Oracle Utilities Exception Analytics

Metric Reference Guide

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Oracle Utilities Exception Analytics Metric Reference Guide

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Preface

This document describes the To-Do metrics (such as dashboards, analyses, and subject areas) for Oracle Utilities Exception Analytics 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 the existing analyses.

Audience

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

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 Administration Guide*
- *Oracle Utilities Advanced Spatial and Operational Analytics Release Notes*
- *Oracle Utilities Advanced Spatial and Operational Analytics User's 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 Customer Care and Billing 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 in Oracle Utilities Exception Analytics available in Oracle Utilities Advanced Spatial and Operational Analytics. To-Dos represent the tasks that are initiated either manually or by a process within the transactional system. Oracle Utilities Exception Analytics provides customers a significant insight into how well the To-Dos are managed. This helps in identifying potential process bottlenecks in the underlying functional area.

Use Oracle Utilities Exceptional Analytics to identify which To-Do entries (by looking at message description) and accounts are causing poor performance, and to provide recommendations based on the findings.

Oracle Utilities Exception Analytics provides the 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/completed in the selected time period, and also the existing incomplete entries. It helps in analyzing the productivity, identifying the overall state of the product. Each of the analyses drills down to the respective detailed dashboard page.

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

Define the generic criteria (such as calendar year and month) here before compiling the analyses in this dashboard.

To-Do Entries Created

An entry is created when a To-Do is created in the Oracle Utilities Customer Care and Billing system.

This analysis provides a summary of the total number of To-Do entries created. It compares the volume of the current month against the average of the last three months to provide an overview of how many entries are getting logged compared to previous periods.

Click the table link to drill down to the **Productivity Trend** page in the **To-Do Entries** dashboard.

Property	Value
Source Object	To Do Fact
Measure	Current Month/Average of Last 3 Months, Average of Last 3 Months

To-Do Entries Completed

An entry is considered to be complete a To-Do is resolved.

This analysis provides a summary of the total number of To-Do entries completed. It compares the volume of the current month against the average of the last three months to provide an overview of how many entries are getting resolved when compared to previous periods.

Click the table link to drill down to the **Productivity Trend** page in the **To-Do Entries** dashboard.

Property	Value
Source Object	To Do Fact
Measure	Current Month/Average of Last 3 Months, Average of Last 3 Months

To-Do Entries Created and Completed

This analysis shows the comparison of the number of To-Do entries created and completed in the selected year and the previous year. It also displays the ratio at which the entries are completed against their creation.

Property	Value
Source Object	To Do Fact
Measure	To-Do entries created, To-Do entries completed, Total completion ratio

Incomplete To-Do Entries

An entry is considered to be incomplete as long as it has been assigned and is not complete yet.

This analysis provides a summary of the total number of To-Do entries created in the last three months and are incomplete. Click the graph to drill down to the **Summary** page in the **Incomplete To-Do Entries** dashboard for specific details.

Property	Value
Source Object	Recent To Do Fact
Measure	Incomplete To-Do entries

To-Do Entries

The To-Do Entries dashboard provides the key performance indicators (KPIs) for the Oracle Utilities Customer Care and Billing To-Do entries. This dashboard provides the productivity trend for the number of entries created and completed, and also the completion duration.

Click **Dashboards**, expand **Exception Analytics**, and then click **To-Do Entries** to access this dashboard.

To-Do Entries provides the following dashboard pages:

- **Productivity Trend**
- **Duration**
- **Top N**
- **Details**

Productivity Trend

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

Monthly Trend

This analysis shows the number of To-Do entries created and completed against each To-Do type for the last 15 months. It also shows the total completion ratio for each month.

Click the **View By** drop down to slice the data by To-Do type and priority. Click the **Completed** table link to drill down to the **Duration**, **Top N,** or **Details** dashboard pages for more details.

Property	Value
Source Object	To Do Fact
Measure	Created, Completed, Total completion ratio

To-Do Entries by Day of Week

This analysis shows the count of To-Do entries created and completed per day of the week for previous 15 months.

Property	Value
Source Object	To Do Fact
Measure	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

This analysis displays the average completion time per month for the previous 15 months. It also displays the individual average duration of assigned and unassigned entries and shows the trend for current and previous months.

Click the **Average Completion Duration** table link to drill down to the **Top N** and **Details** dashboard pages for more details.

Property	Value
Source Object	To Do Fact
Measure	Average Open Duration (Hours), Average Assigned Duration (Hours), Average Completion Duration (Hours)

Top N

The Top N dashboard page provides a snapshot of the top extreme scenarios considering messages - highest completed To-Do entries and the completion duration. It helps to understand how many entries were created against each message.

Messages with Highest Completed To-Do Entries

This analysis has two views which list the messages with highest completed To-Do entries. The first bar graph displays the top 10 records with highest completed entries for the selected month. The second bar graph displays the top 10 records for the previous 15 months.

Property	Value
Source Object	To Do Fact
Measure	To-Do Entries Completed

Messages with Highest Completion Duration

This analysis has two views which list the messages with highest completion duration for the To-Do entries created. The first bar graph displays the top 10 messages with highest completion duration for the selected month. The second bar graph displays the top 10 messages for the previous 15 months.

Property	Value
Source Object	To Do Fact
Measure	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

This analysis displays the customer information associated with each To-Do entry. The table displays the top 100 records based on the number of entries completed in the selected month.

Click the **Account** link to drill back to the **Control Central** page in the Oracle Utilities Customer Care and Billing system.

Property	Value
Source Object	To Do Fact
Measure	To-Do entries completed

Incomplete To-Do Entries

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

This dashboard 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 the incomplete To-Do entries are assigned to the users?

Click **Dashboards**, expand **Exception Analytics**, and then click **Incomplete To-Do Entries** to access this dashboard.

Incomplete To-Do Entries provides the following dashboard pages:

- **Summary**
- **Trend**
- **Analysis**
- **Details**

Summary

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

Top 10 Priorities by Volume

This analysis shows the top 10 priorities with most incomplete (open and being worked on) To-Do entries. Click the table link to drill down to the **Trend** and **Details** pages for respective details.

Property	Value
Source Object	Recent To-Do Fact
Measure	Total Incomplete

Top 10 To-Do Types by Volume

This analysis shows the top 10 To-Do types with most incomplete (open and being worked on) To-Do entries. Click the table link to drill down to the **Trend** and **Details** pages for respective details.

Property	Value
Source Object	Recent To-Do Fact
Measure	Total Incomplete

Top 10 Messages by Volume

This analysis shows the top 10 messages with most incomplete (open and being worked on) To-Do entries.

Property	Value
Source Object	Recent To-Do Fact
Measure	Total Incomplete

Trend

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

Creation History by Month

This analysis shows the creation month of the incomplete To-Do entries - those created and those which are being worked on. The data is displayed by month for previous 15 months and may be based either on the To-Do type or priority.

Property	Value
Source Object	Recent To-Do Fact
Measure	Total Incomplete

Creation History by Day

This analysis shows the creation day of the incomplete To-Do entries - those created and those which are being worked on. The data is displayed by day for the current month and may be based either on the To-Do type or priority.

Property	Value
Source Object	Recent To-Do Fact
Measure	Total Incomplete

Analysis

The Analysis dashboard page provides a snapshot of the incomplete To-Do entries based on priority, entry type, and entry role.

Incomplete To-Do Analysis

This analysis displays all the incomplete To-Do entries. Use the **View By** drop down to slice and view the data by priority, message category, To-Do type, skill type/level, or To-Do role. Click the table link to drill down to the **Details** dashboard page for to view the respective details.

Property	Value
Source Object	Recent To-Do Fact
Measure	Total Incomplete

Details

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

Incomplete To-Do Entries Details

This analysis displays the customer information associated with each To-Do entry. The table displays the top 100 records based on the number of incomplete entries.

Click the **Account** link to drill back to the **Control Central** page in the Oracle Utilities Customer Care and Billing system.

Additional Information

The Licensing and Packaging Guide contains valuable information on the features and data structures available in Oracle Utilities Exception Analytics. The guide is provided as an Excel spreadsheet, Oracle Utilities Advanced Spatial and Operational Analytics v2.4.0.4 Licensing and Packaging Guide.xls. The 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.