

Welcome

Welcome to the 1E Experience 1.2 space.

Here we describe all aspects of configuring and using 1E Experience. Here's a quick overview of what is contained in the 1E Experience documentation pages.

- [Introducing Experience](#)
- [Implementing Experience](#) — Everything you need to know about getting Experience installed and running in your network. This section is structured in a way that leads you through the three phases of a typical implementation project.
 - [Requirements](#) — What you will need to prepare in advance of implementing a Tachyon Server in your network. Typically, these are tasks that may take some time to organize, depending on how your organization works.
 - [Installing Experience](#) — You should select to install Experience at the same time as installing Tachyon, even if your license file does not include Experience. As the only way to install it post-Tachyon installation is to uninstall and then re-install your Tachyon system.
 - [Experience post-installation tasks](#) — To kick start 1E Experience data gathering, you must open Guaranteed State as a user with the Guaranteed State Administrators role and click the Deploy button, even if you are not intending to implement Guaranteed State in your environment.
 - [Verifying](#) — Basic verification tests that cover a single-server installation of Tachyon Server. These tests only cover Tachyon and do not verify the configuration of 1E client modules with other 1E products.
- [Using Experience](#) — Introducing Experience
 - [Monitoring and investigating site-wide experience](#) — This scenario outlines a typical day for an end-user computing (EUC) manager. It shows how they use 1E Experience to monitor their overall Experience score, drill-down to view details and finally pinpoint the devices with the worst scores - so they can take action to improve their end-users' experience.
 - [Focusing on specific device experience](#) — In this scenario we show how a level 1 helpdesk analyst would use Experience and Explorer together as part of their daily routine. A level 1 helpdesk analyst usually focuses on a specific device at any particular time. Here the user of a device is on the phone with the analyst describing the symptoms. Experience will enable the analyst to troubleshoot primary causes and Explorer will let them interact directly with the device to further investigate and resolve the issue.
 - [Investigating site-wide software experience](#) — The scenario described here covers a typical Experience journey for a level 3 helpdesk analyst. Typically the Level 3 helpdesk analyst focuses on resolving global or wide-spread issues. We show how they would look for the applications in the environment that are crashing most often and then how they would investigate the impacted devices to find a resolution.
 - [Getting feedback via User Sentiment Surveys](#) — In this scenario the IT team have just completed some improvements to their network. The end-user computing (EUC) manager uses Experience to gather some continuous feedback to see if the improvements have made a difference to the end-user's experience of their service. This is done using a daily survey that gathers responses that contribute towards the Sentiment score, enabling progress and improvements to be monitored over time.
 - [Getting feedback via General Purpose Surveys](#) — In this scenario the IT team want to make improvements to the way they provide their IT services, and they want to get some feedback from their users to see how they are currently resolving issues. The end-user computing (EUC) manager uses Experience to create and send a one-off survey to the users asking about how they currently resolve issues with IT. The users will have a week to choose to respond.
 - [Creating your own dashboard](#) — Experience allows you to customize and save your own dashboards for viewing later, the saved dashboards are called Presets. This tutorial shows you how to create and use them.
 - [Adding metrics to a dashboard](#) — It is possible to change the displayed metrics for a dashboard in order to view different data in Experience.
- [Troubleshooting](#) — A general methodology for investigating issues with Experience, as well as identifying key issues and their resolutions.
 - [Configuration issues](#) — Configuration issues that may prevent data getting into 1E Experience.
- [Reference](#) — This section includes references for the tiles included in Experience as well as how the scores are calculated.
 - [Page reference](#) — A reference for the fields and tables on the pages in the 1E Experience application.
 - [Score reference](#) — This reference provides details on how the scores are collected and calculated.
 - [Glossary](#) — A glossary of 1E Experience terminology.
 - [1E Experience release information](#) — Details of the 1E Experience release history, current release notes and details of third-party licenses.

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