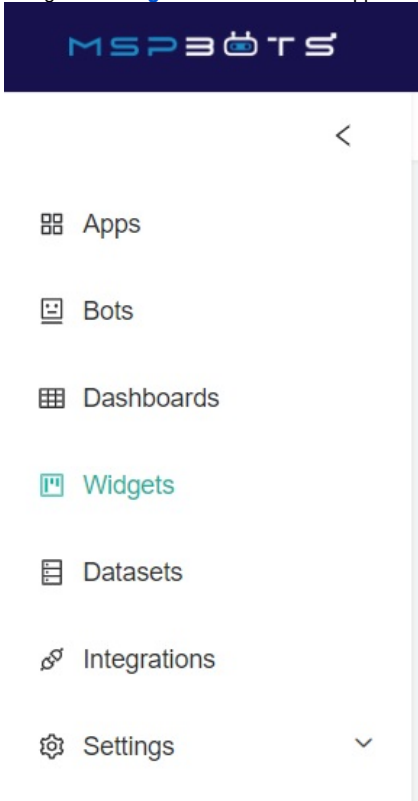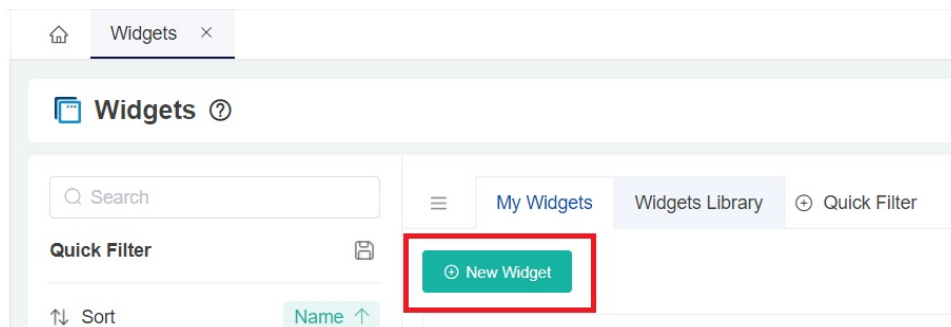# Creating a Pie Chart Widget

This article shows how to create a pie chart widget that shows the total number of tickets per issue type in the last 7 days. It applies to MSPbots users with an Autotask integration.
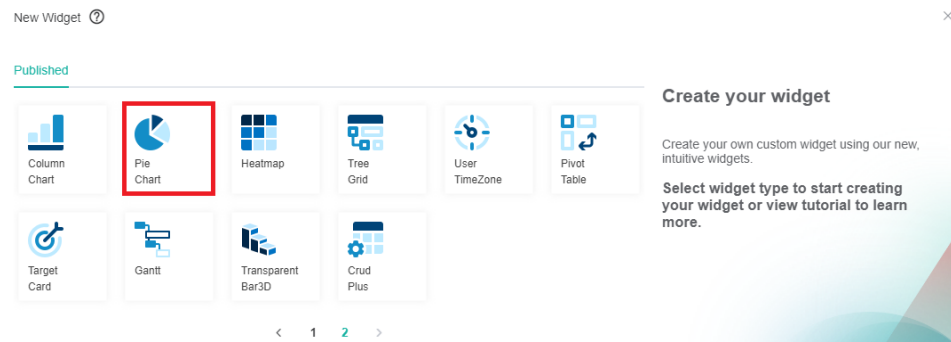
How to Create a Pie Chart Widget

1. Navigate to **Widgets** on the MSPbots app menu.

2. Under My Widgets, click **New Widget.**

3. Select the **Pie Chart** widget type on the New Widget window.

4. When the Widget Builder window opens, go to the **Basic Setting** tab. Provide the following and click **Apply**:

- **Name** - Give the widget a name.
- **Description** - Give the widget a short description.
- **Role** - Select the roles you want to give access to.

5. Go to the **Dataset** tab. Click the ⊕ button and select **New Layer**.

6. On the Dataset window,
   a. Select the Dataset containing the information you want to use.
   b. Give a **Name** for the Datasource (optional).

   c. For **Columns Display**,
      i. Using the Column Name dropdown, select the field you want to show in the drill through. Click the ⊕ button to add more rows.

ii. Give an **Alias** and select a **Business Type** for each.

Columns Display:

Select All   Clear All

Column Name			Alias	Business Type		
company_name	⌄	fx	Company	Text	⌄	⊕ 🗑
ticket_number	⌄	fx	Ticket Number	Hyperlinks	⌄	⊕ 🗑
issue_type	⌄	fx	Type	Text	⌄	⊕ 🗑
sub_issue_type	⌄	fx	Sub-type	Text	⌄	⊕ 🗑
create_date	⌄	fx	Date Created	Date Time	⌄	⊕ 🗑
completed_date	⌄	fx	Date Completed	Date Time	⌄	⊕ 🗑

d. For **Filter,**
   i. Click the ➕ button and choose between **Add Condition** and **Add Group.**
   ii. Add all the fields you want to be filtered.
   iii. Set a **condition/logic** for each field using the next 2 dropdowns. For a guide on each options, refer to: What Conditions are Available for Creating Widgets?
   iv. Select a logical operator for the filter group (AND or OR).

Filter:

AND	OR	⊕				🔍 🗑
	create_date ⌄	In ⌄	{previous/1/weeks/date	☐ Slicer	⊗	

Time Variate

Previous ⌄	1 ⌄	Weeks(Mon-Sun) ⌄	🕐 Start Time - End Time

Clear   Save

e. For **Measure**,
   i. Click the ➕ button to show the Measure window.
   ii. Select a **Summary Type.**
   iii. Select a **Field** to use in the computation.
   iv. Give an **Alias** for the measure..
   v. Select a **Format Type**
   vi. Click **Add**.

Measure   Advance

* Summarize Type

count	⌄

* Fields

Ticket Number	⌄

* Alias

Ticket Count

Format Type

Number	⌄	🖌

☐ Distinct

Close   Confirm

f. For **Dimensions,**
   i. Select a field to be used for grouping the data.
   ii. Give an **Alias** for the measure.
   iii. Select a **Format Type.**

iv. Click **Add.**

* Fields

Type ⌄

* Alias

Issue Type

Format Type

Text ⌄   🖌

Close   Confirm

g. Other optional settings are:
- **i.** **Order By** - Sorts the data based on the selected field.
- **ii.** **Row Limit** - Sets a limit on how many rows of data will be shown.
- **iii.** The same 2 options are available on the **dataset tab**, the difference is that they apply to the pie chart shown instead of the drill-down.

Data Source

Autotask Ticket Statistics   ...

＋

Order By

⬆ Ticket Count ✕   ＋

Row Limit
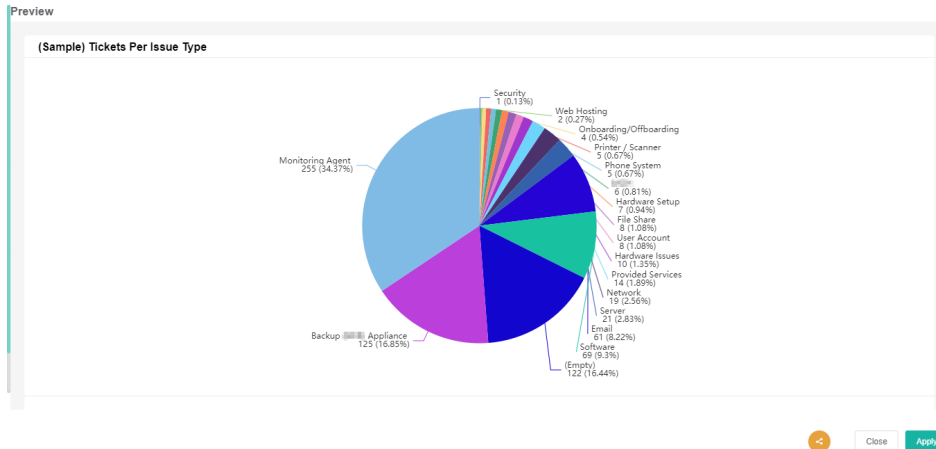
All Data   ⌄

h. Click **Save**.

7. Go to **Config tab.**
- **a.** Select the **Dimension** for X-axis. This will determine the grouping used to partition the pie.
- **b.** Set the **Measure** for Y-axis. This will be used for the values of each partition.
- **c.** (optional) For Sub X-axis, another measure can be added to further divide the pie chart.
- **d.** For Measure Text, select the same **Measure** used for Y-axis.
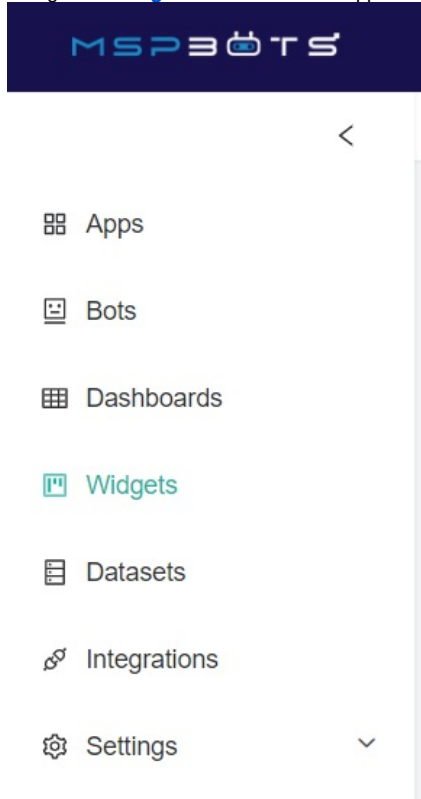- **e.** (optional) Add a Pie Chart Title.

f. (optional) Add a Part Name.

X-Axis

Issue Type ⌄

sub-X-Axis

⌄

Y-Axis

Ticket Count ⌄

Measure Text

Ticket Count ⌄

Pie Chart Title

Part Name

8. Click **Apply**. This will show a preview of the pie chart created.

Preview
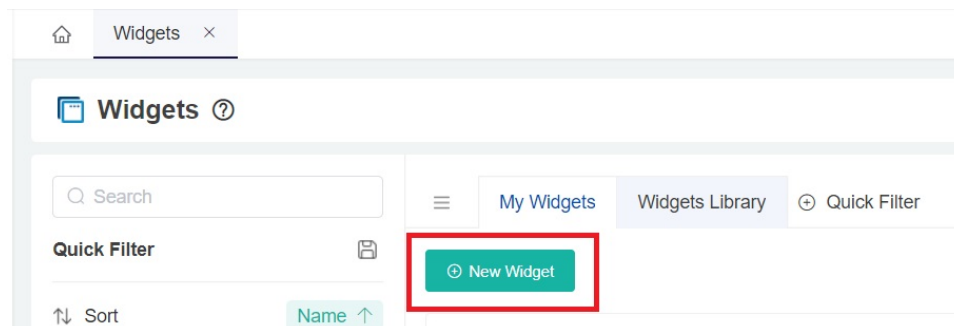
(Sample) Tickets Per Issue Type

Close   Apply

Example: How to Create a Pie Chart Widget that shows the total number of tickets per issue type in the last 7 days

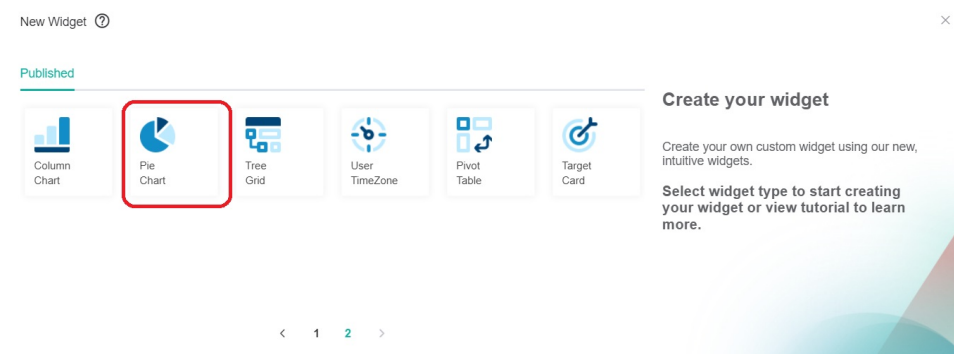1. Navigate to **Widgets** on the MSPbots app menu.

MSP**3ӦTS**

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⊞ Apps

☺ Bots

⊞ Dashboards

Ⅲ Widgets

⊟ Datasets

ℰ Integrations

⚙ Settings   ⌄

2. Under My Widgets, click **New Widget.**

⌂   Widgets   ✕

▢ **Widgets** ⑦

🔍 Search

Quick Filter   💾

↕ Sort   Name ↑

≡   My Widgets   Widgets Library   ⊕ Quick Filter

⊕ New Widget

3. Select the **Pie Chart** widget type on the New Widget window.

New Widget ⑦   ✕

Published

Column Chart | Pie Chart | Tree Grid | User TimeZone | Pivot Table | Target Card

Create your widget

Create your own custom widget using our new, intuitive widgets.

Select widget type to start creating your widget or view tutorial to learn more.

⟨ 1 **2** ⟩

4. When the Widget Builder window opens, go to **Basic Setting** tab. Provide the following and click **Apply**:
   - **Name** - *Tickets Per Issue Type*
   - **Description** - *This pie chart shows the total number of tickets per issue type in the last 7 days.*

- **Role** - *Admin and User*

Basic Setting

* Name

(Sample) Tickets Per Issue Type

Description

This pie chart shows the total number of tickets per issue type in the last 7 days.

More Info

Please Enter More Info

* Role

Admin ⊗   + 1

Tag

Tag

5. Go to **Dataset** tab. Click the ➕ button and select **New Layer**.

Data Source

+

Add New Layer   ✕

New Layer
This is description about new layer

Calculate Layer
This is description about calculate layer

6. On the Dataset window,
   a. Select the Dataset: Autotask Ticket Statistics
   b. Give a **Name** for the Datasource (optional).

   Dataset:

   Autotask / Autotask Ticket Statistics

   Show datasource name as

   c. For **Columns Display**, add the fields below (format: Column Name - Alias - Business Type
      i. company_name - Company - Text
      ii. ticket_number - Ticket Number - Hyperlinks (Additional Steps: Click the **paintbrush** icon > select **Autotask Ticket URL** as Format > Click **Save)**
      iii. issue_type - Type - Text

iv. sub_issue_type - Sub-type -Text
v. create_date - Date Created - Date Time
vi. completed_date - Date Completed - Date Time

Columns Display:

Select All   Clear All

Column Name		Alias	Business Type			
company_name	*fx*	Company	Text		⊕	🗑
ticket_number	*fx*	Ticket Number	Hyperlinks		⊕	🗑
issue_type	*fx*	Type	Text		⊕	🗑
sub_issue_type	*fx*	Sub-type	Text		⊕	🗑
create_date	*fx*	Date Created	Date Time		⊕	🗑
completed_date	*fx*	Date Completed	Date Time		⊕	🗑

Format

AutoTask Ticket URL

☐ Open on current page

Select the display format of the business type (Each business type has multiple display formats).

Close   Save

d. For **Filter,**
   i. Click the ➕ button and choose **Add Condition.**
   ii. Select the field **create_date** for the first dropdown then **In** for the second one.
   iii. For the third dropdown, select **Previous > 1 > Weeks (Mon-Sun)**

Filter:

AND	OR	⊕				🗑
	create_date	In	{previous/1/weeks/date	☐ Slicer	⊗	

Time Variate

Previous	1	Weeks(Mon-Sun)	🕐 Start Time	-	End Time

Clear   Save

e. For **Measure**,
   i. Click the ➕ button to show the Measure window.
   ii. Select **Count** for Summary Type.
   iii. Select **Ticket Number** for Fields.
   iv. Type **Ticket Count** as an Alias.
   v. Select **Number** for Format Type.

vi. Click **Confirm**

Measure   Advance

* Summarize Type

| count | ⌄ |

* Fields

| Ticket Number | ⌄ |

* Alias

| Ticket Count |

Format Type

| Number | ⌄ | ⎚

☐ Distinct

[Close] [**Confirm**]

f. For **Dimensions,**
   i. Select **Type** for the field.
   ii. Type **Issue Type** as an Alias.
   iii. Select **Text** for Format Type.
   iv. Click **Confirm**

* Fields

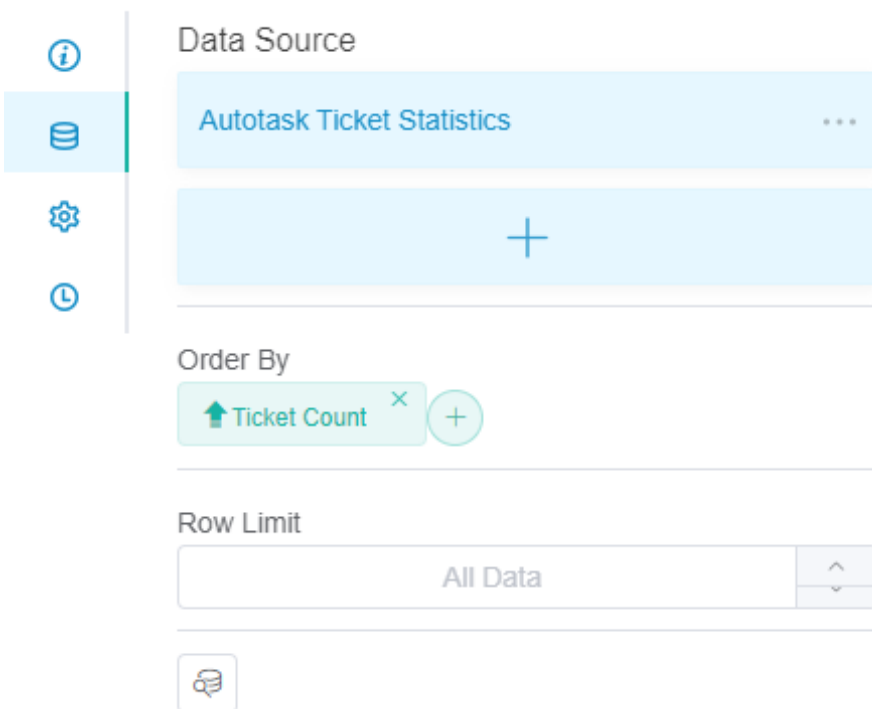| Type | ⌄ |

* Alias

| Issue Type |

Format Type

| Text | ⌄ | ⎚

[Close] [**Confirm**]

g. Click **Save**.
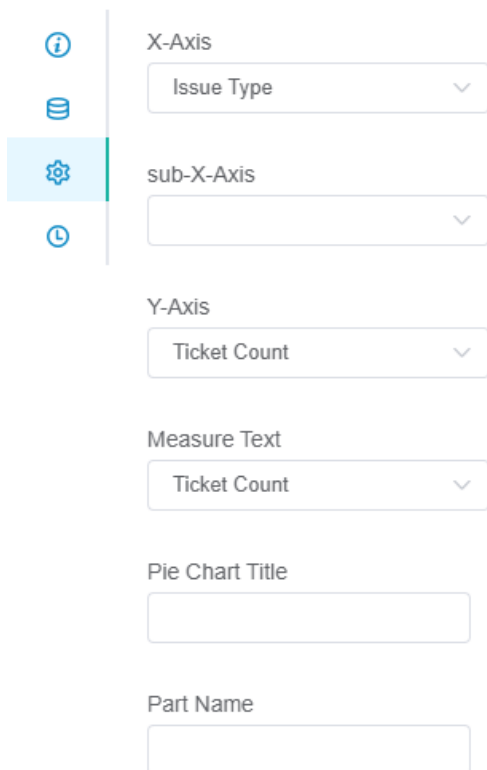
7. On the **Dataset tab**, for Order By, click the ⊕ button and select Ticket Count.

Data Source

Autotask Ticket Statistics   ...

+

Order By

⬆ Ticket Count ✕   ⊕

Row Limit

All Data

8. Go to **Config tab.**
   a. Select **Issue Type** for X-axis.
   b. Select **Ticket Count** for Y-axis.
   c. Select **Ticket Count** for Measure Text.

X-Axis

Issue Type   ⌄

sub-X-Axis

⌄

Y-Axis

Ticket Count   ⌄

Measure Text

Ticket Count   ⌄

Pie Chart Title

Part Name

9. Click **Apply**. This will show a preview of the pie chart created.

(Sample) Tickets Per Issue Type