# 5. Analytics

For all tests ensure the browser console is open and check for errors, warnings and info messages.

Clai offers a flexible analytics dashboard to monitor your Rasa assistant. You can add, rearrange, and customize analytics cards in your dashboard. You can add the same cards several times with different parameters with a different title.

## 5.0 Add Card

### 5.0.1 Card types

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| --- | --- | --- | --- | --- |
| **Test number** | **Test name** | **Test Case** | **Test Results** | **Description** |
| 5.0.1  5.0.1.a | Add card type to Analytics  Top Intents | In Clai admin, Based on the conversations we can see the conversation wit h analytics by selecting the card types.   * Go to **analytics** in Clai admin. * Click on **Add card** button. * Select the card type as shown below.     To create the card type of top intents.   * Go to analytics page * Click on add cards. * Choose the card type as **top intents** which are triggered maximum times as shown in below. | The results after selecting add card type as shown in below.    The results for the card type top intents are shown below. | Here the test cases are for **Top intents** card. Similarly, the test cases are same for all other card types. |
| 5.0.1.b  5.0.1.c | Top Triggers  Conversation Length | To create the card type of top triggers.   * Go to analytics page * Click on add cards. * Choose the card type as **top triggers** to test the number of user utterances classified as having a given intent..     To create the card type of Conversation Length.   * Go to analytics page * Click on add cards. * Choose the card type as **Conversation Length** for which the number of conversation that contain a given number of user utterances. | The results for the card type top triggers are shown below.    The results for the card type conversation length are shown below. |  |
| 5.0.1.d | Conversation Durations | To create the card type of Conversation Duration.   * Go to analytics page * Click on add cards. * Choose the card type as **Conversation Duration** for which the number of conversations with a given number of seconds elapsed between the first and last message. | The results for the card type conversation length are shown below. |  |
| 5.0.1.e | Conversations over time | To create the card type as Conversations over time.   * Go to analytics page * Click on add cards. * Choose the card type as **conversations over time**, to test the out of the visits (total number of conversations) in a given temporal window, the conversations that satisfy filters. | The results for the card type Conversations over time are shown below. |  |
| 5.0.1.f | Action occurrences over time | To create the card type as Action occurrences over time.   * Go to analytics page * Click on add cards. * Choose the card type as **action occurrences over time**, to test the out of all conversational events in a given temporal window, the number of actions occurrences that satisfy filters. | The results for the card type Action occurrences over time are shown below. |  |
| 5.0.1.g | Analytics dashboard | To see the dashboard of analytics.   * Add all types of card types to see all the analytics reports | The results for all the analytics dashboard are shown below. |  |
| 5.0.1.h | Adding same card multiple times | To select the same card multiple times in analytics.   * Select the card multi times in add cards to compare the analytics with various filters. | The results for adding the same card type multiple times are shown in below. |  |

### 5.0.2 Card appearances

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| 5.0.2.a | Customize card appearances | The added cards can be customized with various appearances.   * Click on edit (three dots) * Select **Expand to full width** to see the card in full screen * And select **Shrink to half width** to see the card in normal size as shown below.     To change the description of the card.   * Select **Edit Description** option from the appearance menu. * Add the description to the card as shown below. | The results for the card expand to full width are shown below.    The results for editing the description are shown below. |  |

### 5.0.3 Filter Analytics

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| 5.0.3.a  5.0.3.b | Filter the cards  Filter with date range | To filter the added cards, click on edit option and select filter.   * In filters, select included **intents** to filter particular intents.      * And add the intent name to filter by clicking on Add icon.      * Similarly, Can also filter the intents by selecting **Excluded intents** to exclude particular intents.   To filter the card details with date range.   * Select the date range between **from\_date** and **to\_date**. * Click on **apply** as shown below. | The result for the filters are shown below.    The results for the date range are shown in below. | In the filters, the to\_date should be greater than from\_date. |
| 5.0.3.c | Display limit | To display the number of intents to be appeared on the card.   * Select the filter type as **Display limit**. * And enter the limit as shown below. | The results for the display limit as shown below. |  |

### 5.0.4 Export card to csv

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| 5.0.4.a | Export card to csv | To export the analytics of the card details.   * Select **Export this card** to download the csv format. | The result for the Export card to csv after download are shown below. |  |

### 5.0.5 Analytics Chart

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| 5.0.5.a | Change chart type | To see the card type in various chart types follow below steps.   * On the top of the card,   Select the card type to see the intent analytics in various charts such as bar charts, pie charts, table and ,.. As shown below. | The result for various card types are shown in below. |  |

### 5.0.6 Delete cards

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| 5.0.6.a | Delete analytics  carts | To delete the cards from the analytics dashboard follow below steps.   * Select the card * Drag and drop to top of the screen until the delete button visible to delete the card as shown below. | The result after deleting the cards are shown as below. |  |

## 5.1 Export to Excel

### 5.1.1 Export card analytics

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| --- | --- | --- | --- | --- |
| 5.1.1.a | Export to excel | To export the card details or analytics of the Clai conversations follow the below steps.   * Go to analytics page * Click on **Export to Excel** to export the analytics to csv format as shown below. | The analytics results after exporting to excel are shown below. |  |