

## Customer Engagement Dashboard Template

The Customer Engagement Dashboard template offers you a look at the volume and sentiment of your incoming messages from Engage. Use our dashboard template to see a full dashboard of these metrics in three sections, or customize your own [Engage metrics in Measure](#).

To use the template, click the **Customer engagement** template when creating a dashboard in Measure.

The Customer Engagement Dashboard template offers the following sections of metrics:

- Incoming volume
- Sentiment analysis
- Sentiment by message type

Note:

Engage data supports filtering by labels on the message level, not on conversation level.

The Volume section provides an overview of the incoming messages by message type and includes the following widgets:

- Key metrics with message count by type
- Time series with message count by type per day
- Channel comparison with message count by type, broken down by channels
- Network comparison with message count by type, broken down by network



The Sentiment analysis section shows the distribution of sentiment across the incoming messages. It contains the same four widgets as the volume section with total message count by sentiment.

The Sentiment by type section consists of five key metrics widgets, each representing one message type and its breakdown by sentiment.

To build your own custom widget of Engage data, visit our article on [Engage Metrics in Measure](#).