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This Quick Start provides an overview of the functionality available within Oracle Real User Experience Insight customizable dashboards.

Working with Oracle Real User Experience Insight Customizable Dashboards

Legend Description

1 Each dashboard has a unique name.

2 A Single KPI item reports the current status of a specific KPI. The visualization (gauge or graph) is configurable.

3 A multiple KPI item reports the status of selected KPIs.

4 A multiple SLAs item reports whether selected SLA categories have achived their yearly, monthly, weekly, and daily defined percentage levels.

5 A map item highlights (with a color coding scheme) the location of a selected data item (for each, visitor sessions). More detailed views are also available for Europe, USA, and Asia.

6 A single KPI item reports the current status of a specific KPI. The visualization (graph or gauge) is configurable.

7 A Data Browser item represents a data source within the Data Browser.

8 An alert log item shows a rolling list of the latest generated alerts. The ordering, status, severity, and maximum number of reported alerts are configurable.

9 Within Data Browser items, you can click the **Browse** icon to obtain a complete view of the data from which the item is derived.

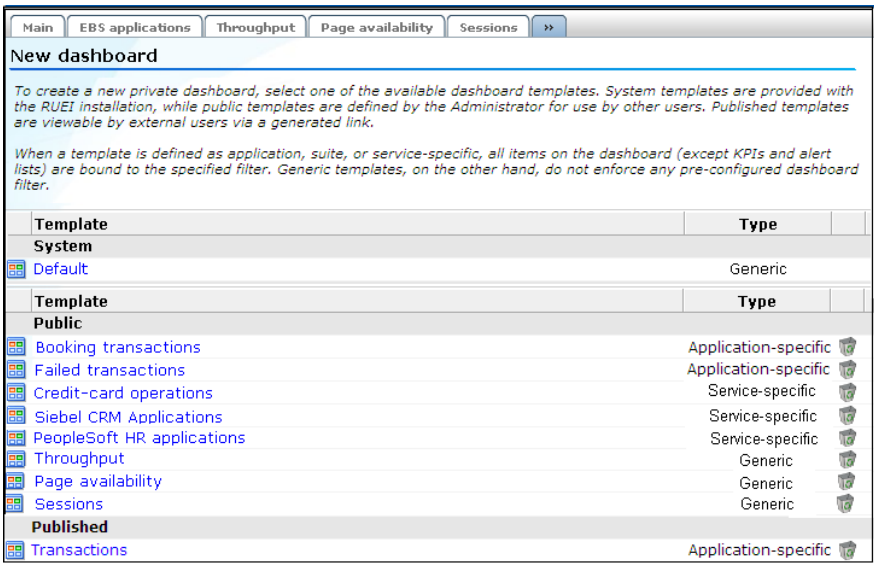
Oracle Real User Experience Insight allows you to create a set of customized dashboards. Dashboards provide a visual display of your most important information so that complex data streams can be monitored at a glance.

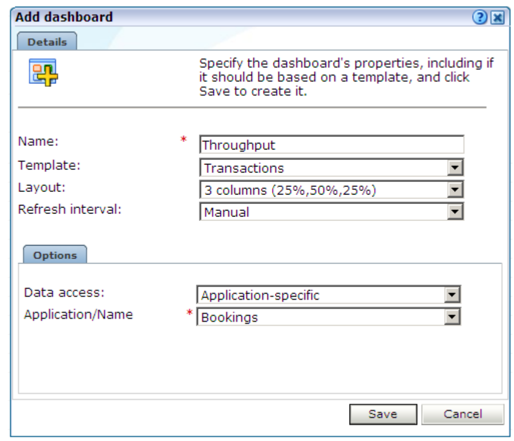
Each of your currently defined dashboards is available via tabs at the top of the screen. The last tab (») provides an overview of the templates available to you to use as the basis for creating new dashboards.

Creating New Dashboards

1 Click the **Dashboard** tab, and then click the last (») tab. The templates currently available to you are listed. System templates are provided with the product installation, and cannot be modified. Public templates are dashboard templates created and maintained by Administrators. Published templates are used to create dashboards that are viewable to external users via a generated link.

2 Click the template you want to use as the basis for the new template. The Add dashboard dialog appears.





1 Specify a unique name for the new dashboard.

2 Select the template upon which the dashboard should be based, or select "(none)" for the dashboard to be created from scratch.

3 Select the dashboard’s format. This can be based on one, two, or three columns. The percentages indicate the amount of available screen space allocated to each dashboard column.

4 Select the refresh interval. This can either be manual (that is, the dashboard is only refreshed when you click the **Reload** icon on the taskbar), or automatic (every 5, 10, or 15 minutes).

5 Within the **Options** tab, the **Access type** menu specifies if the dashboard will be bound to a specific application, suite or Web service, or if it will be generic. The options within these menus depends on your assigned access permissions. The use of dashboard filters is described below.

6 When ready, click **Save**. You can have a maximum of 10 dashboards at any one time.

Using Template Filters

Templates can either be defined as generic, or as application, service, or suite-specific. In the case of the later, all items on the dashboard are bound to a specified source. Generic dashboards do not have this restriction.

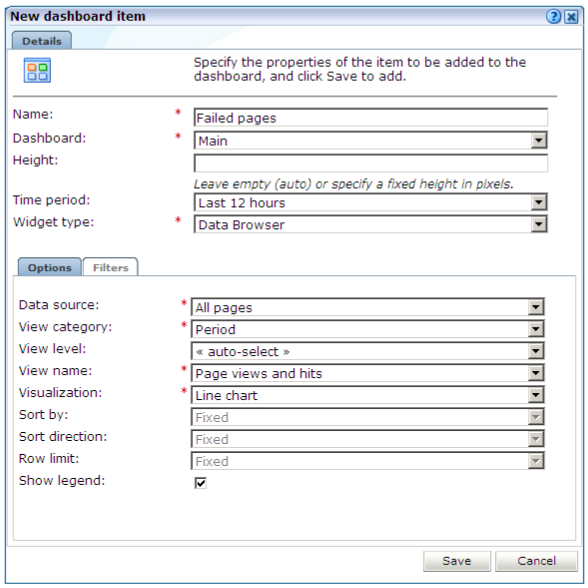
If a template is source-specific, each item on the dashboard is filtered on the specified source. If this filter cannot be applied for some reason (for example, because a specified application has since been deleted), or because you only have Overview access level permissions, the item is replaced with a warning that the requested data could not be displayed.

Adding a Data Browser or KPI View to a Dashboard

You can add the current view within the Data Browser or the currently viewed KPI within the KPI overview facility to a dashboard by clicking the **Add to dashboard** icon within the toolbar.

Modifying Dashboards

You can modify a dashboard's properties by clicking the **Edit** icon within the dashboard taskbar. You add an item to a dashboard by selecting the required dashboard, and clicking the **Add item** icon. The New dashboard dialog appears.



(Note that this functionality is only available for administrators).

1. Specify a unique name for the new dashboard.
2. Specify a name for the new item. This must be unique to items within the selected dashboard.
3. Select the dashboard upon which the new item will appear. By default, this is the currently selected dashboard.
4. Specify the item's height in pixels. If you leave this field blank, the item is automatically sized within the available dashboard space.
5. Select the widget type to be shown. Examples of each widget are shown at the start of this document. You can use fields within the **Options** and **Filters** tabs to refine the item's details.
6. When ready, click **Save**. The defined item is added to the top left-hand corner of the selected dashboard. You can drag and drop the item to finalize its position within the dashboard. You can define a maximum of 35 items for a dashboard.

Modifying Dashboard Items

You can click a dashboard item's title to edit it. Depending on whether an item is derived from an application, service, or suite-specific template, and your access permissions, some of the fields within the dialog may be disabled. Note an item can be deleted by clicking the **Remove** icon within its title area.

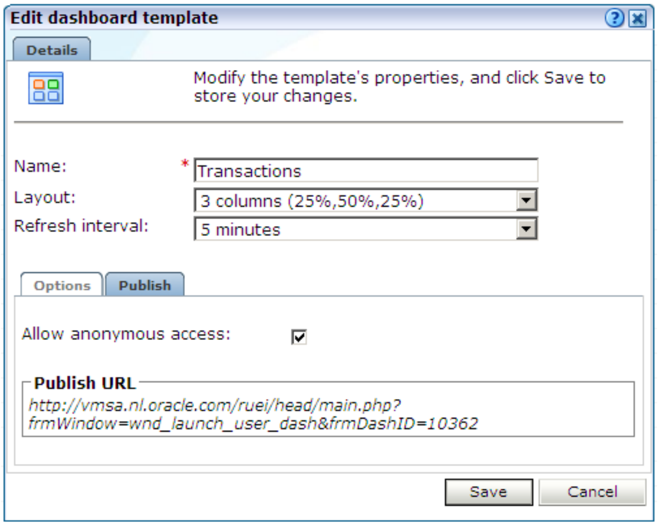
Publishing Templates and Template Items

RUEI also enables templates to be made available to external users. For example, via a portal page.

1. Select the **Edit** option for the template's context menu.
2. Click the publish tab, and check the **Allow anonymous access** check box.

3 When ready, click **Save**.

4 Once again, select the **Edit** option from the required template's context menu. Click the **Publish** tab. Copy and send the displayed link to the required users.



To publish individual template items:

1 Click the title of the required dashboard item.

2 Click the **Publish** tab, and copy and send the **Publish URL** link to the required users. Note that the container part of the dashboard item (with the item name and icons in the top left-hand corner) is removed when items are externally published. By default, images are published with the lowest of their indicated width ranges (for example, 240-1024 pixels). However, you can control this by appending the argument `&frmWidth=` and the preferred width to the publish URL. Note that aspect ratio is preserved for maps.

Note that access to the item is controlled through its associated template. Therefore, if the published item is moved to another template, or the template's distribution is amended to make it non-published, the item is no longer available to external users, and an error message will be disabled when the publish URL is clicked.

CONTACT US

For more information about Oracle Real User Experience Insight, please visit Oracle.com or call + 1.800.ORACLE1 to speak to an Oracle representative.