select Status for Dimension Group and StackingColumn for Type.

| 0 | Technician            | ~   |
|---|-----------------------|-----|
|   | Multiple Measure      |     |
|   | Measure               |     |
| 8 | ticket count          | ~   |
| • | Measure Color         |     |
| ) |                       | × × |
|   | Trend Line            |     |
|   | Please select         |     |
|   | Set Goal              |     |
|   | Please Enter Goal     |     |
|   | Goal Color            |     |
|   | · ·                   |     |
|   | Measure-Line          |     |
|   | Please select Measure |     |
|   | Dimension Group       |     |
|   | Please select Group   | -   |
|   | Technician            |     |
|   | Chattan               |     |

10. Click Apply. Your widget now has stacking columns. Tickets Open by Status by Technician



Watch the video tutorial