Oracle Utilities Mobile Workforce Management Business Intelligence

Metric Reference Guide

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Oracle Utilities Mobile Workforce Management Business Intelligence Metric Reference Guide

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Preface

This document describes the Oracle Utilities Mobile Workforce Management Business Intelligence metrics (such as dashboards, analyses, and subject areas) available in Oracle Utilities Advanced Spatial and Operational Analytics, Release 2.4.0 Service Pack 4. 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 Mobile Workforce Management Business Intelligence.

Related Documents

For more information, see the following documents:

- *Oracle Utilities Advanced Spatial and Operational Analytics Installation Guide*
- *Oracle Utilities Advanced Spatial and Operational Analytics Quick Install Guide*
- *Oracle Utilities Advanced Spatial and Operational Analytics Release Notes*
- *Oracle Utilities Advanced Spatial and Operational Analytics User's Guide*
- *Oracle Utilities Advanced Spatial and Operational Analytics Administration Guide*

Oracle Utilities Business Intelligence Documentation Library:

- *Oracle Utilities Business Intelligence Quick Install Guide*
- *Oracle Utilities Business Intelligence Installation Guide*
- *Oracle Utilities Business Intelligence DBA Guide*
- *Oracle Utilities Business Intelligence User's Guide*

See Also:

- *Oracle Utilities Business Intelligence V2.4.0 Server Administration Guide*
- *Oracle Utilities Application Framework V4.1 Business Process Guide*
- *Oracle Utilities Application Framework V4.1 Administration Guide*
- Oracle Utilities Mobile Workforce Management Documentation Library

Notational 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

This chapter describes the metrics available in Mobile Workforce Analytics of Oracle Utilities Advanced Spatial and Operational Analytics. The analytics enable the customers in the Utilities market to monitor and measure the crew optimization, and also measure the activity response time and route effectiveness.

Oracle Utilities Mobile Workforce Management Business Intelligence provides the analytics' content in the following dashboards:

- **Overview**
- **Activities**
- **Appointments**
- **Emergencies**
- **Travel**
- **Crew**

> **Note:** The Service Area and Crew Org Hierarchy values have to be configured in the Oracle Utilities Mobile Workforce Management source application to view the data on BI. For more information on how these hierarchies and various other dimensions are populated, see the *Oracle Utilities Mobile Workforce Management Business Intelligence Data Mapping Guide.*

Overview

The Overview dashboard gives a snapshot of various entities of Oracle Utilities Mobile Workforce Management. The dashboard provides you with a quick update on the status of how well the crew organization is doing, and the user, crew's use of time, punctuality, and about overtime. It also lists down various details on emergencies, travel, and appointments.

Click **Dashboards**, expand **Mobile Workforce Analytics**, and then click **Overview** to access this dashboard.

Overview provides the following dashboard pages:

- **Overview - KPI**
- **Overview - Crew**
- **Overview - Activities**

Overview - KPI

The Overview - KPI dashboard page provides you with a quick update on the status of how the Service Organization is doing overall on its key performance indicators.

Utilization Rate

This analysis shows the utilization rate (time spent working/total capacity) for the current month and the current year. The utilization time represents the wrench time.

Click the gauge to drill down to the **Productive Vs Non-Productive Time** dashboard page in Meter Data Analytics.

Property	Value
Subject Area	MWM - Field Activity
Measure	Meeting Appointments Rate

Task Completion Rate

This analysis shows the task completion rate (tasks completed/tasks scheduled) for the current month and the current year. Click the gauge to drill down to the **Activities Scheduled and Completed** dashboard page for more details.

Property	Value
Subject Area	MWM - Field Activity
Measure	Task Completion Rate

First Pass Completion Rate

This analysis shows the first pass completion rate (percentage of tasks completed the first time) for the current month and the current year. Click the gauge to drill down to the **Activities Distribution** dashboard page.

Property	Value
Subject Area	MWM - Field Activity
Measure	First Pass Completion Rate

Meeting Appointments Rate

This analysis shows the meeting appointment rate (percentage of appointments that were kept on time) for the current month and current year. Click the gauge to drill down to **Activities Scheduled and Completed** dashboard page.

Property	Value
Subject Area	MWM - Field Activity
Measure	Meeting Appointments Rate

Overview - Crew

The Overview - Crew dashboard page provides you with a quick update on the status of how the Crew organization is doing. It explains the user, crew's use of time, punctuality, and the overtime.

Non Productive Time

This analysis shows the non-productive time as a percentage of total time for all crews over three months. It gives a quick insight into the usage of crew time and helps to identify any dramatic difference between past the two months.

Click the graph to drill down to the **Performance** dashboard page for utilization details.

Property	Value
Subject Area	MWM - Crew Tasks
Measure	% of Total

On Time Shifts

This analysis shows the percentage of shifts on time (shifts which do not have either late logon or early log off). Click the gauge to drill down to the **Shift Timeliness** dashboard page for specific details.

Property	Value
Subject Area	MWM - Completed Shifts
Measure	% of Total

Overtime

This analysis shows overtime as a percentage of actual duration, over three months. Click the graph to drill down to the **Crew Overtime** dashboard page for more overtime details.

Property	Value
Subject Area	MWM - Completed Shifts
Measure	% of Actual

Travel

This analysis shows the total miles estimated and the actual miles travelled across all shifts, over three months. Click the graph to drill down to the **Mileage** dashboard page for more details.

Property	Value
Subject Area	MWM - Completed Shifts
Measure	Estimated Total Mileage, Actual Total Mileage

Overview - Activities

The Overview - Activities dashboard page provides you with a quick update on the status of activities, emergencies, and also appointments.

Activities Scheduled and Completed

This analysis shows the number of activities scheduled and completed for over three months. Click the graph to drill down to the **Activities Distribution** dashboard page for more specific details.

Property	Value
Subject Area	MWM - Activity
Measure	Activities Scheduled, Activities Completed

Emergencies - % of Total Activities

This analysis shows the number of emergencies handled in a month, over three months. Click the graph to drill down to the **Daily Emergencies** dashboard page for more specific details.

Property	Value
Subject Area	MWM - Activity
Measure	Emergency Count

Emergencies - Missed Response Time Target

This analysis shows the percentage of emergencies that missed SLA for a specific task type. Click the graph to drill down to the **Emergencies** dashboard page.

Property	Value
Subject Area	MWM - Activity
Measure	% of Total

Average Appointment Close Rate

This analysis shows the appointment close rate (percentage of total scheduled appointments which were closed) for three months. Click the graph to drill down to the **Appointments** dashboard page for more details.

Property	Value
Subject Area	MWM - Activity
Measure	Average Appointment Close Rate

Activities

The Activities dashboard provides key performance indicators (KPIs) for the Oracle Utilities Mobile Workforce Management activities. This dashboard provides statistics on various issues to help the Utilities market monitor crew optimization.

Click **Dashboards**, expand **Mobile Workforce Analytics**, and then click **Activities** to access this dashboard.

Activities provides the following dashboard pages:

- **Activities Distribution**
- **Multi-Attempt Activities**
- **Deviations**
- **Canceled and Incomplete**
- **Activities Map**
- **Activity Details**

Activities Distribution

The Activities Distribution dashboard page provides a snapshot of the activity distribution based on the criteria you select. You usually define generic criteria (such as calendar year and month, and activity type category) here before compiling the analysis.

Activities Scheduled vs Completed

This analysis displays the count of activities (both scheduled and completed) for the last 15 months. Scheduled activities in a month are open activities till that month, and completed activities are the activities completed in that month. The data helps to analyze the work load balance.

The table shows the number of scheduled and completed activities, and also the percentage of completion per each month. Click the table link to drill down to the **Activity Details** dashboard page for specific details in that month.

Property	Value
Subject Area	MWM - Activities Fact
Measure	Completed & Scheduled

Completed Activities Distribution

This analysis shows the percentage of completed activities by service category. Click the pie chart to view master detail implementation in the table. The table displays a list of completed activities by service category (selected in the pie chart) and task types within each service area hierarchy.

Click the table link to drill down to the **Activity Details** dashboard for granular details.

Property	Value
Subject Area	MWM - Activities Fact
Measure	% of Total completed Activities

Multi-Attempt Activities

This analysis shows the percent of total activities in each service category that took more than one attempt to complete an activity.

Click the pie chart to view master detail implementation in the table. The table displays a list of completed activities and the number of attempts for each activity to be complete by service category (selected in the pie chart) and task types within each service area hierarchy. Click the table link to drill down to the **Activity Details** dashboard for granular details.

Property	Value
Subject Area	MWM - Activities Fact
Measure	Number of multi attempts, Activities

Deviations

The Deviations dashboard page provides a snapshot of work duration across various duration deviation buckets and service categories. Use this data to analyze how well the company is estimating travel and work durations.

Duration Deviation Distribution

This analysis shows the percentage of completed activities across various duration deviation buckets per month. Each activity is associated with a duration deviation bucket.

Click a segment on the pie chart to view the data on the **Duration Deviation by Service Category** pie chart.

Property	Value
Subject Area	MWM - Activities Fact
Measure	Activities completed by duration deviation

Duration Deviation Trend

Deviation is the difference between the estimated duration and actual duration. This analysis shows the number of activities per month per duration deviation bucket, for the last 15 months.

Property	Value
Subject Area	MWM - Activities Fact
Measure	Number of Activities

Duration Deviation by Service Category

This analysis shows the percentage of completed activities, per service category, for the deviation duration bucket selected in the **Duration Deviation Distribution** analysis.

Click the pie chart to view master detail implementation in the table. The table displays a list of completed activities and their respective activity type by service category (selected in the pie chart) within each service area hierarchy. Click the table link to drill down to the **Activity Details** dashboard for granular details.

Property	Value
Subject Area	MWM - Activities Fact
Measure	Number of Activities, Task type

Canceled and Incomplete

The Canceled and Incomplete dashboard page provides a snapshot on how many new activities are created, completed, and canceled daily, and also the frequency and reasons for not completing activities on time.

Canceled Activities

This analysis shows the distribution of activities cancelled in that month. It helps to identify the reasons for activities being cancelled.

The pie chart shows the percentage of cancelled activities per reason bucket.

Property	Value
Subject Area	MWM - Activities Fact
Measure	% of activities cancelled

Incomplete Activities by Reason

This analysis shows the distribution of incomplete activities for the selected reason, per month. The pie chart shows incomplete activities across cancellation reasons. The top 5 reasons are shown in separate segments and the rest are combined into one segment.

Property	Value
Subject Area	MWM - Activities Fact
Measure	% number incomplete

Activities Map

The Activities Map dashboard page provides a spatial representation of open activities till the selected month.

Click the color-coded area on the map to display the postal code of that geographical region and the number of open activities per month in that region. Use the slider to set the color code for various regions and also to view data for a specific month.

The map also shows pie charts, one per postal code. Click the pie chart to display the number of activities in each work duration bucket.

Click the postal code link to drill down to the **Multi-Attempt Activities**, the **Deviations**, and the **Canceled and Incomplete** dashboard pages.

Activity Details

The Activity Details dashboard page displays the details of activities, such as activity type, crew, number of attempts, work duration deviation, and more. Click a table link to drill down to Oracle Utilities Mobile Workforce Management for details about the selected activity.

Appointments

The Appointments dashboard provides key performance indicators (KPIs) for the Oracle Utilities Mobile Workforce Management appointments for crew. The dashboard provides a snapshot of number of appointments which are scheduled, closed, and missed. These metrics help in identifying any anomalies about work management and resource management.

Click **Dashboards**, expand **Mobile Workforce Analytics**, and then click **Appointments** to access these dashboards.

Appointments provides the following dashboard pages:

- **Appointments**
- **Missed Appointments**
- **Appointments Map**
- **Appointment Details**

Appointments

The Appointments dashboard page provides a monthly analysis on the appointments scheduled and closed.

Appointments Scheduled and Closed

This analysis displays the number of appointments scheduled and closed till that month. The graph also shows the average appointments closed in a month.

The table shows the number of appointments scheduled and closed in a month, and also the percentage of appointments closed in that month. Click the table link to drill down to the **Appointment Details** dashboard page for granular details.

Property	Value
Subject Area	MWM - Activities Fact
Measure	Number of Appointments

Missed Appointments

The Missed Appointments dashboard page provides a snapshot of appointments missed due to various reasons.

Missed Appointments

This analysis shows the percentage of appointments missed out till that month for each lateness category, over 15 months. Use the slider to select the lateness category for which to view the details.

Click the graph to drill down to the **Appointment Details** dashboard page to view specific details.

Property	Value
Subject Area	MWM - Activities Fact
Measure	Missed Appointments

Missed Appointments by Activity Type

This analysis shows the distribution of missed appointments by activity type across different late buckets, in a month. It helps to identify the reason behind an appointment getting missed.

Property	Value
Subject Area	MWM - Activities Fact
Measure	Missed Appointments

Crews with Most Missed Appointments

This analysis shows the top 5 crews with highest count of missed appointments. It helps to analyze the reasons for that crew to keep missing appointments so often.

Property	Value
Subject Area	MWM - Crew Tasks Fact
Measure	Missed Appointments

Postal Codes with Most Missed Appointments

This analysis shows the top 5 postal codes with highest count of missed appointments.

Property	Value
Subject Area	MWM - Crew Tasks Fact
Measure	<no measures>

Appointments Map

The Appointments Map dashboard page provides a snapshot of the number of appointments being scheduled on each day of the week and how are open yet.

Appointments Map

This analysis provides a spatial representation of open appointments till the selected month.

Click the color-coded area on the map to display the postal code of that geographical region, the total number of appointments in that region, and the number of open appointments per month in

that region. Use the slider to set the color code for various regions and also to view data for a specific month.

The map also shows pie charts, one per postal code. Click the pie chart to display the number of appointments in each appointment time bucket.

Click the postal code link to drill down to the **Appointments** and the **Missed Appointments** dashboard pages.

Property	Value
Subject Area	MWM - Activities
Measure	<no measures>

Appointments by Day of Week

This analysis shows the total number of scheduled appointments for each day of the week for the selected month. Each day's total is further shown in time buckets.

Property	Value
Subject Area	MWM - Activities
Measure	Number of Appointments

Appointment Details

This analysis shows a list of missed appointments with associated details, such as crew, time of day, SLA status, and more. It displays all the closed appointments in the selected month and also those that are open at that point of time.

Click the table link to drill back to the Oracle Utilities Mobile Workforce Management system for account level details.

Property	Value
Subject Area	MWM - Activities
Measure	<no measures>

Emergencies

The Emergencies dashboard provides key performance indicators (KPIs) for the Oracle Utilities Mobile Workforce Management emergencies. This dashboard gives a snapshot of how emergencies are distributed across time periods and how well are they handled.

Click **Dashboards**, expand **Mobile Workforce Analytics**, and then click **Emergencies** to access the dashboard.

Emergencies provides the following dashboard pages:

- **Emergencies**
- **Daily Emergencies**

- **Emergency Response Analysis**
- **Emergency Response Time**
- **Emergency Details**

Emergencies

The Emergencies dashboard page provides a snapshot of emergencies.

Emergencies

This analysis provides a spatial representation of emergencies for the selected month, over 15 months.

Click the color-coded area on the map to display the postal code of that geographical region, the number of emergencies in that region, and the average response time for each emergency. Use the slider to set the color code for various regions and also to view the data for a specific month.

Click the postal code link to view master detail implementation in the **Emergencies by Month** and the **Average Percentage of Emergencies Per Month** analyses.

The table displays the number of emergencies, service area hierarchy, and the service category per postal code. Click the table link to drill down to the **Emergency Details** dashboard page.

Property	Value
Subject Area	Emergencies
Measure	<no measures>

Emergencies by Month

This analysis shows the emergency distribution for each month per activity type. It helps to identify the trend in the number of emergencies and how they are distributed across activity types. Move the slider to display the data per postal code.

Click the graph to drill down to the **Daily Emergencies** dashboard page for specific details for the respective activity type.

Property	Value
Subject Area	MWM - Activities
Measure	Number of Emergencies

Average Percentage of Emergencies Per Month

This analysis provides the average percentage of emergencies per month, over two years.

Property	Value
Subject Area	MWM - Activities
Measure	Number of Emergencies

Daily Emergencies

This analysis shows the number of emergencies for each day of the selected month. The table displays the number of emergencies along with service category and activity type for each day of the month. Click the table link to drill down to **Emergency Details** dashboard page.

Property	Value
Subject Area	MWM - Activities
Measure	Number of Emergencies

Emergency Response Analysis

The Emergency Response Analysis dashboard page helps to understand out of all emergencies, how many are handled on time, are late, and also the distribution per lateness categories.

Emergency Response Met vs Missed

This analysis shows emergencies for the selected period as either missed or met SLA. Click the pie chart to drill down to the **Emergency Details** dashboard page for granular details.

Property	Value
Subject Area	MWM - Activities
Measure	% of Total Missed SLAs

Emergency Response Trend

This analysis shows the percentage of emergencies whose response time overshot the threshold time. Click the graph to drill down to the **Emergency Details** dashboard page for specific details in that month.

Property	Value
Subject Area	MWM - Activities
Measure	% of Total Missed SLAs

Emergency Responses - On Time or Early

This analysis shows emergencies for the selected period as either on time or early per lateness buckets.

Property	Value
Subject Area	MWM - Activities
Measure	% of Total Missed SLAs

Emergency Responses - Late

This analysis shows emergencies whose response time overshot the threshold time, per lateness bucket.

Property	Value
Subject Area	MWM - Activities
Measure	% of Total Missed SLAs

Emergency Response Time

The Emergency Response Time dashboard page gives a snapshot of the response times of crew as either early or late.

Emergency Responses Missed By Activity Type

This analysis shows the count of emergencies which missed their SLA as a percentage of all emergencies in the selected time period for each task type in the dataset.

Property	Value
Subject Area	MWM - Activities
Measure	Number of Emergencies

Emergency Response Time - By Day Of The Week

This analysis shows how response time varies with different day of the week. The total response time is shown in four stacks - each stack indicating a specific time bucket. Average for each stack for each week day is calculated for the selected period and displayed when you hover the graph.

Property	Value
Subject Area	MWM - Activities
Measure	Response Time

Top 10 Crews with Highest Average Emergency Response Time

This analysis shows top 10 crews with highest average response time across all emergencies they attended in the selected data set.

Property	Value
Subject Area	MWM - Activities
Measure	Highest Average Response Time

Top 10 Postal Codes with Highest Average Emergency Response Time

This analysis shows top 10 postal codes with highest average response time across all emergencies associated with them in the data set.

Property	Value
Subject Area	MWM - Activities
Measure	Highest Average Response Time

Response Time Trend

This analysis gives a snapshot of how the average response time is trending for a specific task type. It shows the monthly average response time for all emergencies, by default, for the selected year. The graph also shows moving average of the average response time.

Property	Value
Subject Area	MWM - Activities
Measure	Average Response Time, Moving Response Time

Emergency Details

The Emergency Details dashboard page shows a list of emergencies with detailed information. The details on this page change based on the dashboard page from where you are navigating to this analysis.

Click the table link to drill back to Oracle Utilities Mobile Workforce Management.

Property	Value
Subject Area	MWM - Activities
Measure	<no measures>

Travel

The Travel dashboard gives an overview of various entities of Oracle Utilities Mobile Workforce Management. The dashboard provides a quick update on the status of how the Crew organization is doing. It also lists down various details on emergencies, travel, and appointments.

Click **Dashboards**, expand **Mobile Workforce Analytics**, and then click **Travel** to access the dashboard.

Travel provides the following dashboard pages:

- **Mileage**
- **Mileage Deviation Comparison**
- **Travel Time**
- **Travel Details**

Mileage

The Mileage dashboard page helps to verify if our estimation is correct or if vehicles being driven are more than necessary. The page also provides details about tasks and crews associated with deviation distributed across deviation categories.

Average Miles per Vehicle

This analysis shows average miles per vehicle for the selected period, for the last 15 months. The graph displays both the estimated and the actual details to analyze the estimation.

Property	Value
Subject Area	MWM - Crew Tasks
Measure	Avg Actual Miles, Avg Estimated Miles

Mileage Deviation Distribution

This report shows the percentage of shifts that are associated with each of the travel time duration deviation buckets. The pie chart shows how the tasks with deviation are distributed across deviation categories.

Click the pie chart to display the master-detail relation; the view of bar graph in the **Top 10 Crews** analysis changes on clicking a pie section.

Property	Value
Subject Area	MWM - Crew Tasks
Measure	% of Total

Top 10 Crews

This analysis shows the top 10 crews with most tasks in the selected deviation bucket. It helps to identify which crew is mostly associated with each deviation category.

Property	Value
Subject Area	MWM - Crew Tasks
Measure	Number of Shifts

Mileage Deviation Distribution Details

This analysis displays the details mileage deviation distribution for a crew, such as deviation buckets and count of shifts.

Property	Value
Subject Area	MWM - Crew Tasks
Measure	<no measures>

Mileage Deviation Comparison

This analysis shows the deviation between estimated and actual as a percentage of estimate. You can choose two specific crews to compare deviation in mileage across months, fo the last 15 months.

Property	Value
Subject Area	MWM - Completed Shift
Measure	Mileage Deviation

Travel Time

The Travel Time dashboard page provides a snapshot of the crew travel time.

Travel Time Estimate Vs Actual

This analysis compares the estimated travel time and actual travel time per month, over 15 months. Click the graph to drill down to the **Travel Details** dashboard page for granular details in the selected month.

Property	Value
Subject Area	MWM - Crew Tasks
Measure	Actual Travel Time, Estimated Travel Time

Travel Duration Deviation

This analysis shows the percentage of activities that are associated with each of the travel time duration deviation buckets. The table displays the number of activities associated with each travel duration deviation bucket and also the crew details. Click the table link to drill down to the **Travel Details** dashboard page for specific details.

Property	Value
Subject Area	MWM - Crew Tasks
Measure	% of Total

Top 10 Crews

This analysis shows the top 10 crews with highest number of tasks in the selected deviation bucket. Use the slider to select the required deviation bucket.

Click the graph to drill down to the **Travel Details** dashboard page for specific details about the crews in the selected deviation bucket.

Property	Value
Subject Area	MWM - Crew Tasks
Measure	Number of Activities

Top 10 Postals

This analysis shows the top 10 postal codes with highest number of tasks in the selected deviation bucket. Use the slider to select the required deviation bucket.

Click the graph to drill down to the **Travel Details** dashboard page for specific details about the crews in the selected deviation bucket.

Property	Value
Subject Area	MWM - Crew Tasks
Measure	Number of Activities

Travel Details

The Travel Details dashboard page shows list of crews with detailed information. The table displays details such as crew shift, the service area, estimated and actual durations, and also deviations (if any) for a particular crew. Click the table link to drill back to Oracle Utilities Mobile Workforce Management.

Property	Value
Subject Area	MWM - Completed Shift
Measure	<no measures>

Crew

The Crew dashboard provides key performance indicators (KPIs) for the Oracle Utilities Mobile Workforce Management crew. This dashboard gives a snapshot of the crew performance, and also an insight based on comparison analysis, Top N and deviation reports, and the trend in number of shifts.

Click **Dashboards**, expand **Mobile Workforce Analytics**, and then click **Crew** to access the dashboard.

Crew provides the following dashboard pages:

- **Performance**
- **Productivity Analysis**
- **Crew Comparison**
- **Shift Timeliness**
- **Top N - Shift Timeliness**
- **Least Productive Time**
- **Most Productive Time**
- **Most Idle Time**
- **Crew Overtime**
- **Idle Time Details**
- **Shift Details**
- **Overtime Details**

Performance

The Performance dashboard page provides an overview of the crew performance.

Productive Vs Non Productive Time

This analysis compares the productive and non productive time per month, for 15 months, at the highest level of crew hierarchy. It helps in analyzing the trend for productive and non productive crew time and thus calculate the utilization percentage.

Property	Value
Subject Area	MWM - Crew Tasks
Measure	Time In Minutes

Productivity Analysis

The Productivity Analysis dashboard page gives a snapshot about the time being spent on various buckets.

Productive Time

This analysis shows the distribution of productive time spent across various time buckets. Click the pie chart or the table link to drill down to the **Activity Details** dashboard page.

Property	Value
Subject Area	MWM - Shift Overview
Measure	Average Productive Time, % of Total

Non-Productive Time

This analysis shows the distribution of non-productive time spent across various time buckets. Click the pie chart or the table link to drill down to the **Activity Details** dashboard page.

Property	Value
Subject Area	MWM - Shift Overview
Measure	Average Productive Time, % of Total

Crew Comparison

This analysis presents the total time spent in each time bucket in various crew hierarchy levels. The graph shows comparison of time spent by the selected crews against each time bucket. You can select two crews at any time.

Property	Value
Subject Area	MWM - Crew Tasks
Measure	Time in minutes for selected crew

Shift Timeliness

The Shift Timeliness dashboard page provides details about late starting or early ending shifts.

Late Shift Start - Trend

This analysis shows the distribution of late shift start across various late shift buckets, for the last 15 months. Click the graph or the table link to drill down to the **Shift Details** dashboard page for specific details about the shifts in that lateness bucket.

Property	Value
Subject Area	MWM - Completed Shift
Measure	Shift Count

Early Shift Finish - Trend

This analysis shows the distribution of early shift finish across the various late shift buckets, over 15 months. Click the graph or table link to drill down to the **Shift Details** dashboard page for specific details about the shifts in that lateness bucket.

Property	Value
Subject Area	MWM - Completed Shift
Measure	Shift Count

Top N - Shift Timeliness

The Top N - Shift Timeliness dashboard page provides details about the top N crews who either start their shift late or finish their shift early.

Top N Crews with Most Late Shift Start

This analysis shows the top N crews with most number of shifts with late start, for the selected month.

The pie chart displays the distribution of late shifts for the selected crew across the lateness buckets. Click the chart to drill down to the **Shift Details** dashboard page for specific details about the shifts in that lateness bucket.

The table displays the Top N crew details. Click the table link to drill down to the **Shift Details** dashboard page for specific details.

Property	Value
Subject Area	MWM - Completed Shift
Measure	% Of Total Shifts

Top N Crews with Most Early Shift Finish

This analysis shows the top N crews with most number of shifts with early finish, for the selected month. The data set is for the selected time period. Default for the time period is current month. Click the chart to drill down to the **Shift Details** dashboard page for specific details about the shifts in that lateness bucket.

The table displays the Top N crew details. Click the table link to drill down to the **Shift Details** dashboard page for specific details.

Property	Value
Subject Area	MWM - Completed Shift
Measure	% Of Total Shifts

Least Productive Time

The Least Productive Time dashboard page gives an overview of the top N crews with least productive time.

Crew with Least Productive Time

This analysis shows the top N crews with least productive time. The graph also displays the average productive time across crews.

Property	Value
Subject Area	MWM - Crew Tasks
Measure	% Total, Average Productive Time

Non-Productive Time

This analysis shows the non-productive time distribution for selected crew. Use the slider to select the specific crew, and the pie chart changes to reflect the data for that specific crew.

Property	Value
Subject Area	MWM - Crew Tasks
Measure	Non Productive Time

Most Productive Time

The Most Productive Time dashboard page provides an overview of the top N crews with most productive time.

Crew with Most Productive Time

This analysis shows the top N crews with most productive time as percentage of total. The graph also displays the average productive time across crews.

Property	Value
Subject Area	MWM - Crew Tasks
Measure	% Total, Average Productive Time

Productive Time (Most)

This analysis displays the productive time distribution for the selected crew. Use the slider to select the specific crew, and the pie chart changes to reflect data for that specific crew.

Property	Value
Subject Area	MWM - Crew Tasks
Measure	Productive Time

Most Idle Time

The Most Idle Time dashboard page provides a snapshot of crews with idle time.

Crew with Highest Idle Time

This analysis shows the top N crews in the selected hierarchy with highest idle time. The graph also displays the average idle time for selected crews. Click the graph to drill down to the **Idle Time Details** dashboard page for granular details.

Property	Value
Subject Area	MWM - Crew Tasks
Measure	% Of Total

Crew Overtime

The Crew Overtime dashboard page provides details about any overtime put in by a crew.

Top N Most Overtime

This analysis shows the top N crews with most overtime hours for the selected period. The graph also shows the average overtime duration for the selected crew. Click the graph to drill down to the **Overtime Details** dashboard page.

Property	Value
Subject Area	MWM - Completed Shift
Measure	Overtime Hrs

Overtime Trend

This analysis displays the summary of monthly overtime and planned hours, for 15 months. The graph shows the trend in overtime duration against the planned duration. Click the table link to drill down to the **Overtime Details** dashboard page for monthly details.

Property	Value
Subject Area	MWM - Completed Shift
Measure	Overtime Hrs, Planned Hrs

Idle Time Details

The Idle Time Details dashboard page shows crew/crew types with their regular and overtime hours. Click the table link to drill back to Oracle Utilities Mobile Workforce Management.

Property	Value
Subject Area	MWM - Completed Shift
Measure	<no measures>

Shift Details

The Shift Details dashboard page displays crew shift and crew type details. Click the table link to drill back to Oracle Utilities Mobile Workforce Management.

Overtime Details

The Overtime Details dashboard page displays the overtime details. Click the table link to drill back to Oracle Utilities Mobile Workforce Management.

Additional Information

The Licensing and Packaging Guide contains valuable information on the features and data structures available in Oracle Utilities Mobile Workforce Management Business Intelligence. The guide is provided as an Excel spreadsheet, Oracle Utilities Advanced Spatial and Operational Analytics v2.4.0.4 Licensing and Packaging Guide.xls. Content includes:

- A list of all of the available Oracle Utilities Business Intelligence products.
- Installer Options - the required extractors and schemas for each product.
- Subject Areas, Facts, and Dimensions.
- Dashboards and Answers - the standard dashboards available and the associated Answers along with the Answer path.