

1E Experience features by release

Summary

A list of the 1E Experience features organized by the release they were implemented in. Links through to the features have been provided for convenience.

New features in 1E Experience 1.2

- Works with Tachyon 5.1
- The 1E Experience score has been greatly enhanced to include User Sentiment - this means that, not only can you monitor the stability, responsiveness, and performance of the devices on your network to deduce your end-users satisfaction with their IT services, you can send out surveys and incorporate your end-users actual feedback directly into the picture. For more information on this subject please refer to [Getting feedback via User Sentiment Surveys](#), where you can find a complete end-to-end use case on creating, deploying, responding and processing responses to User Sentiment Surveys.
 - The 1E Experience score displayed on the Overview page includes user sentiment values, please refer to [The Scores](#) for more information.
 - The [Categories page](#) includes a Sentiment tile showing the current User Sentiment score.
 - The [Sentiment page](#) lets you view the User Sentiment score on its own and drill down to view users and monitor their feedback and pain points.
- End-User Surveys - two types of survey are supported: User Sentiment and General Purpose. User Sentiment Surveys contribute towards the 1E Experience score, General Purpose Surveys can be used to ask one-off questions of your end-users and get their feedback on any issue. The [Surveys page](#) is where you can create, enable and deploy surveys.
- A Users page is provided that lets you get information on the end-users on the devices in your network. Please refer to the [Users page](#) for more details.
- Customize the 1E Experience pages to view the interactive charts you want to focus on - including the display of the results from your User Sentiment surveys on the Sentiment page.

1E Experience 1.0

- Works with Tachyon 5.0
- 1E Experience score - lets you monitor the performance, stability and responsiveness of the devices on your network to deduce your end-users' satisfaction with their IT services. The experience score is based on metrics that cover three 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.
- View experience trends over time - 1E Experience not only captures data on how your network devices' experience is at the moment it also lets you view trends in how the experience score is changing over time.
- Interactive Overview, Categories, Performance, Stability and Responsiveness experience pages - let you drill-down into the details of the experience scores to view the details for the performance, stability, responsiveness and associated metrics for your network.
- Investigate devices with Explorer - after drilling down to identify experience issues with the devices in your network you can make a selection and use that to prime Explorer to run instructions in real-time on just those selected devices.
- Filter pages so the interactive charts display just the data you want them to.