Oracle Utilities Analytics Dashboards for Exception Analytics

Metric Reference Guide

Release 2.7.0

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Oracle Utilities Analytics Dashboards for Exception Analytics Metric Reference Guide

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Contents

Preface

This document describes the To-Do metrics (such as dashboards, analyses, and subject areas) available in Oracle Utilities Analytics Dashboards. These metrics are used in the pre-built analyses, and/or available for customers to use via Oracle Answers in building new analyses or extending existing analyses.

Audience

This guide is intended for all users of Oracle Utilities Analytics Dashboards for Oracle Utilities Exception Analytics.

Documentation Accessibility

For information about configuring and using accessibility features for Oracle Utilities Analytics, see the documentation at http://docs.oracle.com/cd/E23943_01/bi.1111/e10544/appaccess.htm#BIEUG2756.

For information about Oracle's commitment to accessibility, visit the Oracle Accessibility Program website at http://www.oracle.com/us/corporate/accessibility/index.html.

Access to Oracle Support

Oracle customers have access to electronic support through My Oracle Support. For more information, visit: http://www.oracle.com/pls/topic/lookup?ctx=acc&id=info or http://www.oracle.com/pls/topic/lookup?ctx=acc&id=trs if you are hearing impaired.

Related Documents

For more information, see the following documents:

- *Oracle Utilities Analytics Release Notes*

- *Oracle Utilities Analytics Getting Started Guide*

- *Oracle Utilities Analytics Quick Install Guide*

- *Oracle Utilities Analytics Installation Guide*

- *Oracle Utilities Analytics Administration Guide*

- *Oracle Utilities Analytics Developer's Guide*

See Also:

- Oracle Utilities Customer Care and Billing Documentation Library

Conventions

The following notational conventions are used in this document:

Notation	Indicates
boldface	Graphical user interface elements associated with an action, terms defined in text, or terms defines in the glossary
italic	Book titles, emphasis, or placeholder variables for which you supply particular values
monospace	Commands within a paragraph, URLs, code in examples, text that appears on the screen, or text that you enter

Chapter 1

Dashboard Content Reference

Oracle Utilities Analytics Dashboards, Release 2.7.0, provides analysis of the data from Oracle Utilities Customer Care and Billing using Oracle Business Intelligence Enterprise Edition built-in metrics. Non-spatial analytics, information that is not tied to geography, is represented in a series of dashboards showing tables, bar graphs, pie charts, and gauges. Spatial analytics, or information that is geographically related, use integrated Oracle Map Viewer technology to represent events, weather data, map data, and other geographical information.

Oracle Utilities Exception Analytics includes metrics which analyze To-Dos and To-Do processing. To-Dos represent the tasks that are initiated either manually or by a process within the transactional system. Exception Analytics provides customers a significant insight into how well To-Dos are being managed. This helps in identifying potential process bottlenecks in the underlying functional area.

Use Oracle Utilities Exception Analytics to identify which To-Do entries and accounts are causing poor performance and to provide recommendations based on the findings.

This chapter describes the Oracle Utilities Exception Analytics' content in the following dashboards:

*   Overview

*   To-Do Entries

*   Incomplete To-Do Entries

Overview

The Overview dashboard presents an overall picture of the number of To-Do entries that are created or completed in the selected time period. It also displays existing incomplete To-Do entries.

The dashboard helps in analyzing the productivity, and identifying the overall state of the product. Each of the analyses in the dashboard drills down to the respective detailed dashboard page.

To access this dashboard:

1. Go to the **Home** page.

2. Select **Dashboards** > **Exception Analytics** > **Overview**.

The dashboard includes the following analyses. The data for current calendar year and month is displayed by default. You may modify the criteria per requirement.

To-Do Entries Created

Property	Details
Description	An entry is "created" when a To-Do is created in the Oracle Utilities Customer Care and Billing system. This analysis provides a percentage of the number of To-Do entries created in the selected month compared to the average of the past three months.
Purpose	Business users can quickly analyze whether more To-Do entries are being logged in the selected month compared to the previous months. If there are alarming volumes, they can then further investigate to find the possible reasons for the increase in volume.
Representation	The gauge shows the percentage of To-Do entries created in the current month relative to the average of the last three months. The needle movement in the gauge towards yellow or red indicates a need to pay more attention and figure out why there are more To-Do entries being logged compared to the previous months. **Note**: The ranges for green, yellow, and red can be configured. The table shows the average To-Do entries created in the last three months and also the entries created in the current month relative to the average of the last three months.
Drill Down	The **Current Month / Average of Last 3 Months** column link drills down to the Productivity Trend dashboard page for more details about the respective To-Do entries.
Source Object	To Do Entry Fact
OBIEE Subject Area	SHARED - To-Do
Metrics	Current Month / Average of Last 3 Months, Average of Last 3 Months

To-Do Entries Completed

Property	Details
Description	An entry is considered to be "complete" when a To-Do is resolved. In the source application, the status of the entry is set to Complete (C). This analysis provides the summary of the total number of To-Do entries completed in the selected period. It also provides a percentage of the number of To-Do entries completed in the selected month compared to the average of the previous three months.
Purpose	Business users can compare the volume of the current month against the average of the previous three months to get an insight into the number of To-Dos entries that got resolved when compared to the previous periods.

Property	Details
Representation	The gauge shows the percentage of To-Do entries that are completed in the current month relative to the average of the last three months. The needle movement in the gauge towards yellow or red indicates a need to pay more attention and possibly determine why there are fewer To-Do entries being completed compared to previous months. **Note**: The ranges for green, yellow, and red can be configured. The table shows the average To-Do entries completed in the previous three months and also the entries completed in the current month relative to the average of the previous three months.
Drill Down	The **Current Month / Average of Last 3 Months** column link drills down to the Productivity Trend dashboard page for more details about the respective To-Do entries.
Source Object	To Do Entry Fact
OBIEE Subject Area	SHARED - To-Do
Metrics	Current Month / Average of Last 3 Months, Average of Last 3 Months

To-Do Entries Created and Completed

Property	Details
Description	This analysis shows the ratio at which To-Do entries are completed against their creation in the selected year and the previous year. It also shows the **Total Completion Ratio** that helps you to analyze how effectively the issues are resolved against their creation. Total Completion Ratio = To-Do Entries Completed / To-Do Entries Created
Purpose	The business users can get a big picture of the count of To-Do entries that are created and completed on yearly basis, and the situation to date for the current year.
Representation	The graph shows the number of To-Do entries that are created and completed in the previous year and the current year. X-axis denotes the calendar year. Y-axis denotes the number of To-Do entries. Hover over the graph to view the entry details for each year. The table shows the number of To-Do entries created and completed in the current year and the previous year. It also shows the ratio between the entry creation and completion.
Drill Down	No drill down
Source Object	To Do Entry Fact
OBIEE Subject Area	SHARED - To-Do
Metrics	To-Do Entries Created, To-Do Entries Completed, Total Completion Ratio

Incomplete To-Do Entries

Property	Details
Description	An entry is considered "incomplete" as long as it is open or assigned and is not yet complete. This analysis shows the number of To-Do entries created in the last three months that are still incomplete (as of a specified date).
Purpose	Together with the To-Do Entries created, the business user can analyze the rate at which the entries created in the past are completed.
Representation	The graph shows the number of incomplete To-Do entries created in the previous three months. X-axis denotes the number of incomplete To-Do entries. Y-axis denotes the calendar month. Hover over the graph to view the entry details for each year.
Drill Down	The graph drills down to the Summary dashboard page for more details about the incomplete To-Do entries.
Source Object	Recent To Do Entry Fact
OBIEE Subject Area	SHARED - To-Do
Metrics	Incomplete To-Do entries

To-Do Entries

The To-Do Entries dashboard provides key performance indicators (KPIs) for Oracle Utilities Customer Care and Billing To-Do entries. This dashboard shows productivity trends for the number of entries created and completed. Completion durations are also displayed.

To access this dashboard:

1. Go to the **Home** page.

2. Select **Dashboards** > **Exception Analytics** > **To-Do Entries**.

The dashboard includes the following analyses. The data for current calendar year and month is displayed by default. You may modify the criteria per requirement.

• Productivity Trend

• Duration

• Top N

• Details

Productivity Trend

The Productivity Trend dashboard page shows productivity trends by analyzing the number of entries created and completed.

Monthly Trend

Property	Details
Description	This analysis shows trends on how many To-Do entries are created and completed against each segment (To-Do type or To-Do priority) for the previous 15 months. It also shows the total completion ratio for each month. Total Completion Ratio = (Number of Entries Created * 100) / Number of Entries Completed
Purpose	Business users can analyze whether the To-Dos are being resolved up to speed.
Representation	The bar graph shows the number of To-Do entries created and completed in the previous 15 months. The blues bars represent To-Do entries created, while the green line corresponds to those completed. X-axis denotes the calendar month. Y-axis denotes the count of To-Do entries. Hover over the graph to view the entry details for each month. The **View By** drop down slices the data by To-Do type and priority. The table shows detailed data for every To-Do type or To-Do priority for the previous 15 months. In addition, it provides more insight into performance details.
Drill Down	The **Completed** and **Total Completion Ratio** column links drill down to the Duration, Top N, or Details dashboard pages for respective details.
Source Object	To Do Entry Fact
OBIEE Subject Area	SHARED - To-Do
Metrics	Created, Completed, Total Completion Ratio

To-Do Entries by Day of Week

Property	Details
Description	This analysis displays the total number of To-Do entries that were created and completed on each day of week, throughout the previous 15 months. The created entries are summarized based on the creation date, while those completed are based on the completion dates.
Purpose	This analysis gives business users insight into the performance for each day of the week. It gives an insight onto which day To-Do Entries are being logged more and which day has more completion.

Property	Details
Representation	The graph shows the count of To-Do entries created and completed on each day of week in the previous 15 months. The blue bars represent To-Do entries created, while the green bars show those completed. X-axis denotes the count of To-Do entries. Y-axis denotes the day of week. Hover over the graph to view the entry details for each day of week. The table shows the count of To-Do entries created and completed on each day of week for previous 15 months.
Drill Down	No drill down
Source Object	To Do Entry Fact
OBIEE Subject Area	SHARED - To-Do
Metrics	Number of To-Do Entries Created, Completed

Duration

The Duration dashboard page shows the duration trend by analyzing the average completion duration for the selected period.

Average Completion Duration

Property	Details
Description	This analysis shows the average time (in hours) needed to complete To-Do entries. For all the To-Do entries completed in every month for the past 15 months, the total duration is broken down into average duration for being open and the average duration for those assigned.
Purpose	From the duration trend of To-Do entries business users can analyze the average completion duration of the entries in the selected period. Also, users can determine the following: • How long does it normally take to complete a To-Do entry? • What is the trend of the duration? • Of the total duration, how long does it take for the jobs to get assigned?
Representation	The bar chart shows the average duration of the To-Do entries that are open and those which are assigned, for the last 15 months. The red bars represent the open duration, while the blue bars show the assignment duration. X-axis denotes the calendar month. Y-axis denotes the average duration in hours. Hover over the graph to view the duration details for each month. The table shows the average number of hours the To-Do entries were open, assigned, and completed. It also shows the trend in completion duration for current month compared to the previous months.

Property	Details
Drill Down	No drill down
Source Object	To Do Entry Fact
OBIEE Subject Area	SHARED - To-Do
Metrics	Average Open Duration (Hours), Average Assigned Duration (Hours), Average Completion Duration (Hours)

Top N

The Top N dashboard page provides information to figure out for which possible reasons or purpose (via the message used to log the To-Do Entry against) To-Do Entries are being logged and which ones are being completed faster.

Messages with Highest Completed To-Do Entries

Property	Details
Description	This analysis includes two views which list the messages with highest completed To-Do entries.
	For selected month: This view shows which are the top 10 messages, with To-Do Entries logged against with, have the highest number of completion volume in the selected month. It provides further detail related to information on the Productivity Trend dashboard page.
	Rank = Rank (To-Do Entries Completed)
	For previous 15 months: This view shows which are the top 10 messages, with To-Do Entries logged against with, have the most number of To-Do entries completed in the last 15 months.
	Rank = Rank (To-Do Entries Completed)
Purpose	**For selected month:** For To-Do entries that are being completed more than most in a selected month, business users can analyze for which purposes or reasons they were created for. In case To-Do Entries for more urgent purposes or reasons are not being resolved more, they can plan accordingly to prioritize the resolutions of these To-Do entries.
	For previous 15 months: Sometimes, data from only one month may not be sufficient to arrive at business decisions. In such cases, business users may use this view to identify in the previous 15 months what are the possible purposes or reasons of To-Do Entries with higher resolution volumes.

Property	Details
Representation	**For selected month:** The bar chart shows the number of To-Do entries completed against each of the top 10 messages in the selected month. X-axis denotes the rank. Y-axis denotes the To-Do entries' count. Hover over the graph to view the respective entry details. The table shows the ranks, detailed message descriptions, and the exact number of completed To-Do entries in the selected month. **For previous 15 months:** The bar chart shows the number of To-Do entries completed against each of the top 10 messages in the previous 15 months. X-axis denotes the rank. Y-axis denotes the To-Do entries' count. Hover over the graph to view the respective entry details. The table shows the ranks, detailed message descriptions, and the exact number of completed To-Do entries in the previous 15 months.
Drill Down	No drill down
Source Object	To Do Entry Fact
OBIEE Subject Area	SHARED - To-Do
Metrics	To-Do Entries Completed

Messages with Highest Completion Duration

Property	Details
Description	This analysis includes two views which list the messages with highest completion duration for the To-Do entries created. **For selected month:** This view shows which are the top 10 messages, with To-Do Entries logged against with, have the highest number of completion time in the selected month. It provides further detail related to information on the Duration dashboard page. Rank = Rank (Average Completion Duration (Hours)) **For previous 15 months:** This view shows which are the top 10 messages, with To-Do Entries logged against with, have the highest completion times in the last 15 months. Rank = Rank (Average Completion Duration (Hours))

Property	Details
Purpose	**For selected month:** For To-Do entries that are being completed faster than most in a selected month, business users can analyze for which purposes or reasons they were created for. In case To-Do Entries for more urgent purposes or reasons are not being resolved faster, they can plan accordingly to prioritize the resolutions of these To-Do entries. **For previous 15 months:** Sometimes, data from only one month may not be sufficient to arrive at decisions. In such cases, business users may use this view to identify in the previous 15 months what are the possible purposes or reasons of To-Do Entries with highest resolution times.
Representation	**For selected month:** The bar chart shows the average completion duration (in hours) for the top 10 To-Do entry messages in the selected month. X-axis denotes the rank. Y-axis denotes the average completion duration. Hover over the graph to view the respective entry details. The table shows the rank, total completion duration, average completion duration, and the detailed descriptions for each To-Do entry message completed in the selected month. **For previous 15 months:** The bar chart shows the average completion duration of each of the top 10 To-Do entry messages completed in the previous 15 months. X-axis denotes the rank. Y-axis denotes the average completion duration. Hover over the graph to view the respective entry details. The table shows the rank, total completion duration, average completion duration, and the detailed descriptions for each To-Do entry message completed in the previous 15 months.
Drill Down	No drill down
Source Object	To Do Entry Fact
OBIEE Subject Area	SHARED - To-Do
Metrics	Completion Duration, Average Completion Duration, To-Do Entries Completed

Details

The Details dashboard page provides detailed information about the completed To-Do entries at account level.

Completed To-Do Entries Details

Property	Details
Description	This analysis provides the customer information associated with To-Do entries. It shows a list of the top 100 accounts with highest completed To-Do entries in the selected month.

Property	Details
Purpose	The accounts at the top of the list are the customers with highest number of complete To-Do entries. Business users can drill back to the source application and analyze the data further.
	Besides navigating directly to this analysis, users can drill down from either the Productivity Trend or Duration dashboard pages. Users can slice the data to show the list of customers for a particular To-Do type, priority, or message category.
Representation	The table shows the customer information (name, customer class, contact number), and the number of To-Do entries for that customer that were completed in the selected month.
Drill Down	The **Account** table link drills back to the **Control Central** page in the Oracle Utilities Customer Care and Billing system.
Source Object	To Do Entry Fact
OBIEE Subject Area	SHARED - To-Do
Metrics	To-Do Entries Completed

Incomplete To-Do Entries

The Incomplete To-Do Entries dashboard provides key performance indicators (KPIs) for Oracle Utilities Customer Care and Billing incomplete To-Do entries (entries which are opened or are still being worked on). It provides a snapshot of the following:

- When was an entry created?

- Was it assigned to the crew? If yes, when was it assigned?

- Which priorities, To-Do types, and messages have the most number of incomplete To-Do entries?

- How are the incomplete To-Do entries assigned to the users?

To access this dashboard:

1. Go to the **Home** page.

2. Select **Dashboards** > **Exception Analytics** > **Incomplete To-Do Entries**.

The dashboard includes the following analyses. The data for current calendar year and month is displayed by default. You may modify the criteria per requirement.

- Summary

- Trend

- Analysis

- Details

Summary

The Summary dashboard page provides a summary of all the incomplete To-Do entries in the previous 15 months.

Top 10 Priorities by Volume

Property	Details
Description	A "priority" indicates the priority at which a To-Do entry is resolved. This analysis shows the top 10 priorities with most number of incomplete To-Do entries in the previous 15 months.
Purpose	Business users can get insight into how the To-Do entries are being processed according to their priorities. Ideally, the entries with higher priorities need to be resolved first. Also, by using the prompts, users can further analyze the details on which user is working on the To-Do, To-Do roles, or message categories.
Representation	The stacked bar chart shows the count of incomplete To-Do entries (that are open and being worked on) against each of the top 10 priorities. The data is shown for previous 15 months. The red bars represent the number of open entries, while the blue bars show those for *being worked on*. X-axis denotes the rank. Y-axis denotes the count of incomplete To-Do entries. Hover over the graph to view the respective entry details. Along with the total incomplete To-Do entries for each priority, the table shows how many of them are *open* and how many are *being worked on* till date. It also shows detailed priority descriptions.
Drill Down	The **Total Incomplete** column link drills down to the Trend or Details dashboard pages for respective details.
Source Object	Recent To Do Entry Fact
OBIEE Subject Area	SHARED - To-Do
Metrics	Total Incomplete, Open, Being Worked On

Top 10 To-Do Types by Volume

Property	Details
Description	This analysis shows the top 10 To-Do types with most number of incomplete To-Do entries in the previous 15 months.
Purpose	Business users can identify the To-Do types with highest incomplete entries. Also, by using the prompts, users can further analyze the details about the user working on the To-Do entries, To-Do roles, or message categories.

Property	Details
Representation	The stacked bar chart shows the count of incomplete To-Do entries (that are open and being worked on) against each of the top 10 To-Do types. The data is shown for previous 15 months.

The red bars represent the number of open entries, while the blue bars show those for being worked on. X-axis denotes the rank. Y-axis denotes the count of incomplete To-Do entries. Hover over the graph to view the respective entry details.

Along with the total incomplete To-Do entries for each To-Do type, the table shows how many of them are open and how many are being worked on till date. |
Drill Down	The **Total Incomplete** column link drills down to the Trend or Details dashboard pages for respective details.
Source Object	Recent To Do Entry Fact
OBIEE Subject Area	SHARED - To-Do
Metrics	Total Incomplete, Open, Being Worked On

Top 10 Messages by Volume

Property	Details
Description	This analysis shows the top 10 message descriptions for which the highest number of incomplete To-Do entries have been logged against in the previous 15 months.

Along with the total for each message, it also displays the breakdown for those that are still open and those still being worked on. |
| Purpose | Business users can identify the possible reasons or purposes for high volume incomplete To-Do entries. In case there are higher concentrations of incomplete To-Do entries for more urgent cases, they can prioritize working on them.

Also, by using the prompts, users can further analyze the details about the user working on the To-Do, To-Do roles, or message categories. |
| Representation | The stacked bar chart shows the count of To-Do entries (that are open and being worked on) against each of the top 10 messages. The data is shown for the previous 15 months.

The red bars represent the number of open entries, while the blue bars show those for *being worked on*. X-axis denotes the rank. Y-axis denotes the count of incomplete To-Do entries. Hover over the graph to view the respective entry details.

Along with the total incomplete To-Do entries for each message, the table shows how many of them are *open* and how many are *being worked on* till date. It also shows detailed message descriptions. |
| Drill Down | No drill down |
| Source Object | Recent To Do Entry Fact |

Property	Details
OBIEE Subject Area	SHARED - To-Do
Metrics	Total Incomplete, Open, Being Worked On

Trend

The Trend dashboard page provides a snapshot of the creation date for all the existing incomplete To-Do entries.

Creation History by Month

Property	Details
Description	This analysis shows when (the month) the current incomplete To-Do entries were created. It shows the count of entries created in each month during the previous 15 months, and also their current status.
Purpose	Business users can get an insight into the ages of the incomplete To-Do entries. Moreover, by breaking the data into *open* and *being worked on*, users can figure out whether the entries that were created long ago have been assigned or not.
Representation	The stacked bar graph shows the number of incomplete To-Do entries created in each month for the previous 15 months. The blue bars represent the entries which are already assigned, while the red bars show those that are still open. The X-axis denotes the calendar month. The Y-axis denotes the count of incomplete To-Do entries. Hover over the graph to view the respective entry details. Along with the total incomplete To-Do entries for each month, the table shows how many of them are open and how many are being worked on. The **Month** column link broadcasts the month value to the Creation History by Day analysis on the same dashboard page.
Drill Down	No drill down
Source Object	Recent To Do Entry Fact
OBIEE Subject Area	SHARED - To-Do
Metrics	Total Incomplete, Open, Being Worked On

Creation History by Day

Property	Details
Description	This analysis shows the number of incomplete To-Do entries created in a month on a daily breakdown. It counts how many incomplete To-Do entries were created on each day of the current month, and also displays the current status of each entry.
	By default, the analysis shows the data (the month) that is broadcast from the Creation History by Month analysis.
Purpose	This analysis provides a high-level picture of the ages of the incomplete To-Do entries over the selected period, on a daily basis. It helps the analysts to figure out whether or not the To-Do entries created on a particular day have been assigned.
Representation	The stacked bar chart shows the number of incomplete To-Do entries created on each day of the current month.
	The blue bars represent the entries that have been assigned already, while the red bars show those that are still open. The X-axis denotes the day of the month. The Y-axis denotes count of incomplete To-Do entries. Hover over the graph to view the respective entry details.
	Along with the total incomplete To-Do entries for each day in the current month, the table shows how many of them are open and how many are being worked on.
	Use the slider to view the incomplete To-Do entry details for a specific month. The **Month** drop down slices the data by various calendar months.
Drill Down	No drill down
Source Object	Recent To Do Entry Fact
OBIEE Subject Area	SHARED - To-Do
Metrics	Total Incomplete, Open, Being Worked On

Analysis

The Analysis dashboard page focuses on incomplete To-Do entries based on priority, entry type, and entry role. It primarily generates ad hoc reports where business users can pick the dimension attributes and view the effectiveness based on the selected attributes.

Incomplete To-Do Analysis

Property	Details
Description	This analysis provides information about the To-Do entries that have not been addressed in the previous 15 months, based on priority, type, and role.
Purpose	Business users can analyze the combination of the View By options that has the most number of incomplete To-Do entries.

Property	Details
Representation	The first **View By** option slices the data by priority or message category, while the second **View By** option slices the data by To-Do type, skill type/level, or To-Do role.
	The table shows the number of open, being worked on, and total incomplete To-Do entries, for the selected combination of **View By** options.
Drill Down	The **Total Incomplete** column link drills down to the Details dashboard page for respective entry details.
Source Object	Recent To Do Entry Fact
OBIEE Subject Area	SHARED - To-Do
Metrics	Total Incomplete, Open, Being Worked On

Details

The Details dashboard page provides detailed information about the incomplete To-Do entries at account level.

Incomplete To-Do Entries Details

Property	Details
Description	This analysis provides the customer information associated with each incomplete To-Do entry. It shows a list of the top 100 accounts with highest incomplete To-Do entries in the selected month.
Purpose	The accounts at the top of the list are the customers with highest number of incomplete To-Do entries. Business users can drill back to the source application and analyze the data further.
	Besides navigating directly to this analysis, users can drill down from either the Summary or Analysis dashboard pages. Users can slice the data to show the list of customers for a particular To-Do type, priority, or message category.
Representation	The table shows the customer name and the number of open, being worked on, and total incomplete To-Do entries against each customer in the selected month.
Drill Down	The **Account** table link drills back to the **Control Central** page in the Oracle Utilities Customer Care and Billing system.
Source Object	Recent To Do Entry Fact
OBIEE Subject Area	SHARED - To-Do
Metrics	Incomplete To-Do entries, Open, Being Worked On