

Using Experience

Summary

The Experience application allows you to measure performance, stability and responsiveness for applications and devices to assess user experience across your enterprise.

Experience derives a score based on 44 metrics across three categories:

- Stability
- Responsiveness
- Performance.



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 under the heading [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

Each of these personas will use Experience in a different way. You can view detailed tutorials for each persona here - [Tutorials](#)

In this section...

Tutorials

These tutorials were designed to step through a specific use case that will be typical of a task performed by each of the three personas. The three personas were created to represent a typical Experience user.

- [End User Computing Manager Scenario](#)

This tutorial is a typical day for the End User Computing Manager. When that person comes into work they look at the Overview Page to see how the entire environment is scoring. They would then drill into the Latest Score tile to see the worst performing machines. They would look at the worst devices in the environment for each category to get the machine names. Then assign a person or persons a list of devices to work on fixing.

- [Level 1 helpdesk analyst](#)

The Level 1 helpdesk analyst will be focused on working on a specific device at one time. The user of that device may be on the phone with the analyst or the analyst may just be working from a ticket. Experience will allow the analyst to troubleshoot and potentially resolve the issue.

- [Level 3 helpdesk analyst](#)

The Level 3 helpdesk analyst will be focused on resolving global or wide-spread issues. This tutorial covers a typical scenario for this persona. The Level 3 analyst will look for the applications in the environment that are crashing most often. They will then investigate a resolution and deploy it to the impacted devices.

Creating your own dashboard

Experience allows a user to customize and save their own dashboards, for later viewing. The saved dashboards are called presets. This tutorial shows you how to create them and use them.

Adding additional metrics to a dashboard

It is possible to change the displayed metrics for a dashboard in order to see other data in Experience.