Near Real-Time Visualizations

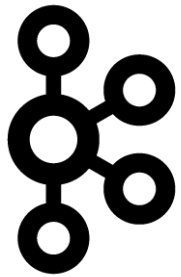
Kristo Raun

Introduction to Near Real-Time Data Analytics

August 2022

UNIVERSITY OF TARTU

Agenda for the week



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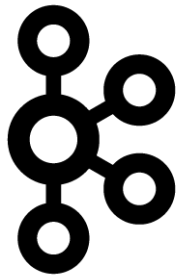

Agenda for today

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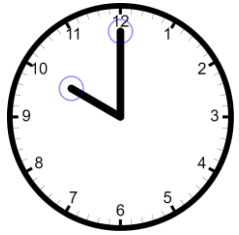
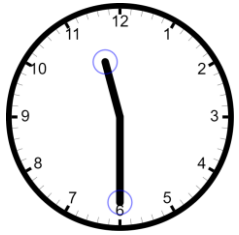


Near Real-Time Data Visualization



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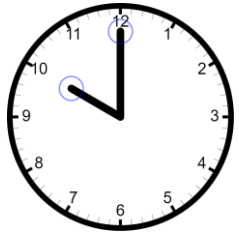

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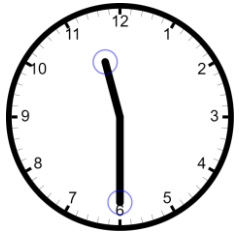
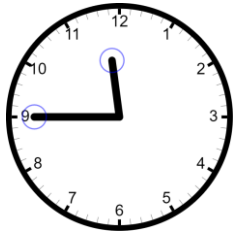
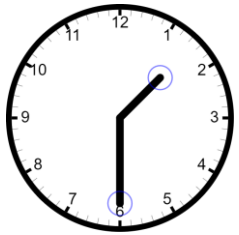




Visualization practice



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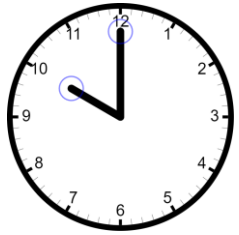

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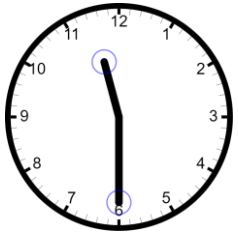
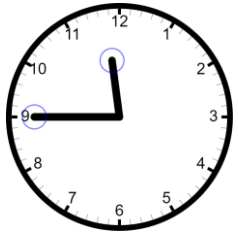
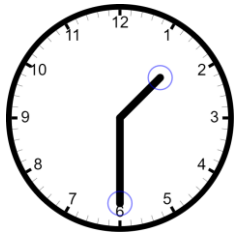
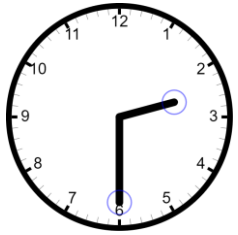


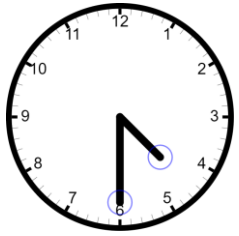


Visualization practice



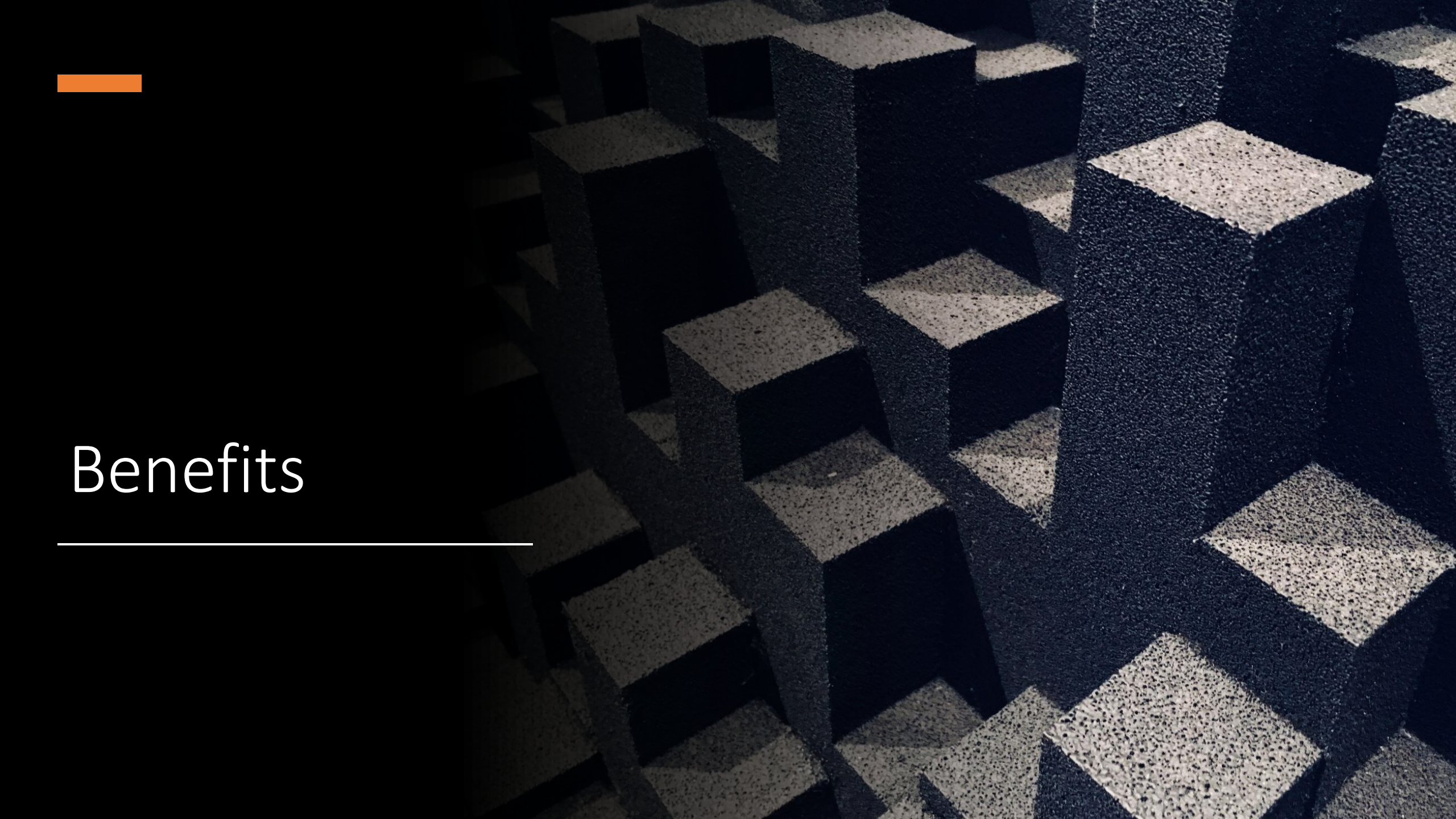


Guest lecture: Industry perspective



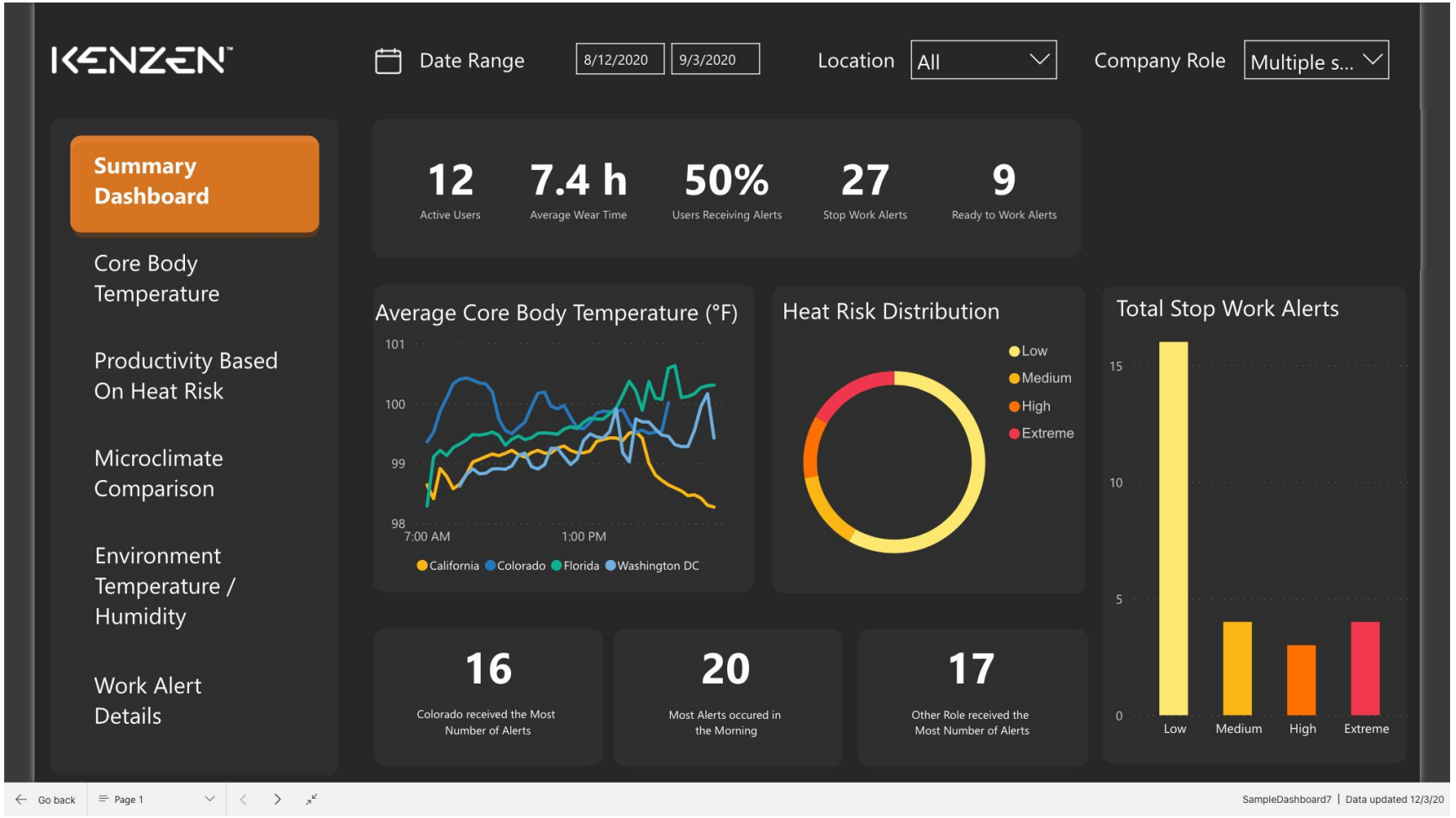
NOW
NOW
NOW
NOW
NOW
NOW
NOW
NOW

Benefits



Easier to understand

Better insights



Actionable

Right now
Agents - right now
10 Enabled
0 Active
8 Available
1 Not available
Inbound - right now
2 Active
0 IVR
2 Queued
1153 All
Outbound - right now
0 Active
0 Ringing
0 In call
470 All
Inbound right now - Categorized
Queued
Bridged
10
8
6
4
2
0
Customer Support
Sales & Marketing
Current agent activity
Name
Presence Status
Number
Thomas ringing 999000008
Sophie ringing 999000007
Eric ringing 999000005
Ben in-call 999000003
William ringing 999000004
Allie ringing 999000001
Jane declined 999000002
Richard available +999000010
Ella available +999000009
Peter available +999000006
Current call activity
In/out
Call State
Call Created
Number
Agent
queued 14:08:36 493056839077 --
queued 14:08:35 493056839044 --
queued 14:08:35 493056839077 --
bridged 14:08:28 493056839044 Ben
queued 14:08:33 493056839044 --
queued 14:08:31 493056839044 --
Inbound Calls - Today
1151
391
760
Accepted
Missed
Missed Inbound Calls - Today
391
213
178
Hangup Before Queue
Hangup In Queue
Outbound Calls - Today
470
470
Connected
Not Connected
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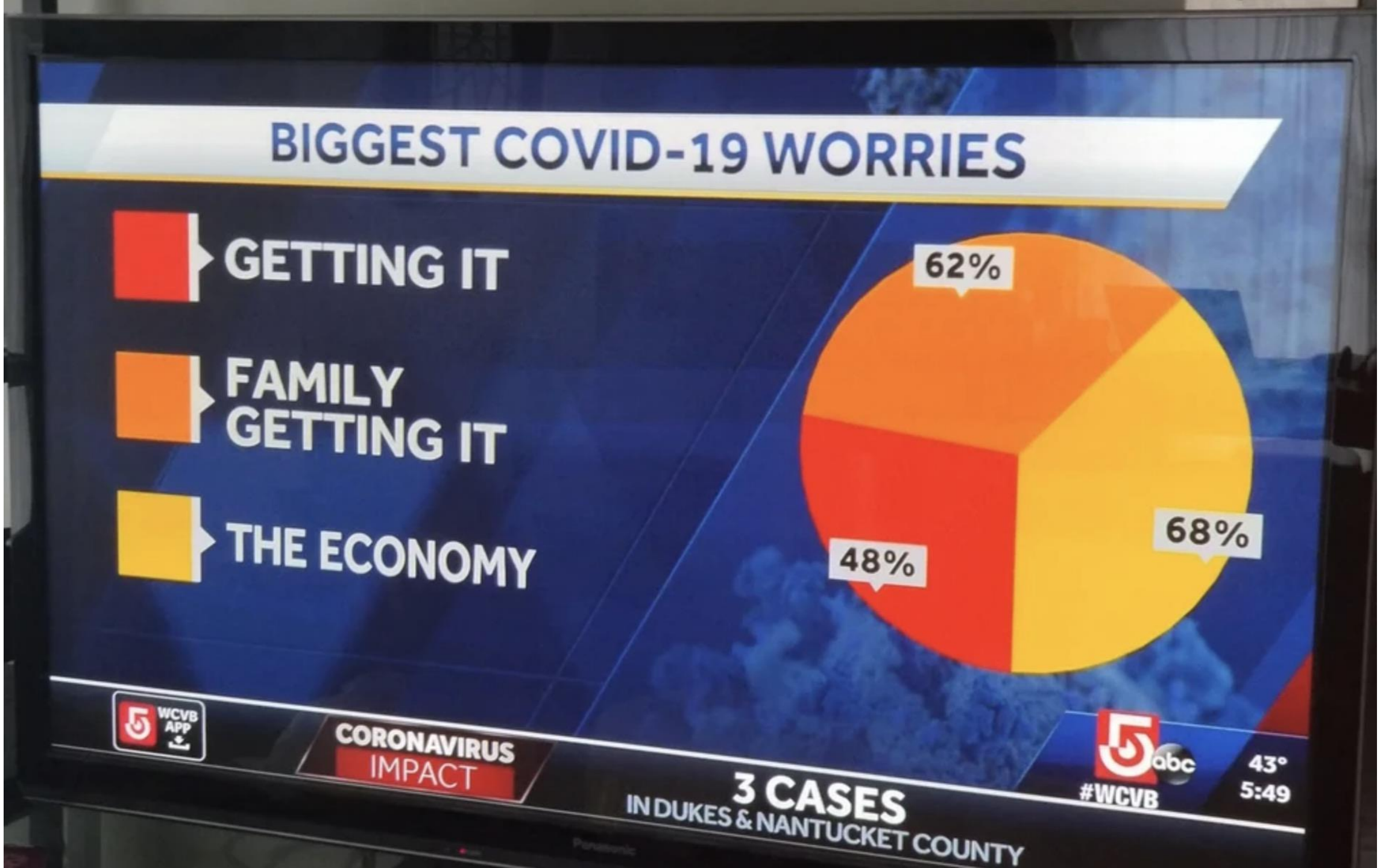
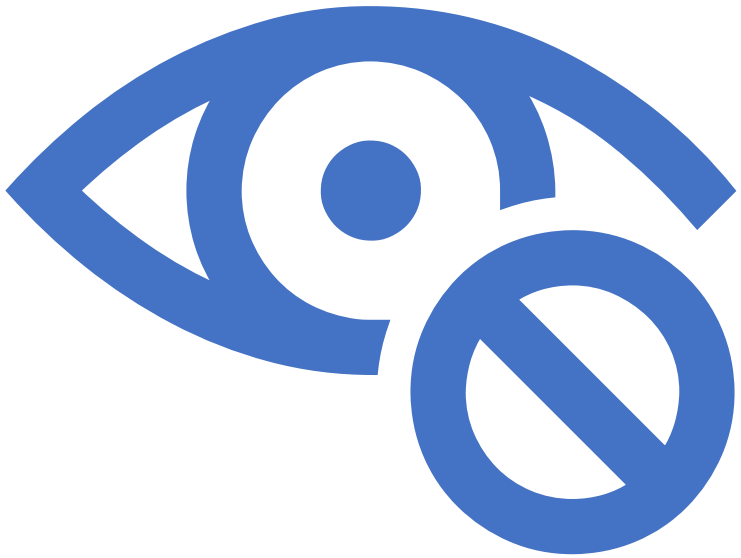
imprint

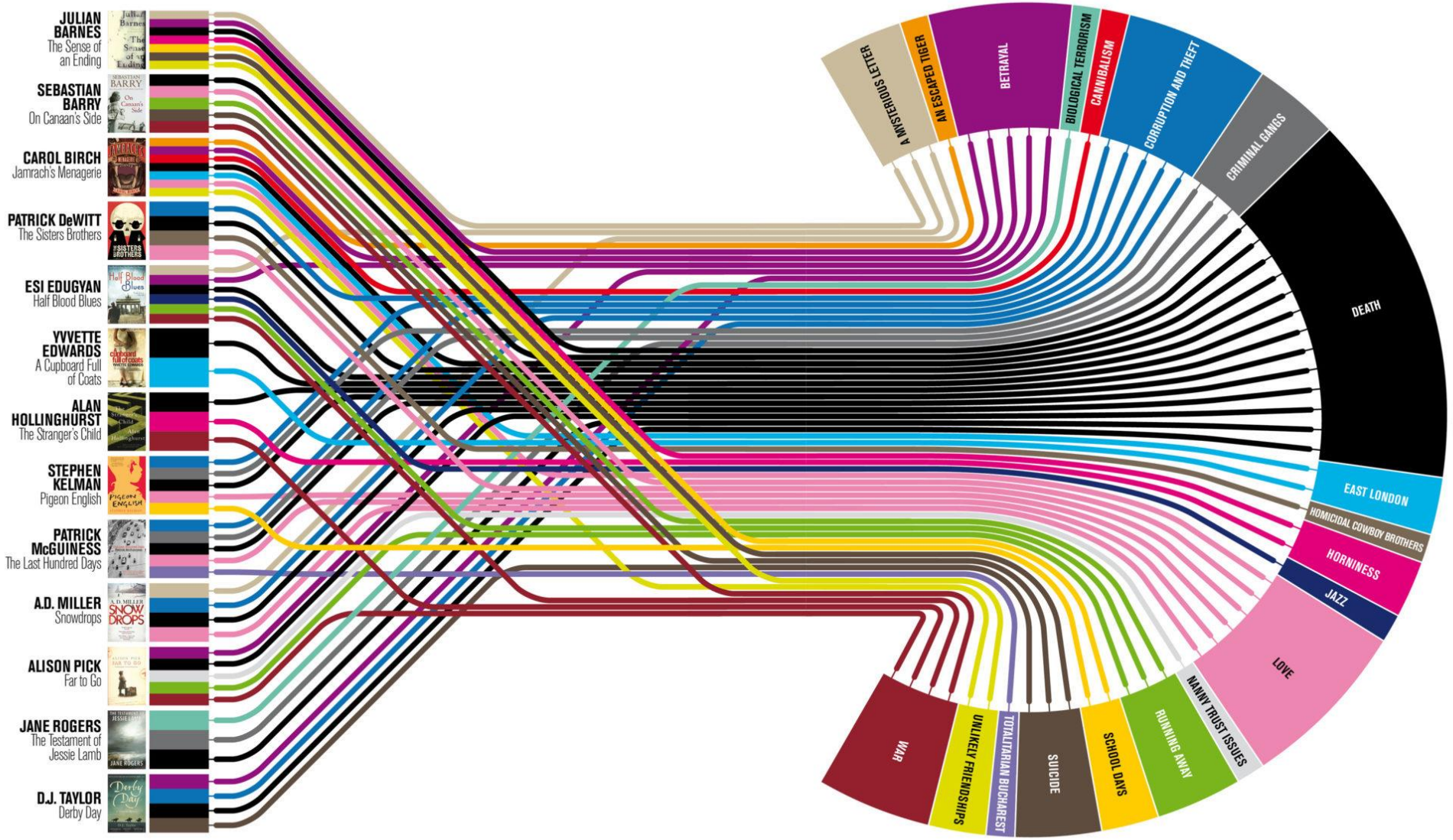
Issues

Use wrong graph / graph wrongly


BIGGEST COVID-19 WORRIES
GETTING IT
FAMILY GETTING IT
THE ECONOMY
62%
68%
48%
WCVB APP
CORONAVIRUS IMPACT
3 CASES
IN DUKES & NANTUCKET COUNTY
#WCVB
43°
5:49



Make it too Beautiful

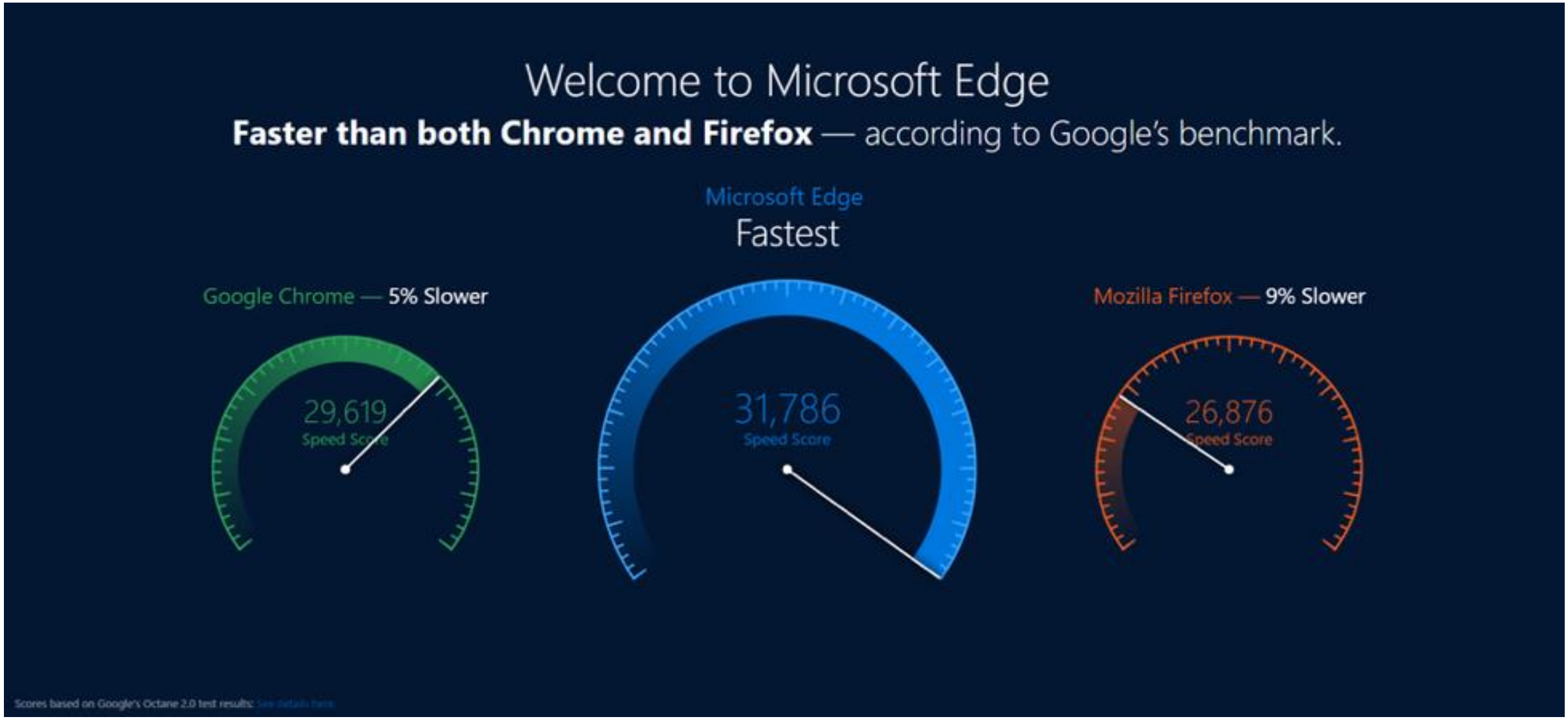


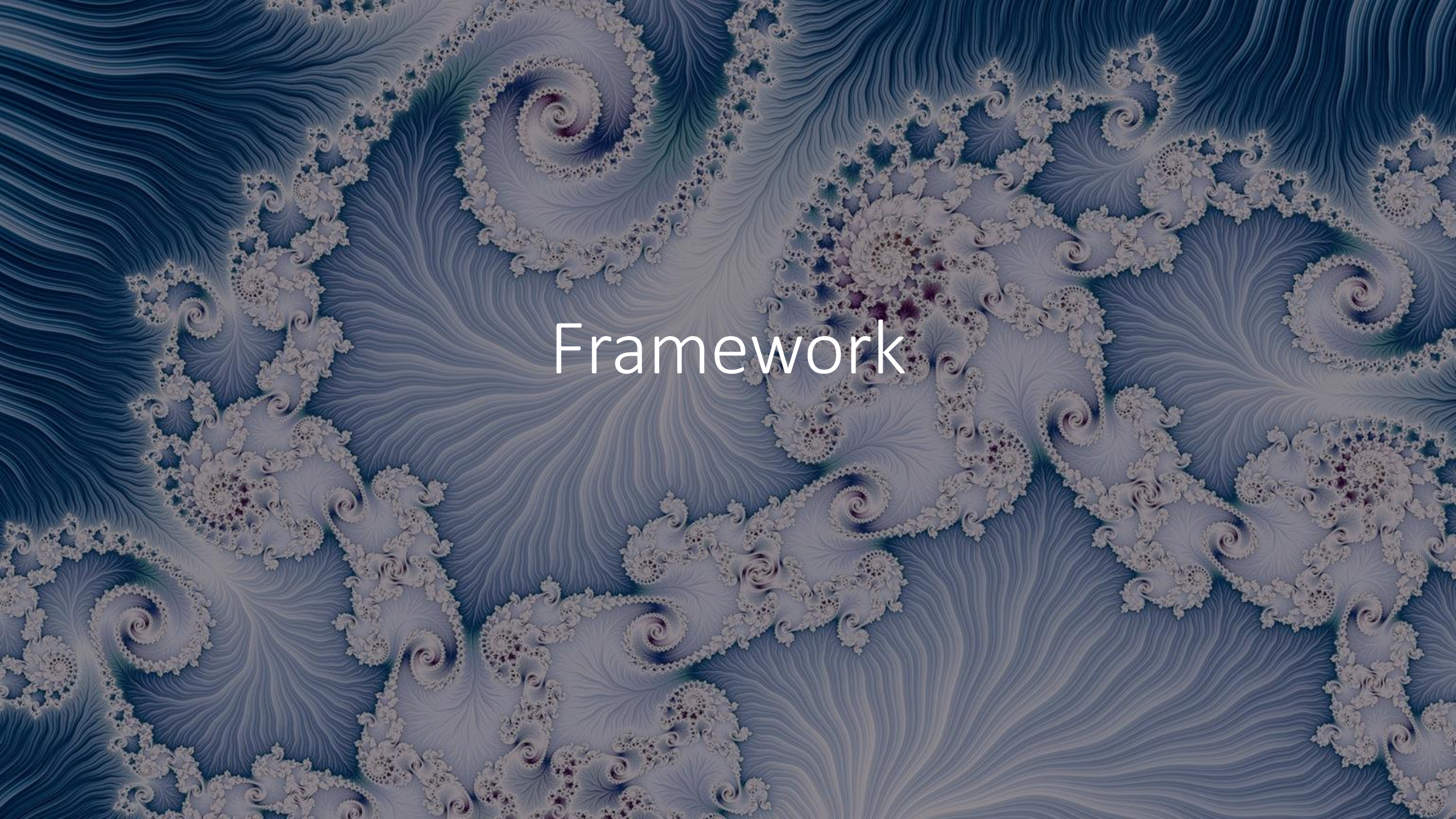
Plot lines

What makes a prize-winning novel? As Julian Barnes wins the Booker Prize, Delayed Gratification's Johanna Kamradt charts the themes of this year's longlisters.

Illustration: Christian Tate

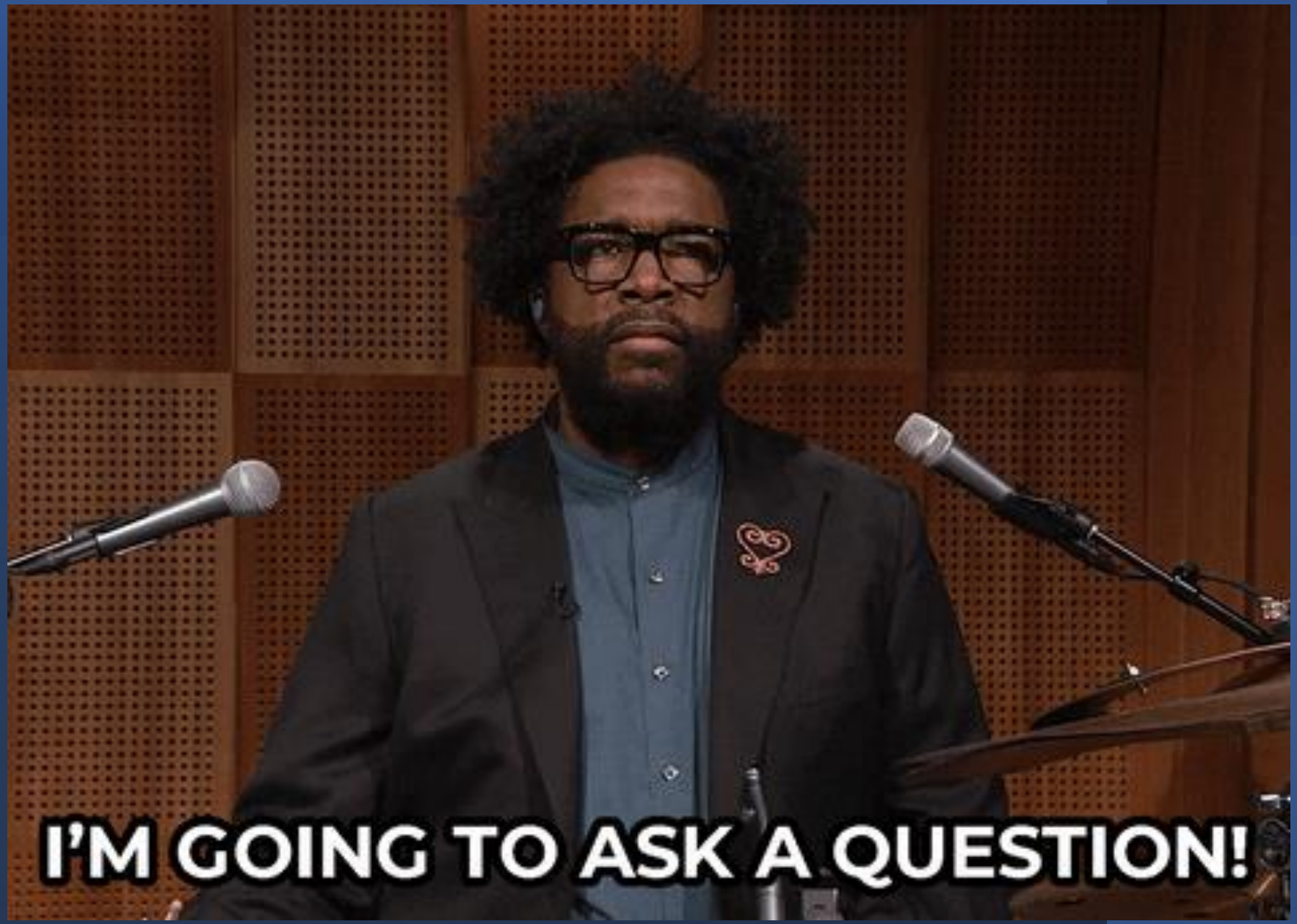
Mislead


Welcome to Microsoft Edge
Faster than both Chrome and Firefox — according to Google's benchmark.
Microsoft Edge
Fastest
Google Chrome — 5% Slower
29,619
Speed Score
31,786
Speed Score
Mozilla Firefox — 9% Slower
26,876
Speed Score
Scores based on Google's Octane 2.0 test results: See details here


Framework

Visual Storytelling

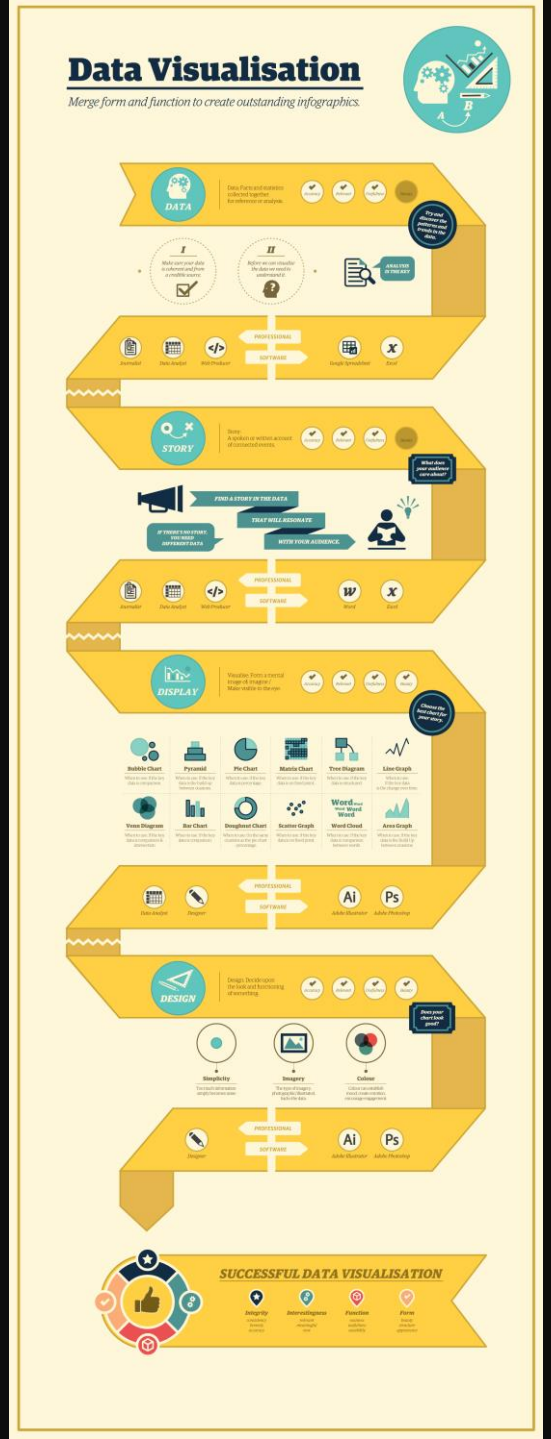
- From raw information
- To actionable knowledge


I'M GOING TO ASK A QUESTION!

WHW Method

- What action?
- How much?
- By when?

Source: https://www.youtube.com/watch?v=4vJ-fZ_OQEk


Data Visualisation
Merge form and function to create outstanding infographics.
DATA
STORY
DISPLAY
DESIGN
SUCCESSFUL DATA VISUALISATION