



# **ADVANCED ANALYTICS User Manual**

*Release 8.0*

**OTRS AG**

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# CHAPTER 1

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## Introduction

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Advanced Analytics lets you use statistics, from simple to complex, in real-time. It allows you to analyze and crunch the data you already captured in your **OTRS** solution. You can setup individual filter criteria to make informed decisions and manage risks based on trends.

Advanced Analytics retrieves new data from the connected OTRS every minute. This data is used in the statistics and is also available for filters and full text search.

The user interface consists of:

- Main area for the presentation of statistics.
- Navigation bar and button bars.
- Sidebar with the avatar menu.

After logging in to Advanced Analytics, the dashboard overview is displayed in the main area. The area is used to manage the different dashboards. On the initial login, this area is empty and must be filled with one or more dashboards. The dashboard permissions are global. All users have access to the same dashboards.

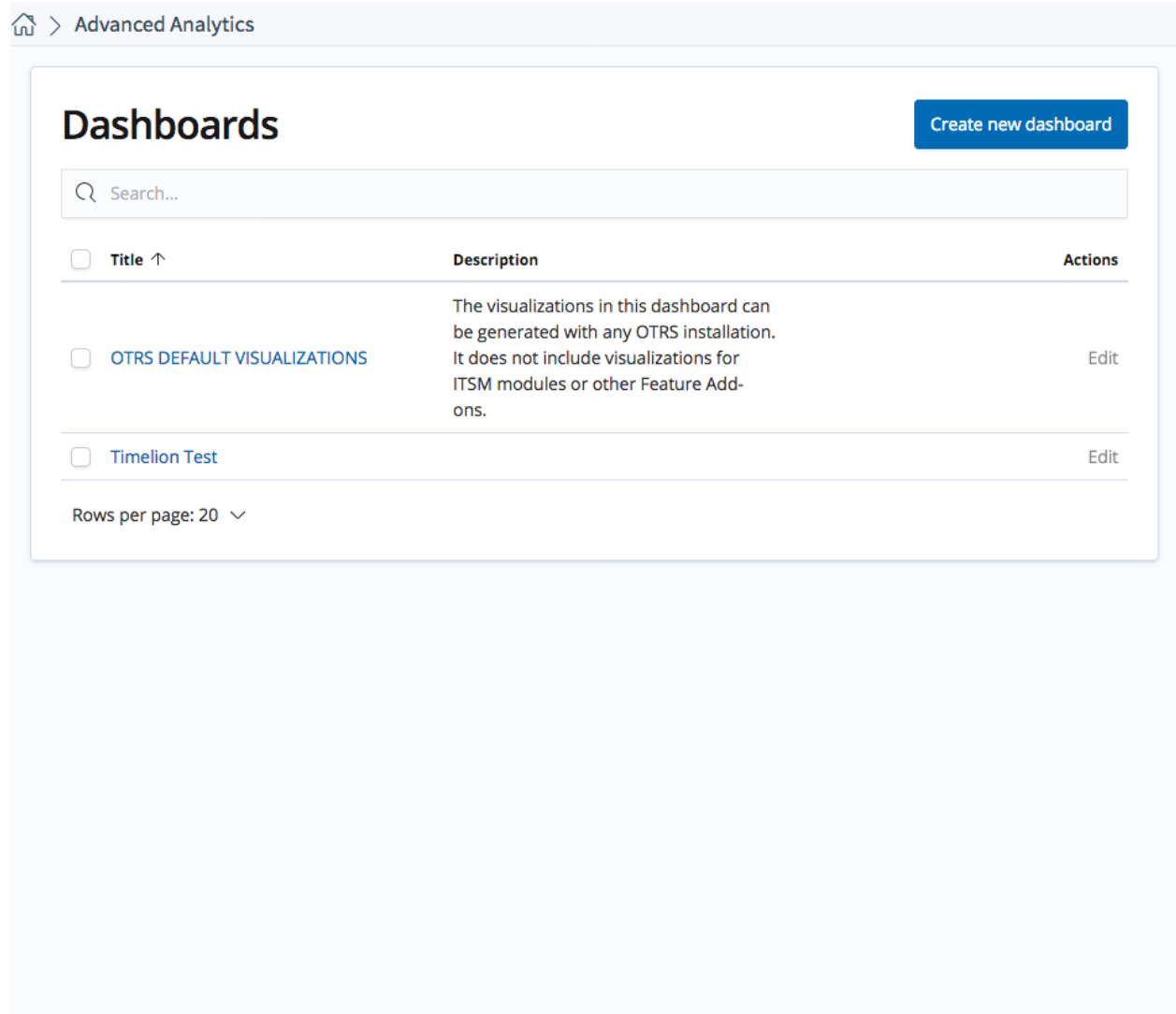


Fig. 1: Dashboard Overview



## 2.1 Create New Dashboard

New dashboards can be created by clicking the *Create New Dashboard* button on the dashboards overview.

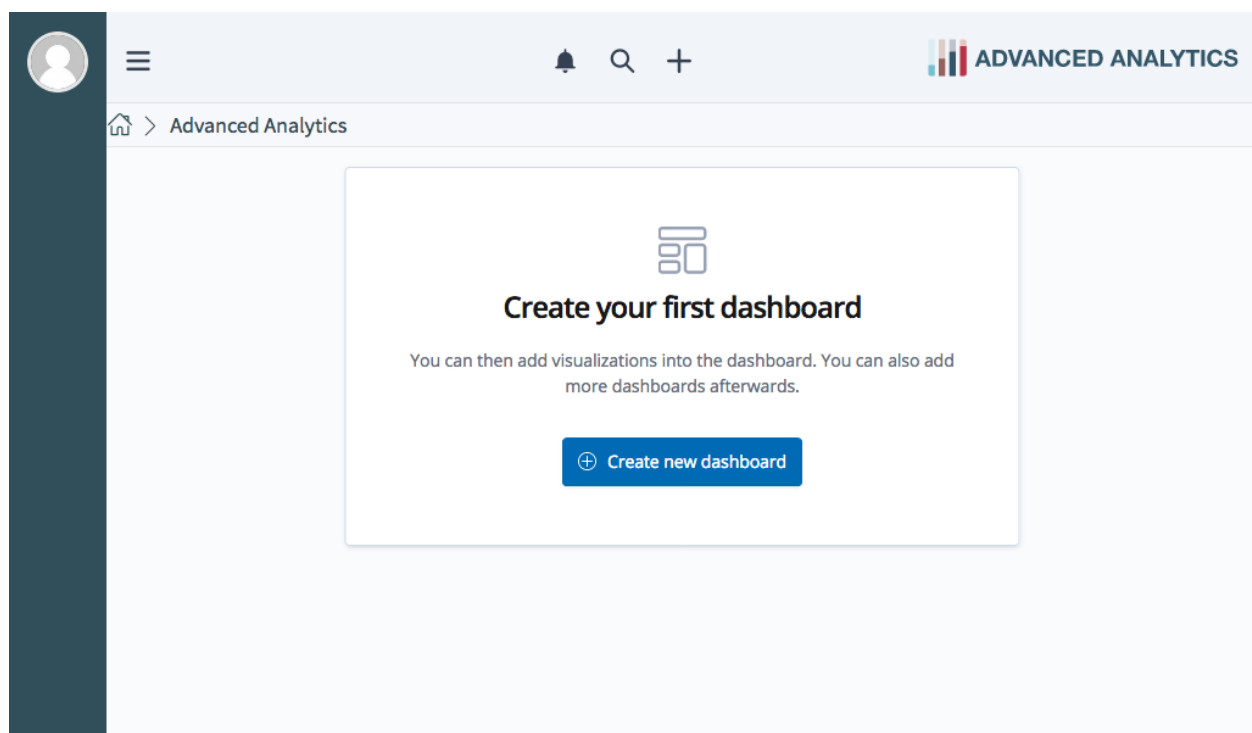


Fig. 1: New Empty Dashboard

After clicking the *Create New Dashboard* button, a new empty dashboard appears in the content area. Now, you can add panels to the dashboard.

## 2.2 Adding Visualization Panels

To add a visualization panel click on the button *Add Panel*.

Click on a visualization panel from the list. The visualization panel is automatically added to the current dashboard.

Click and hold the bottom right corner of a visualization panel to adjust the display size of the visualization panel.

All visualization panels can be moved within the content area of the dashboard via drag&drop by clicking on the header bar of a visualization panel.

**Customizing Panels** Click on the gear icon in the top right corner of a panel and select *Customize Panel* to set a title for the panel or to reset the title to its default.

**Deleting Panels** Click on the gear icon in the top left corner and select *Delete From Dashboard* to delete the panel from a dashboard.

Click on the *Save* button in the navigation bar after finishing the arrangement and customization of the visualization panels in order to save the dashboard.

The option *Store time with dashboard* can be activated if you want to set the time filter to the current time each time the dashboard is loaded.

## 2.3 Adding Filters

Click on the *Add a Filter* button at the top of the content area to add filters.

Each of the available fields are subdivided according to the “objects” to which they belong. If there are e.g. ticket-related and appointment-related panels on a dashboard, the drop-down contains sections like `otrs_ticket_analytics` with fields from tickets and another section like `otrs_appointment_analytics` with fields from appointments.

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**Note:** If one or more of the panels type does not match the selected filter, the panels will not display any data after applying the filter. This happens, e.g., for appointment data panels if the filter contains ticket related fields.

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## 2.4 Using Dashboards

Click on a dashboard from the dashboards overview to display a dashboard. The displayed data in the panels of the dashboard is automatically refreshed depending on the refresh interval that has been selected.

Click on the gear icon at the top right corner of a panel to view the panel options.

Depending on the panel type there can be options like enlarging or inspecting a panel.

If you select *Inspect*, a widget opens on the right side. This widget displays additional data and requests.

**Setting Time Range** Click on the clock icon in the top right of the navigation bar to set up the time range of the displayed data. There are several options to set the time range:

### *Quick*

In this tab, you can quickly select pre-configured quick time ranges.

## Add Panels ×

Visualization

Saved Search

🔍 Search...

**Title**

Complex Ticket Create Time Analysis

Top 20 Customer IDs by Total Amount of Tickets

Distribution of State Type by Create Time

Total Amount of Appointments (Metric)

Count of Communication by Create Time, Compared to 1 and 2 Years Ago

Count of Tickets by Create Time, Compared to 1 and 2 Years Ago

Top 50 Customer IDs by Total Amount of Tickets

Top Customer IDs in Advanced Timelines

Count of Tickets by Create Time per Month

Percentile of Attachment Size per Hour

Rows per page: 10 ▾

< 1 2 3 4 >

Fig. 2: Add Visualization Panel

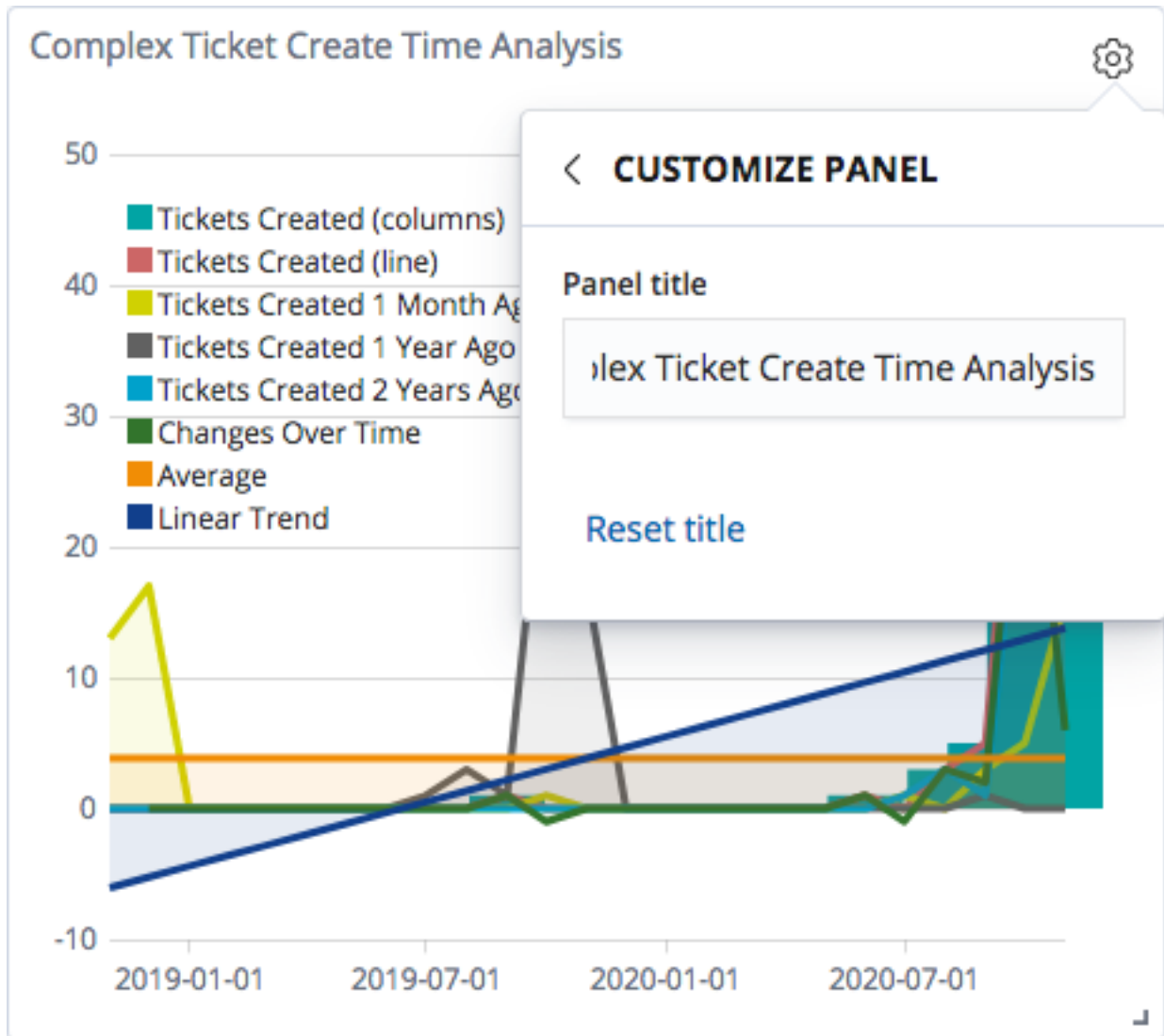


Fig. 3: Customize Panel

## Save dashboard ✕

save as a new dashboard

Title

OTRS DEFAULT VISUALIZATIONS

Description

The visualizations in this dashboard can be generated with any OTRS installation. It does not include visualizations for ITSM modules or other Feature Add-ons.

Store time with dashboard

This changes the time filter to the currently selected time each time this dashboard is loaded.

Fig. 4: Save Dashboard Dialog

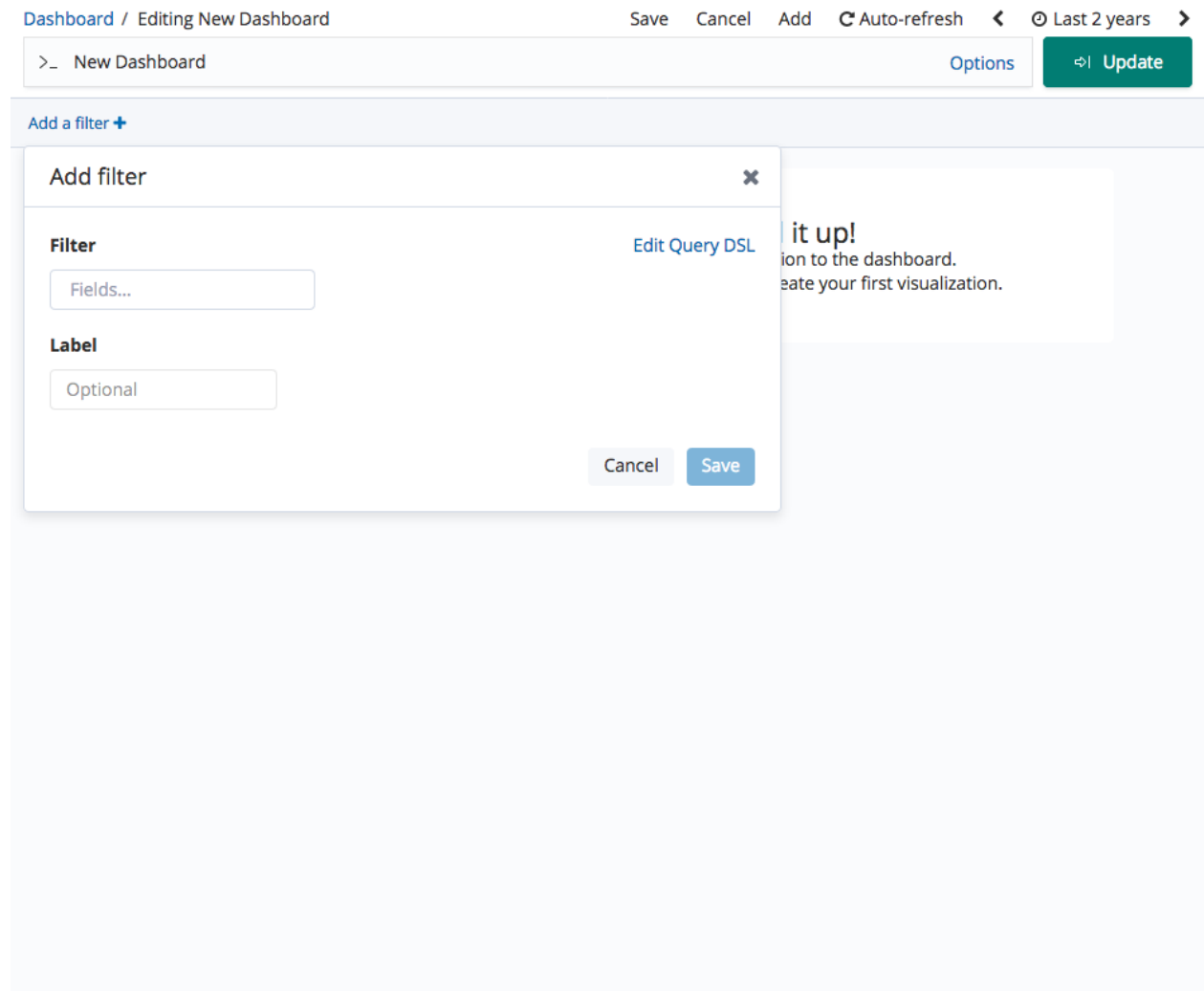


Fig. 5: Add Filter

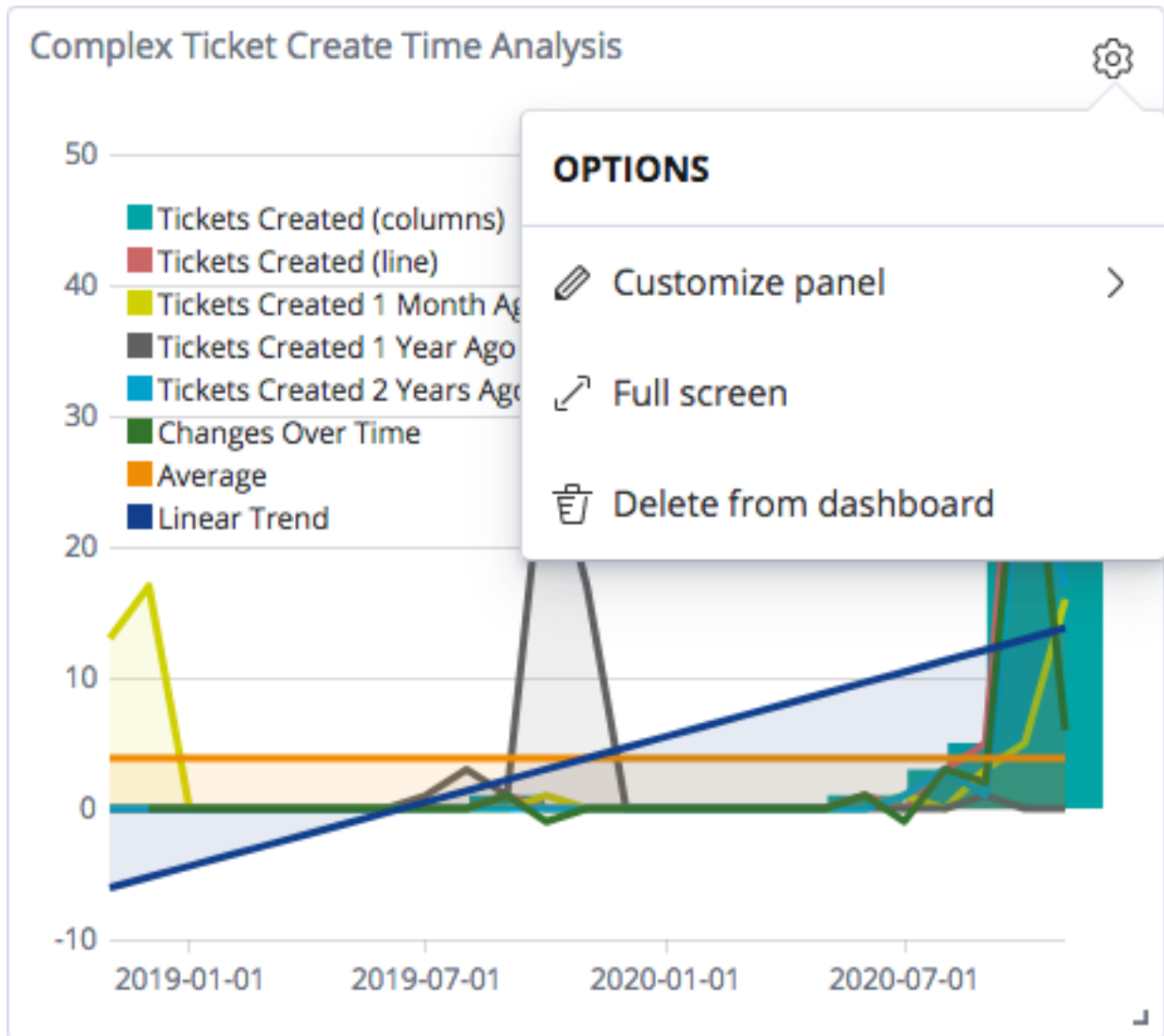


Fig. 6: Panel Options

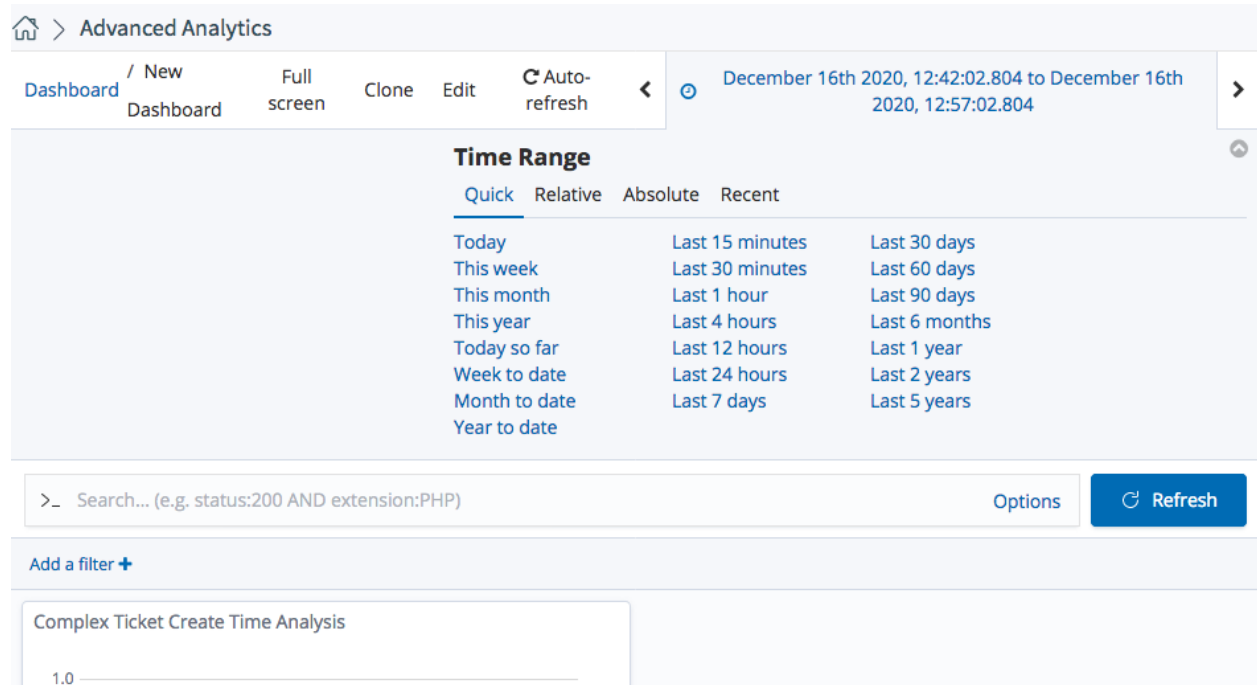


Fig. 7: Quick Time Range

*Absolute*

In this tab you can select the absolute time range by using the calendar.

*Relative*

In this tab you can select a relative time range seen. When you click on the tab, the system chooses the time when the tab was opened as the starting point for the time range.

Click on *Set to Now* if you want to set the time point to the current time.

*Recent*

In this tab you can select time ranges for recent times.

**Setting Refresh Interval** Click on *Auto-refresh* in the top right of the navigation bar to set up the refresh interval of the displayed data.

It is also possible to switch the auto refreshment operations completely off.

**Editing Dashboards** Click on *Edit* in the column *Actions* in the dashboards overview or in the navigation bar if a dashboard is already selected and displayed.

**Cloning Dashboards** Click on *Clone* at the navigation bar to clone an existing dashboard.

## 2.5 Search

You can use the search bar to perform a full text search for filtering certain object data that is relevant to the displayed statistics of a dashboard. If the search term cannot be found in the data of any of the relevant objects the panel does not displays any data.



The screenshot shows the 'Time Range' configuration panel in the 'Advanced Analytics' section. The 'Absolute' tab is selected. The 'From' field is set to '2020-12-16 12:42:02.804' and the 'To' field is set to '2020-12-16 12:57:02.804'. Below these fields are two calendar views for December 2020. The left calendar shows the date '16' highlighted, and the right calendar also shows '16' highlighted. The interface includes navigation buttons like 'Quick', 'Relative', 'Absolute', and 'Recent', and a 'Set To Now' option for both fields.

Fig. 8: Absolute Time Range

The screenshot shows the 'Time Range' configuration panel in the 'Advanced Analytics' section, with the 'Relative' tab selected. The 'From' field is set to 'December 16th 2020, 12:19:26.119' and the 'To' field is set to 'December 16th 2020, 13:19:26.119'. Below these fields are two input boxes for relative time: the first is set to '2' and the second to '3', both with 'Hours from r' as the unit. There are checkboxes for 'round to the hour' for both. A 'Go' button is located at the bottom right of the configuration area. Below the configuration panel is a search bar with the text '>\_ Search... (e.g. status:200 AND extension:PHP)' and a 'Refresh' button. At the bottom, there is a filter section with the text 'Add a filter +' and a box containing 'Complex Ticket Create Time Analysis' with a value of '1.0'.

Fig. 9: Relative Time Range

The screenshot shows the 'Advanced Analytics' dashboard. At the top, there is a navigation bar with a home icon and the text 'Advanced Analytics'. Below this is a toolbar with buttons for 'Dashboard / New Dashboard', 'Full screen', 'Clone', 'Edit', and 'Auto-refresh'. A date range is displayed as 'December 16th 2020, 12:42:02.804 to December 16th 2020, 12:57:02.804'. The main section is titled 'Time Range' and has tabs for 'Quick', 'Relative', 'Absolute', and 'Recent'. The 'Recent' tab is selected, showing a list of ten time intervals. Below the list is a search bar with the text '> Search... (e.g. status:200 AND extension:PHP)', an 'Options' button, and a 'Refresh' button. At the bottom, there is a filter section with the text 'Add a filter +' and a search box containing 'Complex Ticket Create Time Analysis'.

Advanced Analytics

Dashboard / New Dashboard Full screen Clone Edit Auto-refresh

December 16th 2020, 12:42:02.804 to December 16th 2020, 12:57:02.804

### Time Range

Quick Relative Absolute Recent

- December 16th 2020, 12:42:02.804 to December 16th 2020, 12:57:02.804
- December 16th 2020, 12:27:02.803 to December 16th 2020, 12:42:02.803
- December 16th 2020, 12:12:02.802 to December 16th 2020, 12:27:02.802
- December 16th 2020, 11:57:02.801 to December 16th 2020, 12:12:02.801
- December 16th 2020, 11:42:02.800 to December 16th 2020, 11:57:02.800
- December 16th 2020, 11:27:02.799 to December 16th 2020, 11:42:02.799
- December 16th 2020, 11:12:02.798 to December 16th 2020, 11:27:02.798
- December 16th 2020, 10:57:02.797 to December 16th 2020, 11:12:02.797
- December 16th 2020, 10:42:02.796 to December 16th 2020, 10:57:02.796
- December 16th 2020, 10:27:02.795 to December 16th 2020, 10:42:02.795

> Search... (e.g. status:200 AND extension:PHP) Options Refresh

Add a filter +

Complex Ticket Create Time Analysis

Fig. 10: Recent Time Range

Dashboard / OTRS DEFAULT VISUALIZATIONS Full screen Clone Edit Auto-refresh Last 2 years

**Refresh Interval**

Off  5 seconds  1 minute  1 hour  
 10 seconds  5 minutes  2 hours  
 30 seconds  15 minutes  12 hours  
 45 seconds  30 minutes  1 day

> Search... (e.g. status:200 AND extension:PHP) Options Refresh

Add a filter +

### Complex Ticket Create Time Analysis

Legend: Tickets Created (columns), Tickets Created (line), Tickets Created 1 Month Ago (line), Tickets Created 1 Year Ago (line), Tickets Created 2 Years Ago (line), Changes Over Time, Average, Linear Trend

### Total Amount of Appointments (Metric)

**46**  
Total Appointments

### Distribution of State Type by Create Time

merged 0 - 4 4 - 7

### Count of Tickets by Create Time, Compared to 1 and 2 Years Ago

50 This Year 40

Fig. 11: Set Refresh Interval