

Using Experience

Summary

1E Experience provides interactive charts that help visualise your end-users experience of IT service delivery across your enterprise.

Experience derives a score that is based on metrics that cover four categories:

- **Stability** - derived from the frequency of operating system and software crashes, hangs and service failures.
- **Responsiveness** - based on the speed of operating system startup, system resource creation and availability.
- **Performance** - a weighted indication of load and throughput for device processor, memory and disk resources.
- **Sentiment** - an aggregated measurement of users feelings or opinions of their device's performance, stability and responsiveness based on user surveys.



Experience can be reached directly using the following URL:

```
https://<Tachyon DNS Name FQDN>/Tachyon/App/#/Experience
```

where <Tachyon DNS Name FQDN> is the one set up during the preparation phase, as described in [Tachyon 5.1 - Preparation: DNS Names](#).

Personas

Experience was built with the following three personas in mind. These personas are an example of typical users of Experience.

- End User Computing Manager (EUC Manager)
- Level 1/Level 2 Service Desk Analysts
- Level 3 Service Desk Analysts

The pages in the Using Experience section show the different ways that each of these personas use Experience to achieve specific goals related to their role.

In this section...

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.