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| Jazz |
| Tableau Dashboards L1 Operations |
| [Document subtitle] |

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# NSS Tableau Dashboards

This section briefly explains Teams’ dashboards. NSS Tableau Dashboards are accessible on “**Natics”** Network Analytics Domain. Presently there two team Dashboards MFS UBP and JazzCash CC Analytics

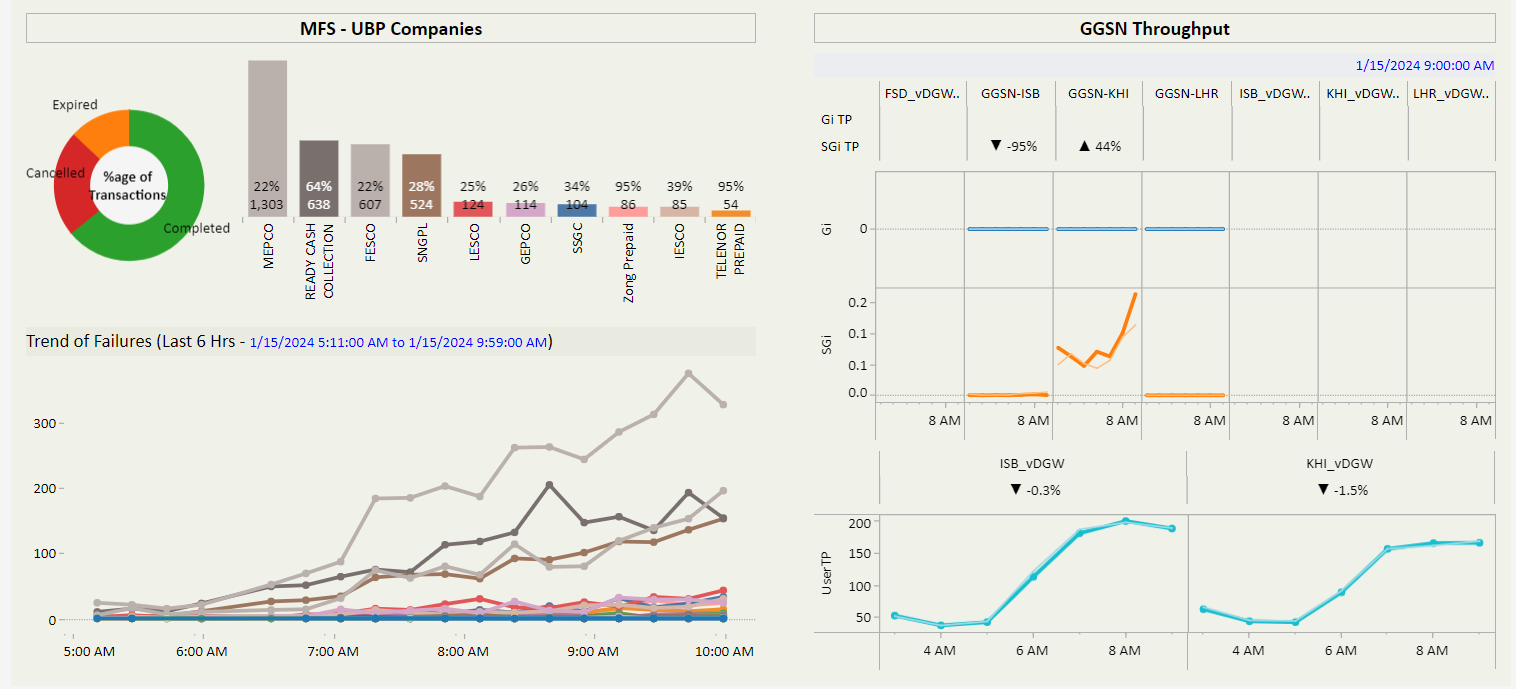
URL: [Tableau Server](http://10.50.18.206/#/signin)

Username: nocss

Password: \*\*\*\*

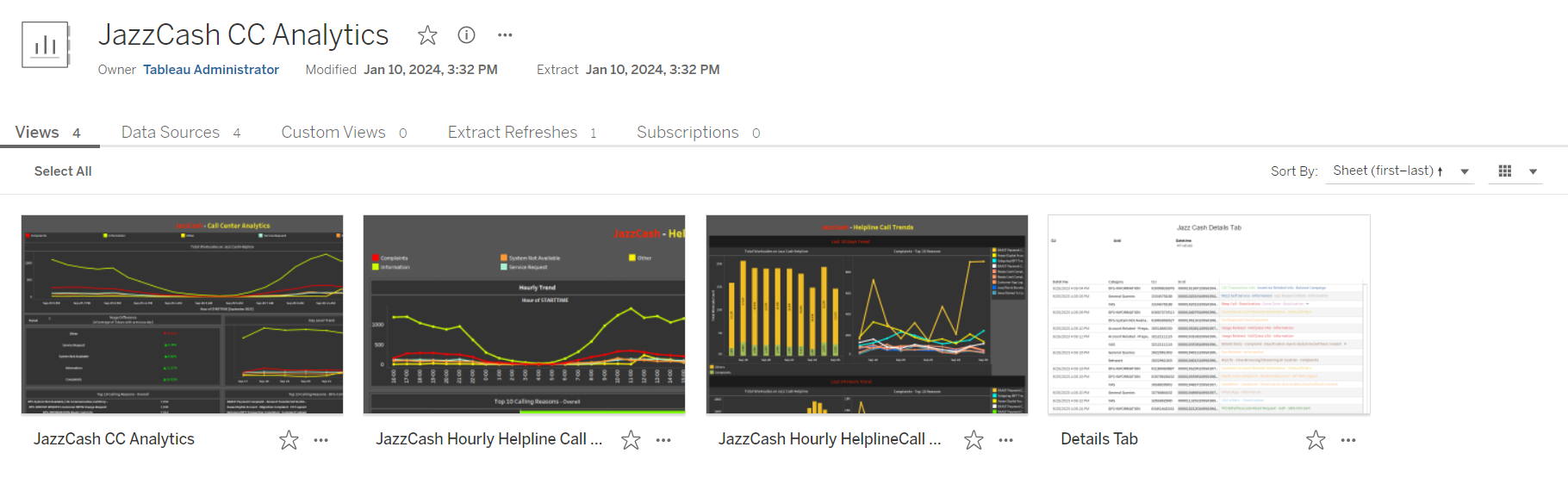
## MFS UBP Dashboard

MFS UBP Dashboard consists of two trends. The left side displays the success rate of Utility Bill Payment (UBP) through JazzCash of MFS-UBP companies over a period of 5 hours. The right shows network and user throughput.



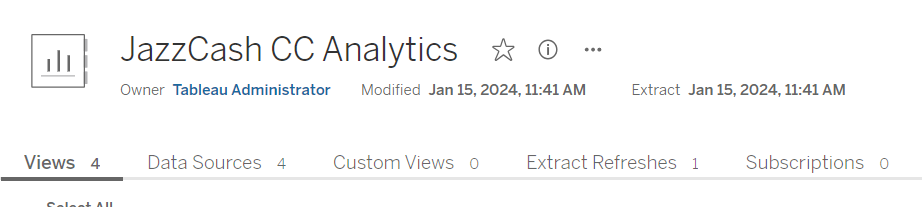
## JazzCash CC Analytics

JazzCash CC Analytics has four views: three dashboard and one detail tab for data. Dashboards displays trends based on JazzCash Helpline Calls, virtualizing customers' queries and complaints.

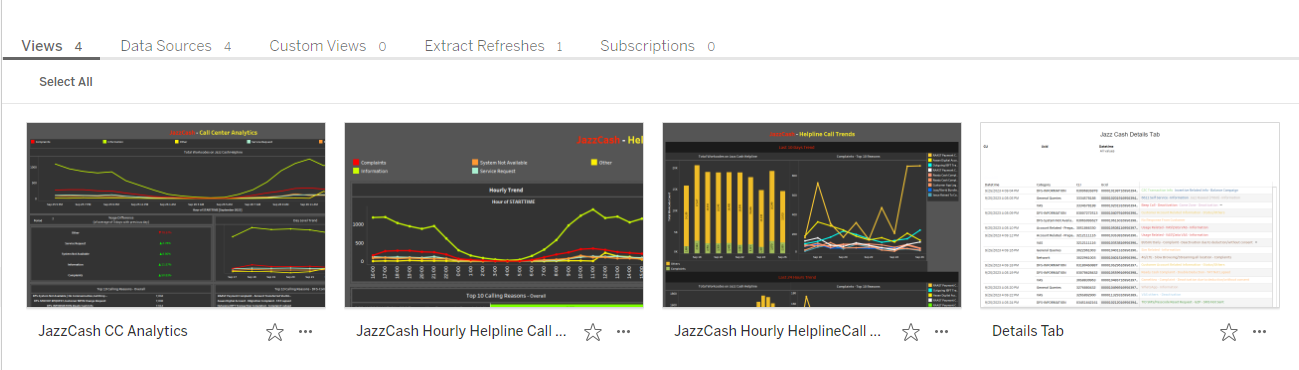


# Technical Overview of Tableau Dashboard

This section provides a technical overview of the Tableau Dashboard. The main window of the Tableau Dashboard workspace displays information such as the owner, last modification time, and last extract times. The view showcases the dashboard view. It's important to note that all dashboards within the same views are based on the same workbook. Data sources tab provide information on from where and how data is fetched. It includes extracted, live, and connected databases, along with their respective usernames and IP addresses. Extracted Refreshes represent the times when data is extracted from the database. In case of data population issues, the first step is to check the extracted refresh time.



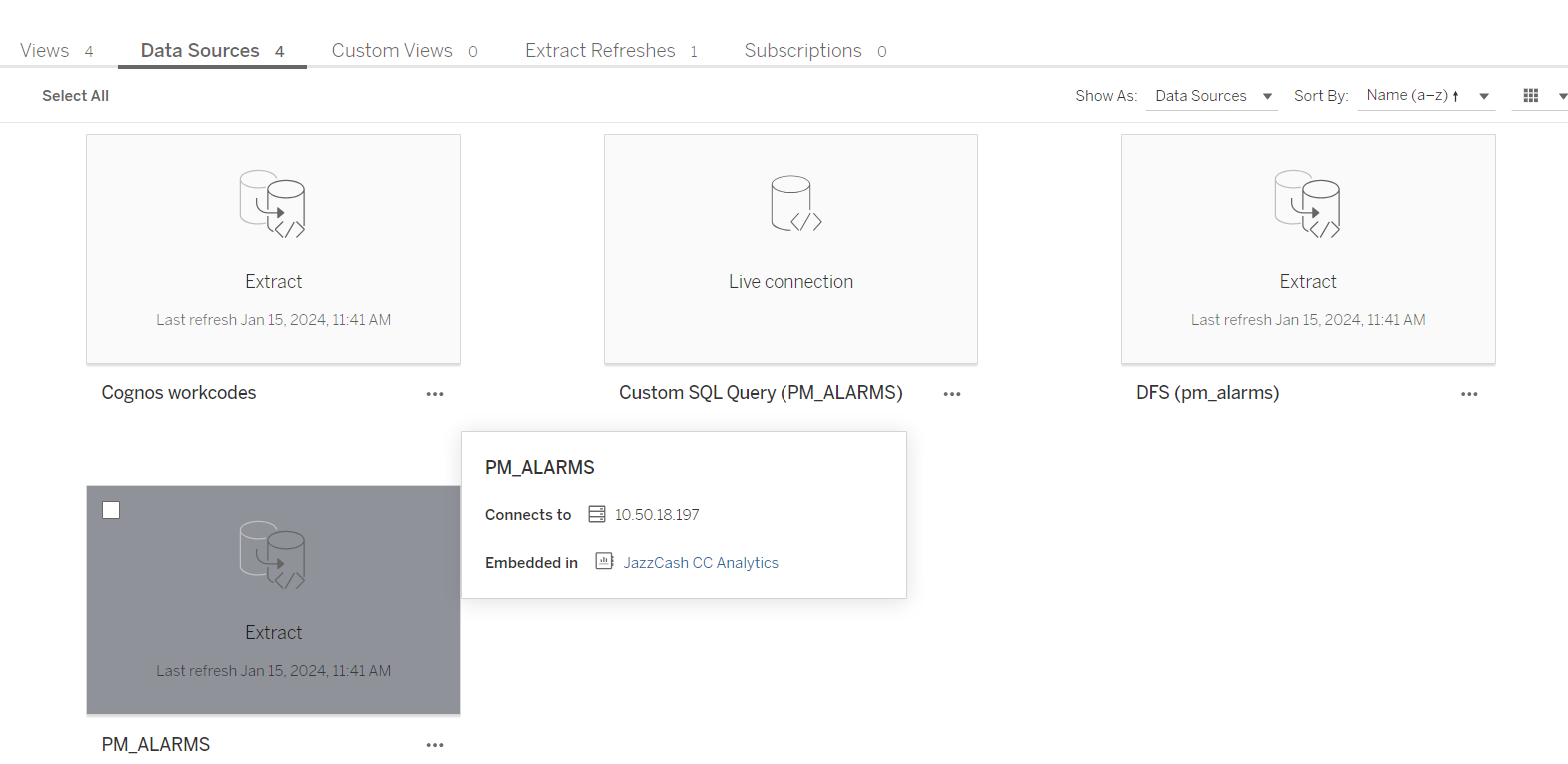
**Views:**



**Data Sources:**

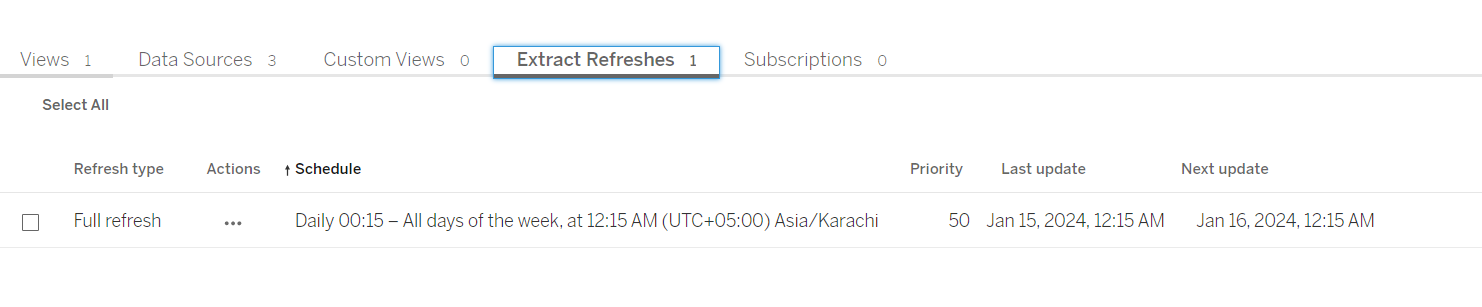
**Extract Connection:** An extract connection in Tableau involves creating a static snapshot or subset of your data, saved as a Tableau Data Extract (TDE) file. These connections are faster in performance and does not require a live connection with database. However, data needs to be refresh periodically and they take storage space.

**Live Connections**: Tableau connects directly to the original data source in real-time. The connection is suitable for real-time analysis and does not require local storage. However, performance is slow and depends on Network speed and Data Source available.



**Extract Refreshes**

Extract Refreshes shows the schedule, last and next update for extract.



## **L1 Operations For Dashboard Issues**

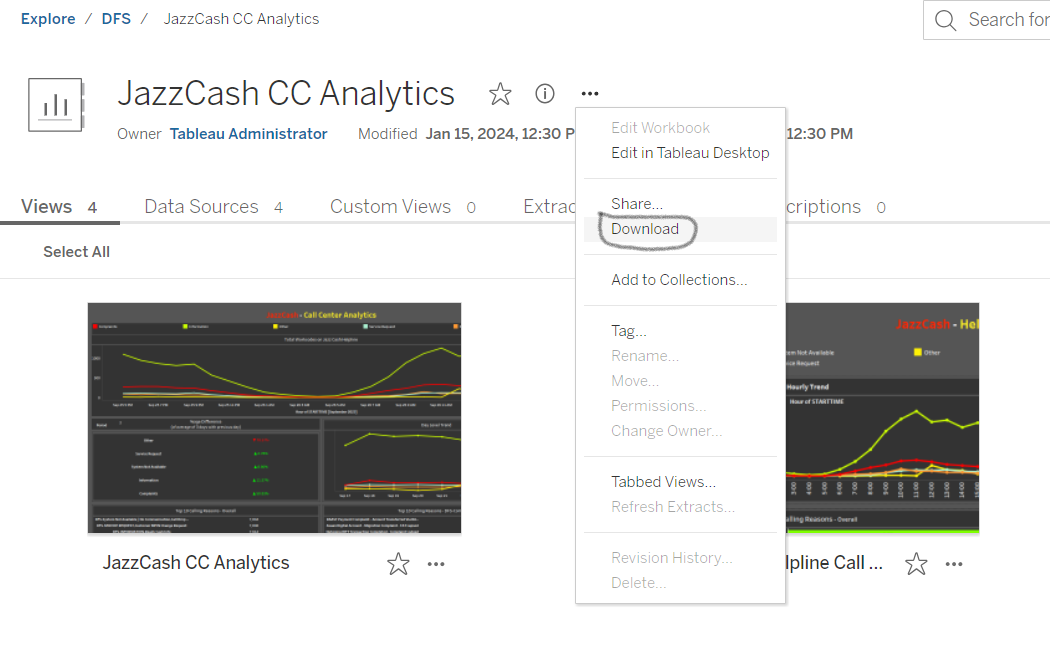
Following are steps for checking data appearance issue for dashboards:

### **Extract Refreshes**

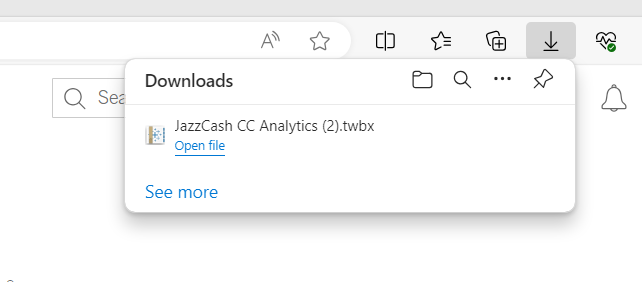
Check whether the last update of extract is as per schedule.

### **Tableau Workbook**

1. If Extract is refreshed as per scheduled, then download workbook. From main window right-click on **…** and next download.

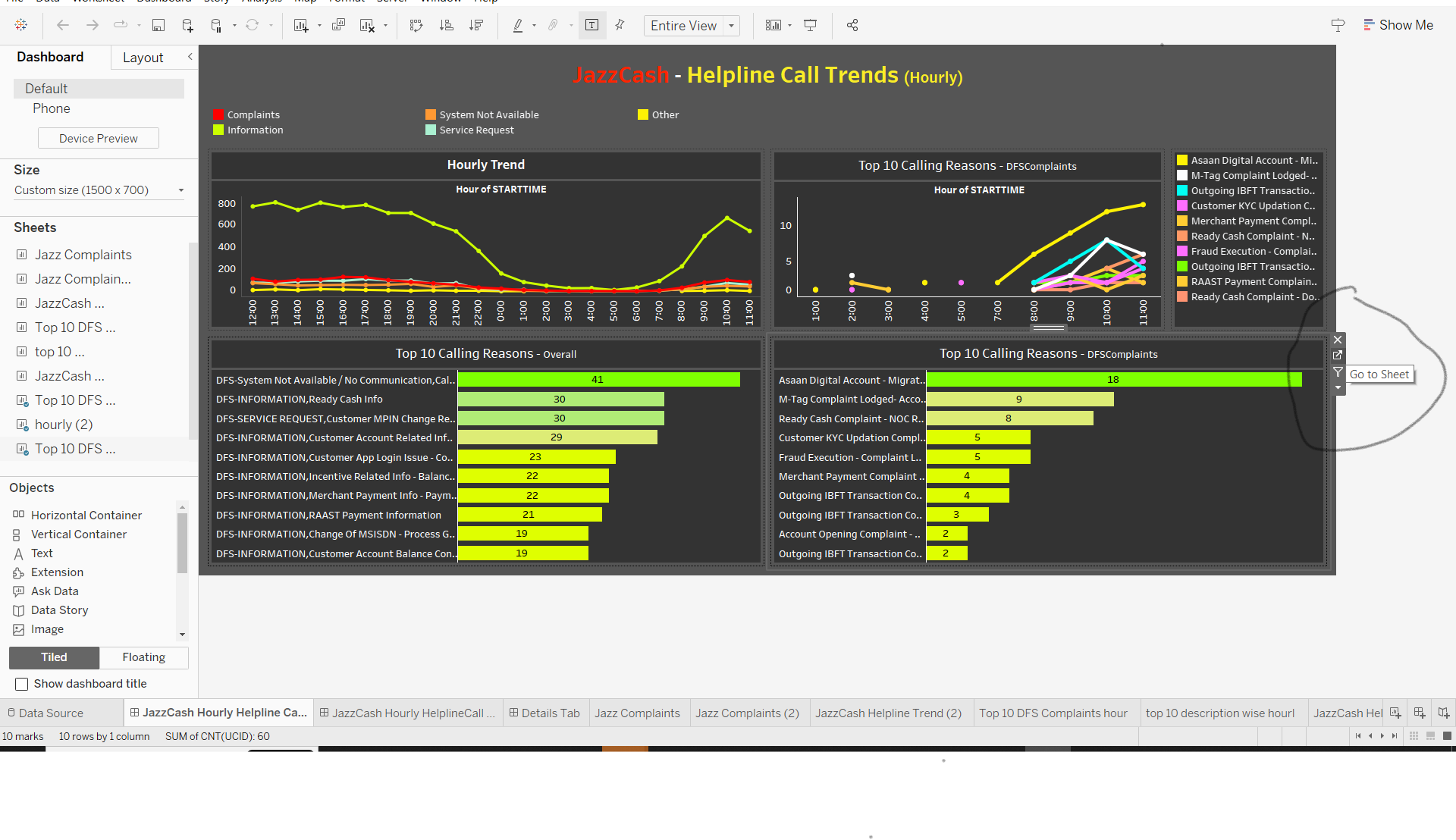


1. Click on download file.



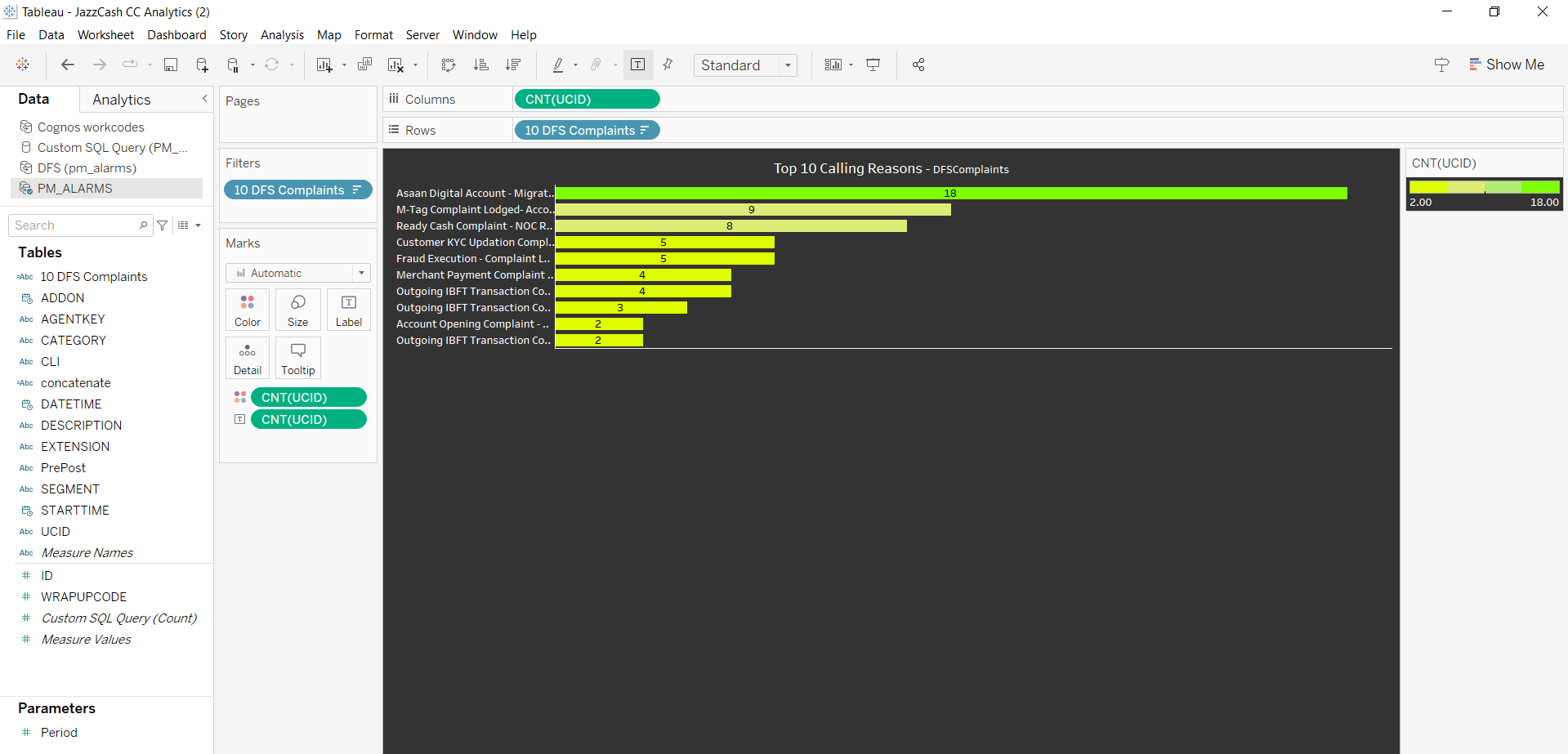
1. File will open in Tableau. Select widget for which data is not population and click “Go To Sheet” icon.

Go To Sheet Icon

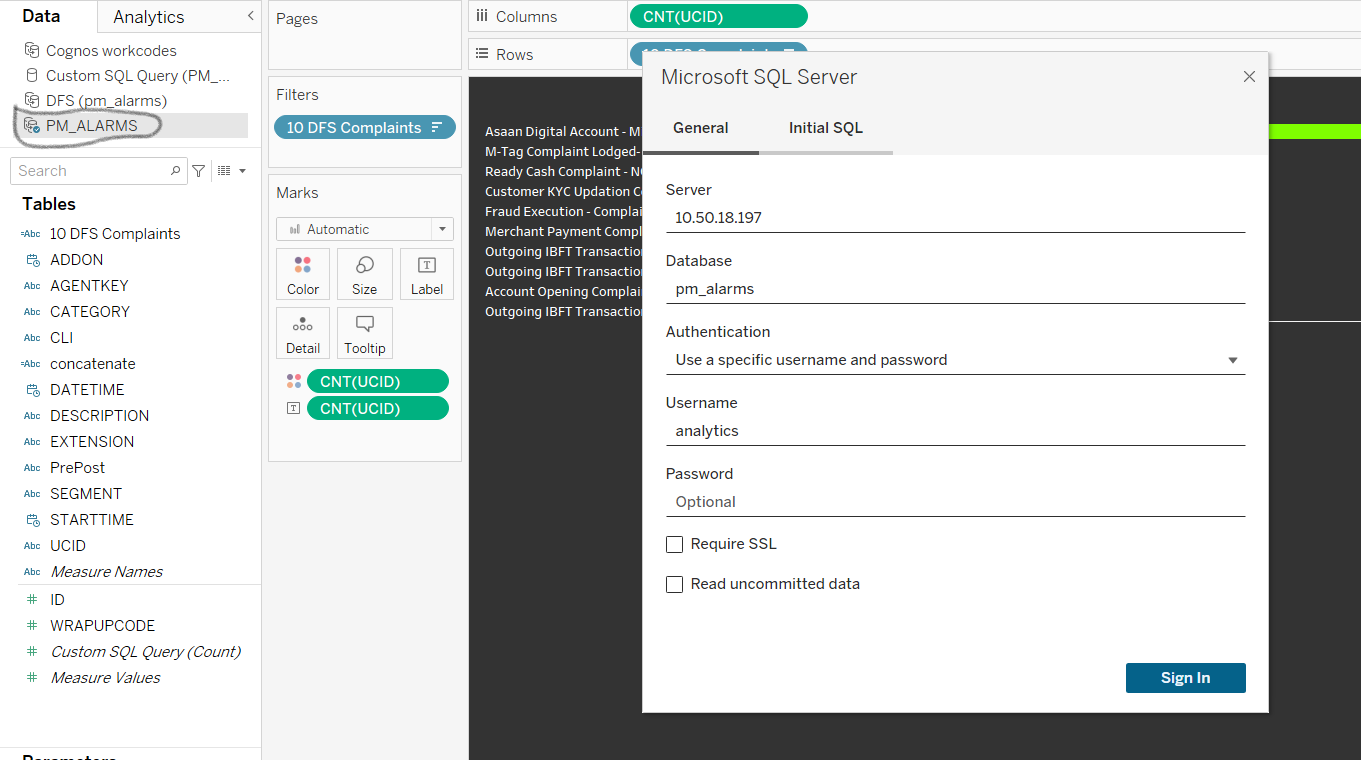


This will take you to the sheet supporting the specific dashboard widget.

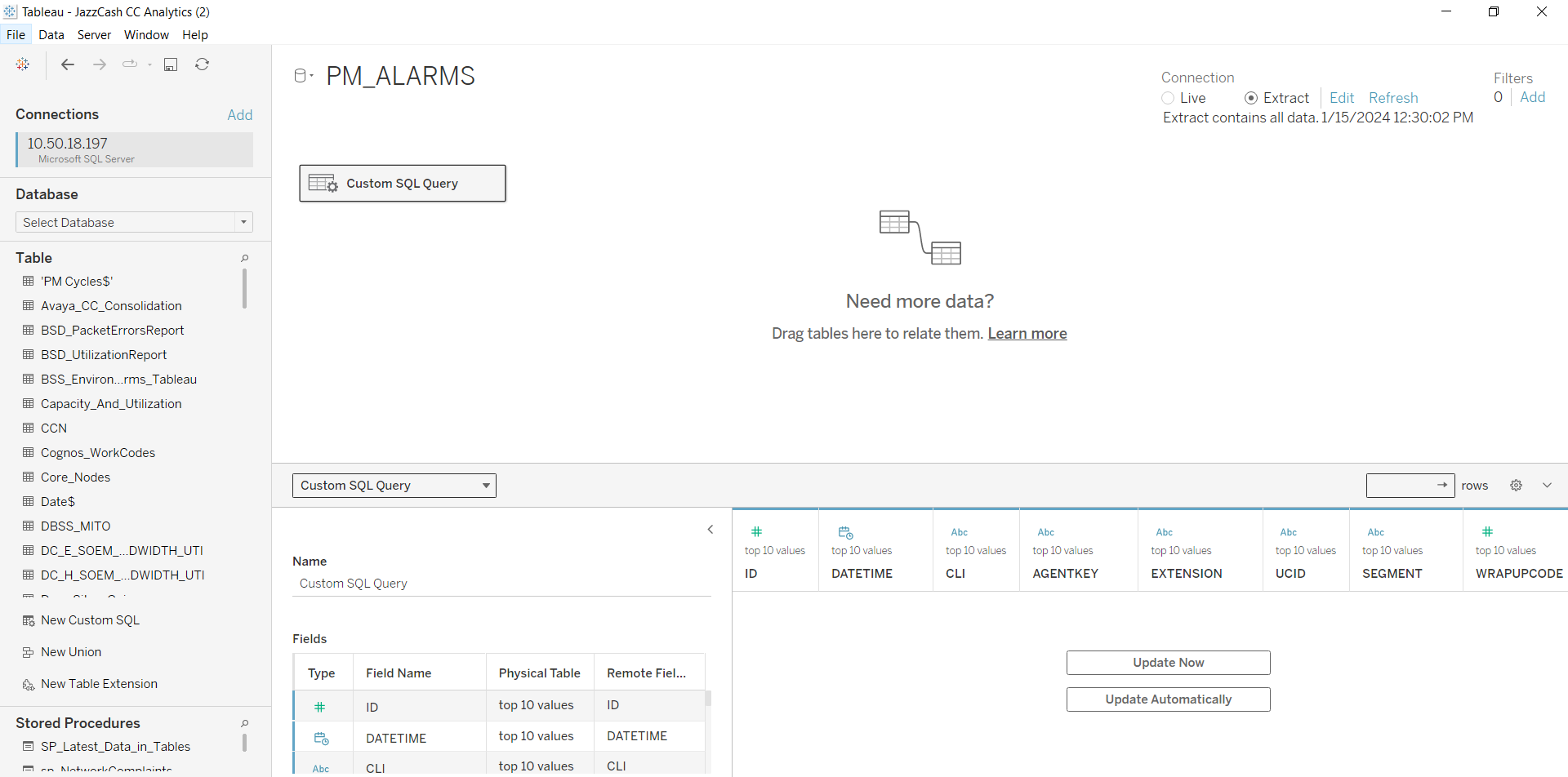
1. Check whether widget data has been modified or a filter has been applied which maybe causing data issue? If found ask Owner to check. If not proceed to next step.



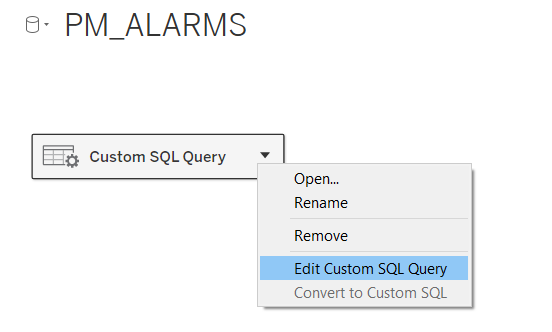
1. Double-click on Data with green tick sign. The Microsoft SQL Server window will pop-up. Sign in to connect. Password is shared separately.



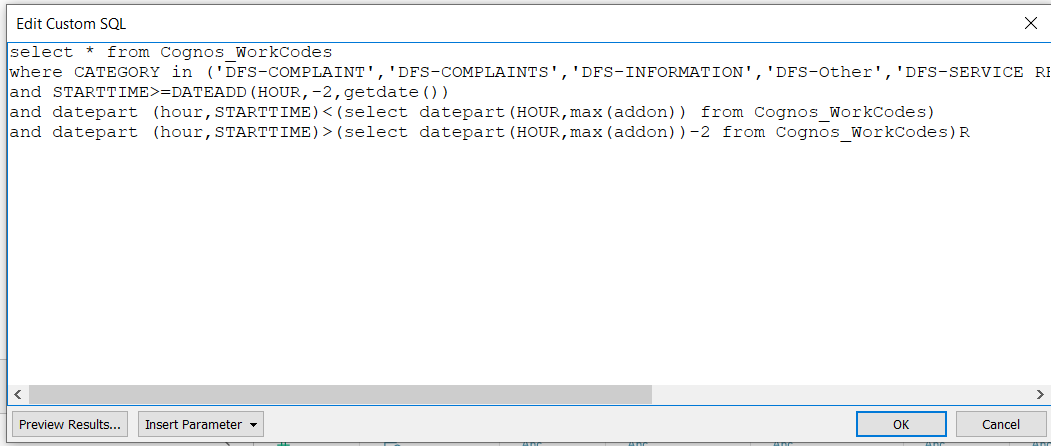
DB Connected.



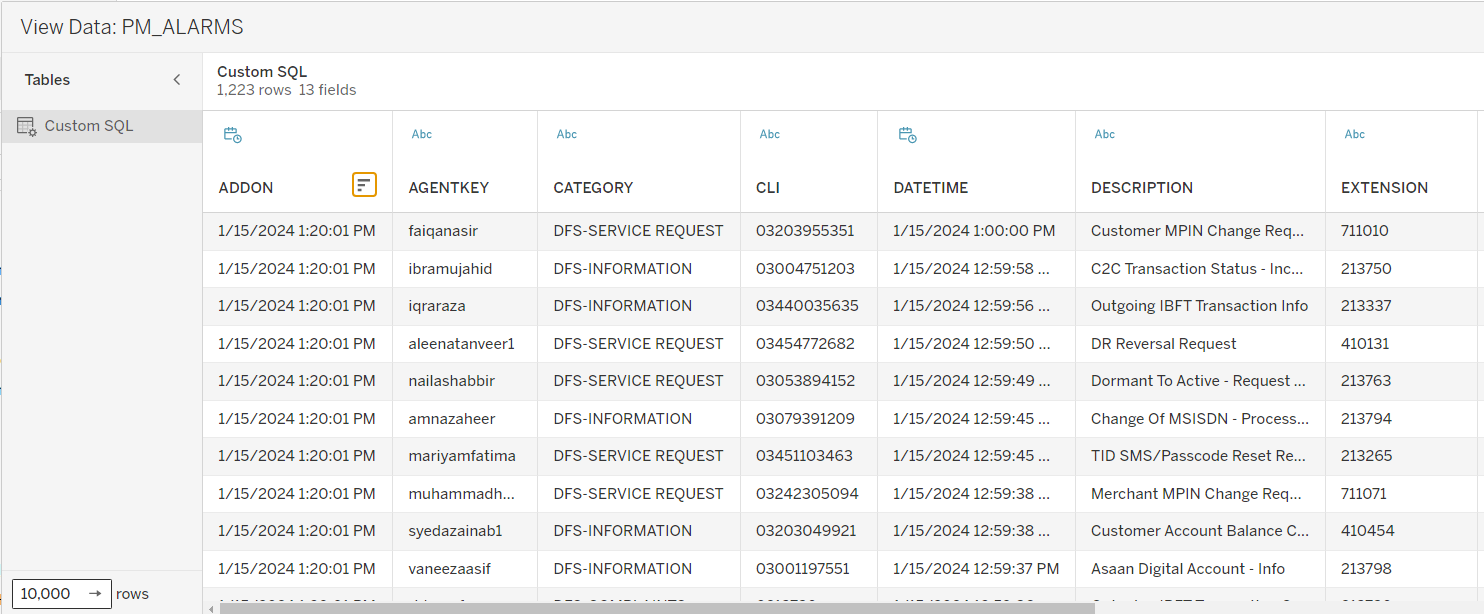
1. Click on Customer SQL Query and Edit Custom SQL Query. Please note if query is not in SQL, then Convert to Customer SQL needs to be selected first and then Edit Custom SQL Query.



1. Edit Customer SQL will open. To Preview query results click Preview Results



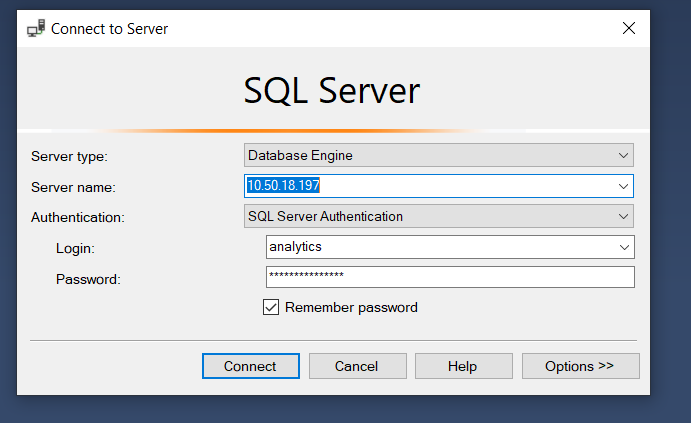
1. Preview Results will show SQL query results as shown below. If Preview Results returns error or shows no result, then the SQL Query needs to be check.



### **SQL Server Management Studio**

Follow following steps to check whether data is fetched from Database:

1. Connect to DB using SQL Server Management Studio.



1. Select New Query write SQL query to fetch data from relevant Table and Execute. As show in snapshot below

SQL query: select top 100 \* from MFS\_UBP\_Transactions

order by ADDON desc

A screenshot of a computer

Description automatically generated

1. If no data is return, then contact relevant teams for Data Fetching Issue.

## Dashboard DB Details

### MFS UBP

**DB**: PM\_Alarms

IP: 10.50.18.197

Table: MFS\_UBP\_Transactions

### JazzCash CC Analytics

**DB**: PM\_Alarms

IP: 10.50.18.197

Table: Cognos\_WorkCodes