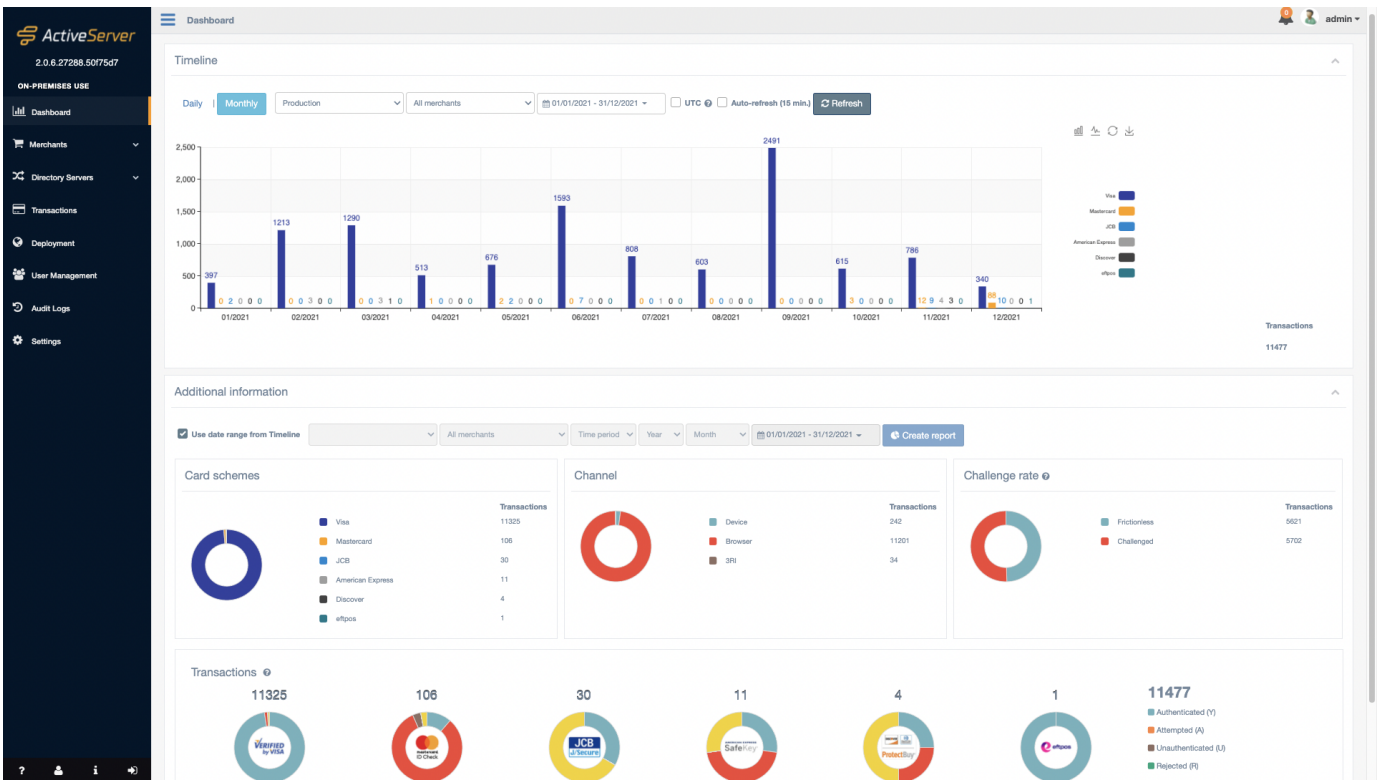
Using the dashboard

The **Dashboard** has two sections:

- Timeline
- Additional information

> **Tip**
>
> Each dashboard section can be collapsed/expanded by clicking the section header.



Timeline

The **Timeline** provides an historical, graphical breakdown of the number of transactions performed during a specified time period, and is separated by card scheme. Each card scheme view can be toggled off by clicking its icon on the right hand side of the graph. The graph is available in both line and bar chart format, which can be toggled between using the relevant buttons in the top right hand corner of the chart.

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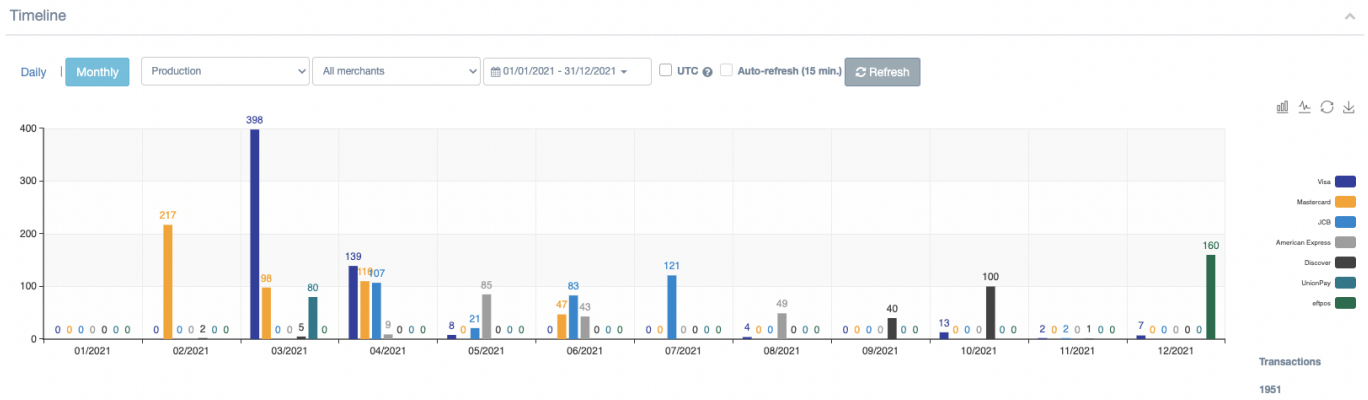
The interface can be set to update every 15 minutes by choosing the **Auto-refresh** option. The ***Refresh*** button can be used to refresh the data on the screen to the most recently collected data.

The **Transaction Type** drop-down menu can be used to select what kind of transactions are displayed on the dashboard:

- **Production:** This option will show all transactions made using the production Directory Server profiles setup on the admin UI. This is chosen by default.
- **TestLabs:** If subscribed to the GPayments TestLabs, this option will show transactions made using the TestLabs Directory Server profile.

> **Important**
>
> The correct **Transaction Type** must be chosen to view dashboard statistics for that Directory Server profile.

The data can be shown as either a **Daily** or **Monthly** view, indicating what the column values represent.



Daily

When the **Daily** view is selected, each column on the graph represents one calendar day in **DD/MM/YYYY** format. The **Daily** view comes with pre-selectable date ranges for quick viewing:

- `Last 7 days` - previous 7 calendar days, including current day.
- `Last 30 days` - last 30 calendar days, including current day.
- `Current month` - all days in the current calendar month, including current day.
- `Last month` - all days in the last calendar month.

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You can also select a **custom date range** using the date range picker. This custom date range can be a minimum of 1 day and maximum of 31 days.

Monthly

When the **Monthly** view is selected, each column on the graph represents one calendar month in **MM/YYYY** format. The **Monthly** view comes with pre-selectable date ranges for quick viewing:

- `Current month` - current calendar month, including current day.
- `Current year` - current calendar year, including current day.
- `Last month` - previous calendar month.
- `Last year` - previous calendar year.

You can also select a **custom date range** using the date range picker. This custom date range can be a minimum of 1 month and maximum of 12 months.

UTC toggle

By default, the dashboard shows transactions in the user's set local time zone.

If the user would like to see transactions in UTC for billing purposes, selecting the **UTC** toggle will show transactions in UTC.

Additional information

The **Additional information** section of the dashboard gives a deeper level of insight into the final status of each transaction performed in **ActiveServer**. This information can be used to supplement the information shown in the **Timeline** section or to view transaction statistics for any historical date range for the system.

Time periods

If **Use date range from Timeline** is selected, date range and merchant selection options will be greyed out and the options chosen in the **Timeline** section will be used to show a synchronised view across both sections.

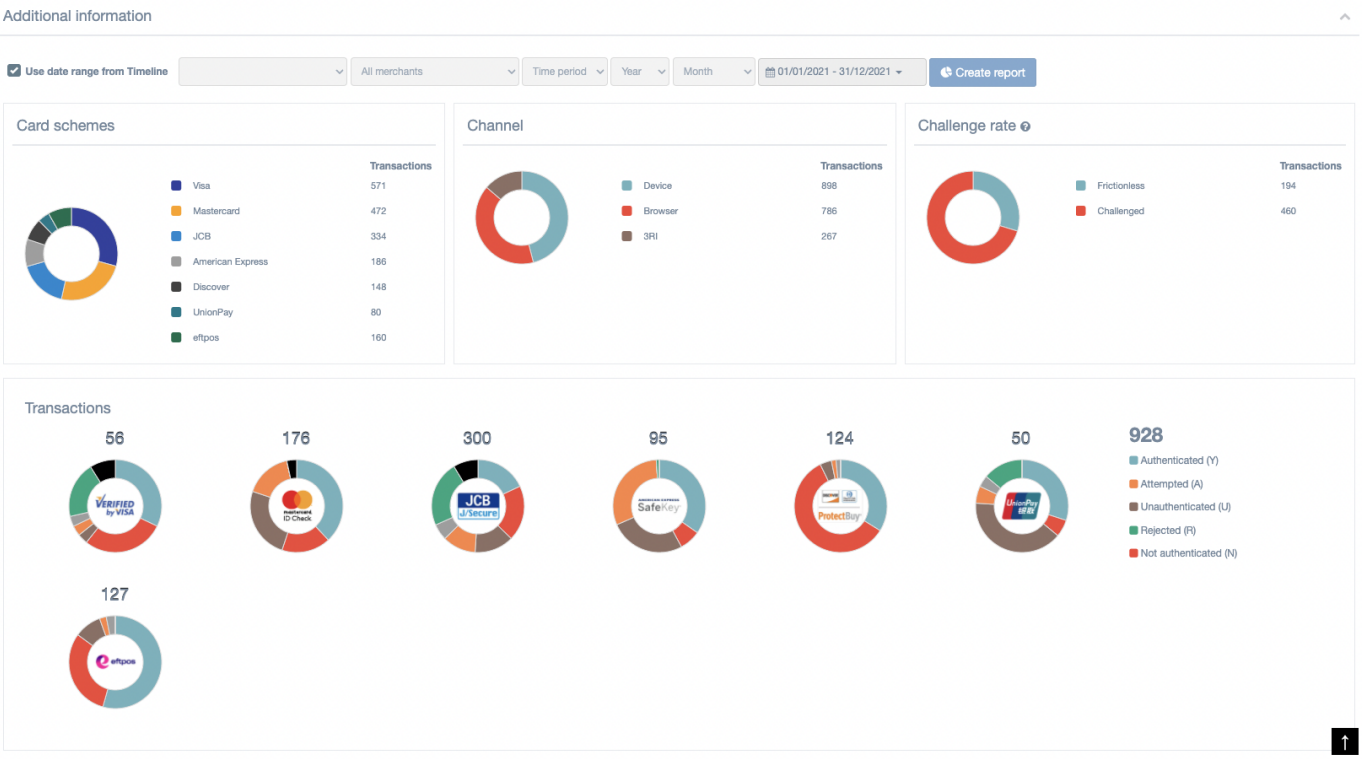
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If **Use date range from Timeline** is not selected, the user will be able to specify which merchant statistics should be shown, along with the following time periods:

- `Year` - calendar year period.
- `Month` - calendar month period, in a specific year.
- `Custom` - specific date range for custom period, selected from pre-set options:
  - `Current month` - current calendar month, including current day.
  - `Current year` - current calendar year, including current day.
  - `Last month` - previous calendar month.
  - `Last year` - previous calendar year.
  - `Custom` - any custom period.

Graphs

Each graph shows a different subsection of data for a transaction.



Card schemes

The **Card schemes** section gives a numerical breakdown of total transactions per card scheme in the `Transaction` column.

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Hover over the graph for a percentage breakdown of the total transactions per card scheme.

Channel

The **Channel** section gives a numerical breakdown of total transactions per channel used, which can give an idea on which platform a merchant is performing most of their transactions. A `Browser` entry indicates that the user was authenticated using a web-based checkout process. A `Device` entry indicates that the user was authenticated using a native mobile app during the checkout process. A `3RI` entry indicates that the merchant has performed `3DS Requestor Initiated` authentication (e.g confirming account validity or decoupled transaction).

The transactions totals are displayed in the **Transactions** column. Hover over the graph for a percentage breakdown of the channels used.

Challenge rate

The **Challenge rate** section gives a numerical breakdown of total transactions based on the challenge status of transactions. A `Frictionless` entry indicates that the cardholder was able to be authenticated by the issuer's ACS using Risk-Based Authentication (RBA) and a step up challenge was not required. A `Challenged` entry indicates that the ACS requested that the cardholder authenticate themselves. This is useful for monitoring the progress of frictionless flow capabilities over time. The `Challenge success rate` indicates the percentage of successful challenges.

Transactions

The **Transactions** section gives a numerical breakdown of transactions and their authentication status. The column on the right hand side shows the total amount of transactions, divided into the final status response. The individual graphs show the percentage breakdown of transaction status's per card scheme. Authentication status's are described as the following: The **Transactions** section gives a numerical breakdown of transactions and their authentication status. The column on the right hand side shows the total amount of authentications, divided into the final status response. The individual graphs show the percentage breakdown of transaction status per card scheme. Authentication status is described as follows:

- **Authenticated (Y)** - Authentication verification successful.
- **Attempted (A)** - Attempts processing performed; Not authenticated/verified but a proof of attempted authentication/verification is provided.
- **Unauthenticated (U)** - Authentication/account verification could not be performed; technical or other problem.

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- **Rejected (R)** - Authentication/account verification rejected; Issuer is rejecting transaction/ verification and requests that authorisation not be attempted.
- **Not Authenticated (N)** - Not authenticated/account not verified; transaction denied.

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