

ITSM CODE

```
DROP TABLE IF EXISTS _ITSM_ACTIVITIES;
```

```
CREATE TABLE _ITSM_ACTIVITIES (  
    INC_NUMBER VARCHAR(15)  
    , ACTIVITY_NAME VARCHAR(150)  
    , EVENTTIME TIMESTAMP  
    , _USER VARCHAR(100)  
    , DEFINITION VARCHAR(100)  
    , SORTING INT  
);
```

```
select * from "_ITSM_ACTIVITIES";
```

```
select count(*) from "ITSM_Practice_Data"  
where MI_DEFINITION IN ('Incident State Duration','Assignment Group','Priority  
Duration');
```

```
INSERT INTO _ITSM_ACTIVITIES
```

```
(  
    INC_NUMBER  
    , ACTIVITY_NAME  
    , EVENTTIME  
    , _USER  
    , DEFINITION  
    , SORTING  
)  
SELECT  
    ITSM_Practice_Data.INC_NUMBER AS INC_NUMBER,  
    ITSM_Practice_Data.MI_VALUE AS ACTIVITY_NAME,  
    ITSM_Practice_Data.MI_SYS_CREATED_ON AS EVENTTIME,  
    ITSM_Practice_Data.INC_RESOLVED_BY AS _USER,  
    ITSM_Practice_Data.MI_DEFINITION AS DEFINITION,  
    10 AS _SORTING
```

```
FROM ITSM_Practice_Data
```

```
where MI_DEFINITION IN ('Incident State Duration','Assignment Group','Priority  
Duration');
```

```
/*
```

```
DELETE FROM _ITSM_ACTIVITIES;
```

```
*/
```

```
select distinct(ACTIVITY_NAME) from _ITSM_ACTIVITIES
```

```
where ACTIVITY_NAME IN ('1 - Critical','2 - High','3 - Medium','4 - Low');
```

```
select distinct(ACTIVITY_NAME) from _ITSM_ACTIVITIES  
where ACTIVITY_NAME IN ('Queued');
```

```
UPDATE _ITSM_ACTIVITIES SET SORTING = 9  
WHERE ACTIVITY_NAME IN ('1 - Critical','2 - High','3 - Medium','4 - Low');
```

```
UPDATE _ITSM_ACTIVITIES SET SORTING = 8  
WHERE ACTIVITY_NAME IN ('Queued');
```

```
INSERT INTO _ITSM_ACTIVITIES
```

```
(  
    INC_NUMBER  
    , ACTIVITY_NAME  
    , EVENTTIME  
    , _USER  
    , DEFINITION  
    , SORTING  
)
```

```
SELECT
```

```
    DISTINCT ITSM_Practice_Data.INC_NUMBER AS INC_NUMBER,  
    'Open' AS ACTIVITY_NAME,  
    ITSM_Practice_Data.INC_SYS_CREATED_ON AS EVENTTIME,  
    ITSM_Practice_Data.INC_RESOLVED_BY AS _USER,  
    'OPEN' AS DEFINITION,  
    7 AS SORTING  
FROM ITSM_Practice_Data  
where MI_DEFINITION IN ('Incident State Duration','Assignment Group','Priority  
Duration');
```

```
/*  
DELETE FROM _ITSM_ACTIVITIES;  
*/
```

```
DROP TABLE IF EXISTS _ITSM_CASE_TABLE;  
CREATE TABLE _ITSM_CASE_TABLE (  
    INC_NUMBER VARCHAR(15)  
    , PRIORITY VARCHAR(15)  
    , URGENCY VARCHAR(15)  
    , LOCATION VARCHAR(100)  
    , DEPARTMENT VARCHAR(100)  
    , INCIDENT_STATUS VARCHAR(15)  
    , INCIDENT_CREATE_TIME timestamp  
    , INCIDENT_OPEN_TIME timestamp  
    , INCIDENT_UPDATE_TIME timestamp  
    , INCIDENT_RESOLVE_TIME timestamp  
);
```

```
select * from _ITSM_CASE_TABLE;
```

```
select count(distinct(INC_NUMBER)) from "ITSM_Practice_Data"
where MI_DEFINITION IN ('Incident State Duration','Assignment Group','Priority
Duration');
```

```
INSERT INTO _ITSM_CASE_TABLE
```

```
(
    INC_NUMBER
    , PRIORITY
    , URGENCY
    , LOCATION
    , DEPARTMENT
    , INCIDENT_STATUS
    , INCIDENT_CREATE_TIME
    , INCIDENT_OPEN_TIME
    , INCIDENT_UPDATE_TIME
    , INCIDENT_RESOLVE_TIME
)
```

```
SELECT
```

```
    DISTINCT ITSM_Practice_Data.INC_NUMBER AS INC_NUMBER,
    ITSM_Practice_Data.INC_PRIORITY AS PRIORITY,
    ITSM_Practice_Data.INC_URGENCY AS URGENCY,
    ITSM_Practice_Data.INC_LOCATION AS LOCATION,
    ITSM_Practice_Data.INC_ASSIGNMENT_GROUP AS DEPARTMENT,
    ITSM_Practice_Data.INC_INCIDENT_STATE AS INCIDENT_STATUS,
    ITSM_Practice_Data.INC_SYS_CREATED_ON AS INCIDENT_CREATE_TIME,
    ITSM_Practice_Data.INC_OPENED_AT AS INCIDENT_OPEN_TIME,
    ITSM_Practice_Data.INC_SYS_UPDATED_ON AS INCIDENT_UPDATE_TIME,
    ITSM_Practice_Data.INC_RESOLVED_AT AS INCIDENT_RESOLVE_TIME
FROM ITSM_Practice_Data
where MI_DEFINITION IN ('Incident State Duration','Assignment Group','Priority
Duration');
```

```
/*
DELETE FROM _ITSM_CASE_TABLE;
*/
```

ITSM KM

```
kind: BASE
metadata:
  key: itsm-km
  displayName: ITSM - KM
dataModelId: ${itsm_data_model}
isDataModelFromBG: false
records:
  - id: ACTIVITY_TABLE
    customAttributes: {}
    identifier:
      id: identifier
      displayName: identifier
      customAttributes: {}
      pql: '"Case Table"."INC_NUMBER" '
    attributes:
      - id: ACTIVITY_NAME
        displayName: Activity Name
        customAttributes: {}
        pql: '"Activity Table"."ACTIVITY_NAME"'
        format: ""
        type: ATTRIBUTE
      - id: DEFINITION
        displayName: Activity Type
        customAttributes: {}
        pql: '"Activity Table"."DEFINITION"'
        format: ""
        type: ATTRIBUTE
      - id: indexorderasc
        displayName: IndexOrderASC
        pql: INDEX_ACTIVITY_ORDER ( "Activity Table"."ACTIVITY_NAME" )
        columnType: STRING
        format: ""
        type: ATTRIBUTE
      - id: indexorderdesc
        displayName: IndexOrderDesc
        pql: INDEX_ACTIVITY_ORDER_REVERSE ( "Activity Table"."ACTIVITY_NAME" )
        columnType: STRING
        format: ""
        type: ATTRIBUTE
      - id: EVENTTIME
```

```

    displayName: Eventtime
    customAttributes: {}
    pql: '"Activity Table"."EVENTTIME"'
    format: "%Y-%m-%d %H:%M"
    type: ATTRIBUTE
newAttributes: []
augmentedAttributes: []
flags: []
priorities: []
triggers: []
type: RECORD
origin: PACKAGE
- id: CASE_TABLE
  displayName: Case Table
  customAttributes: {}
  identifier:
    id: identifier
    displayName: Identifier
    pql: '"Case Table"."INC_NUMBER"'
  attributes:
    - id: DEPARTMENT
      displayName: Department
      customAttributes: {}
      pql: '"Case Table"."DEPARTMENT"'
      format: ""
      type: ATTRIBUTE
    - id: INCIDENT_CREATE_TIME
      displayName: Incident Create Time
      customAttributes: {}
      pql: '"Case Table"."INCIDENT_CREATE_TIME"'
      format: "%Y-%m-%d %H:%M"
      type: ATTRIBUTE
    - id: INCIDENT_OPEN_TIME
      displayName: Incident Open Time
      customAttributes: {}
      pql: '"Case Table"."INCIDENT_OPEN_TIME"'
      format: "%Y-%m-%d %H:%M"
      type: ATTRIBUTE
    - id: INCIDENT_UPDATE_TIME
      displayName: Incident Update Time
      customAttributes: {}
      pql: '"Case Table"."INCIDENT_UPDATE_TIME"'
      format: "%Y-%m-%d %H:%M"
      type: ATTRIBUTE
    - id: INCIDENT_RESOLVE_TIME

```

```

        displayName: Incident Resolve Time
        customAttributes: {}
        pql: '"Case Table"."INCIDENT_RESOLVE_TIME"'
        format: "%Y-%m-%d %H:%M"
        type: ATTRIBUTE
    - id: user_count
      displayName: User Count
      pql: count (distinct "Activity Table"."_USER")
      columnType: STRING
      format: ""
      type: ATTRIBUTE
    - id: INCIDENT_STATUS
      displayName: Incident Status
      customAttributes: {}
      pql: '"Case Table"."INCIDENT_STATUS"'
      format: ""
      type: ATTRIBUTE
    - id: on_hold_count
      displayName: "#'On Hold' Count"
      pql: sum(case when "Activity Table"."ACTIVITY_NAME" = 'On Hold' then 1
else 0 end)
      columnType: STRING
      format: ""
      type: ATTRIBUTE
    - id: priority_Renamed
      displayName: Priority
      pql: |-
        case when "Case Table"."PRIORITY" = '4 - Low' then 'Low' else

        case when "Case Table"."PRIORITY" = '3 - Medium' then 'Medium' else

        case when "Case Table"."PRIORITY" = '2 - High' then 'High' else

        case when "Case Table"."PRIORITY" = '1 - Critical' then 'Critical' END

      END

      END

      END
      columnType: STRING
      format: ""
      type: ATTRIBUTE
    - id: urgency_Renamed
      displayName: Urgency

```

```

pql: |-
    case when "Case Table"."Urgency" = '4 - Low' then 'Low' else

    case when "Case Table"."Urgency" = '3 - Medium' then 'Medium' else

    case when "Case Table"."Urgency" = '2 - High' then 'High' else

    case when "Case Table"."Urgency" = '1 - Critical' then 'Critical' END

END

END

END
columnType: STRING
format: ""
type: ATTRIBUTE
- id: testfield_1
  displayName: testfield 1
  gql: |-
    case when "Case Table"."PRIORITY" = '4 - Low' then NULL

    else 'Low' end
  columnType: STRING
  format: ""
  type: ATTRIBUTE
- id: rework_count
  displayName: Rework Count
  gql: pu_count("Case Table", "Activity Table"."ACTIVITY_NAME", "Activity
Table"."ACTIVITY_NAME" = 'Queued')
  columnType: STRING
  format: ""
  type: ATTRIBUTE
newAttributes: []
augmentedAttributes: []
flags:
- id: multi_hop_tickets
  displayName: Multi-Hop Tickets
  customAttributes: {}
  gql: PU_COUNT("CASE TABLE", "Activity Table"."DEFINITION", "Activity
Table"."DEFINITION" = 'Assignment Group') > 1
- id: on_hold_tickets
  displayName: On-Hold Tickets
  customAttributes: {}

```



```

    pql: PU_COUNT("CASE TABLE", "Activity Table"."ACTIVITY_NAME", "Activity
Table"."ACTIVITY_NAME" = 'On Hold') > 1
  - id: unresolved_tickets
    displayName: Unresolved Tickets
    customAttributes: {}
    pql: "\"Case Table\".\"INCIDENT_STATUS\" = 'Queued'"
  - id: priority_urgency_mismatch
    displayName: Priority/Urgency Mismatch
    customAttributes: {}
    pql: '"Case Table"."PRIORITY" != "Case Table"."URGENCY"'
  - id: late_updatation
    displayName: Late Updatation
    customAttributes: {}
    pql: floor(datediff(dd, "Case Table"."INCIDENT_RESOLVE_TIME", "Case
Table"."INCIDENT_UPDATE_TIME")) > 0
  - id: rework_tickets
    displayName: Rework Tickets
    customAttributes: {}
    pql: pu_count( "Case Table", "Activity Table"."ACTIVITY_NAME", "Activity
Table"."ACTIVITY_NAME" = 'Queued') > 1
  priorities: []
  triggers: []
  type: RECORD
  origin: PACKAGE
  - id: dailydata
    displayName: DailyData
    customAttributes: {}
    attributes:
      - id: day
        displayName: Day
        customAttributes: {}
        pql: TO_DATE ((TO_STRING("Activity Table"."EVENTTIME", FORMAT('%d-%m'))),
FORMAT('%d-%m'))
        columnType: DATETIME
        format: "%m-%d"
        type: ATTRIBUTE
      - id: automated_task
        displayName: Automated Task
        customAttributes: {}
        pql: KPI("automated_task")
        columnType: INTEGER
        format: ""
        type: ATTRIBUTE
      - id: total_task
        displayName: Total Task

```

```

        pql: KPI("COUNT_TABLE__ACTIVITY_TABLE")
        columnType: STRING
        format: ""
        type: ATTRIBUTE
    - id: on_hold_task
      displayName: On Hold Task
      pql: sum(case when "Activity Table"."ACTIVITY_NAME" = 'On Hold' then 1
else 0 END)
      columnType: STRING
      format: ""
      type: ATTRIBUTE
    - id: rework_task
      displayName: Rework Task
      pql: sum(case when "Activity Table"."ACTIVITY_NAME" = 'Queued' then
1 else 0 end)
      columnType: STRING
      format: ""
      type: ATTRIBUTE
    newAttributes: []
    augmentedAttributes: []
    flags: []
    priorities: []
    triggers: []
    type: RECORD
    origin: PACKAGE
    - id: multi_hop
      displayName: Multi-Hop
      customAttributes: {}
      identifier:
        id: identifier
        displayName: identifier
        pql: '"Case Table"."INC_NUMBER"'
      attributes:
        - id: inc_number
          displayName: INC Number
          pql: '"Activity Table"."INC_NUMBER"'
          columnType: STRING
          format: ""
          type: ATTRIBUTE
        - id: assignment_group_count
          displayName: Assignment Group Count
          customAttributes: {}
          pql: |-
            case when "Activity Table"."DEFINITION" = 'Assignment Group' then

```

```

        INDEX_ACTIVITY_TYPE ( "Activity Table"."DEFINITION" ) END
columnType: STRING
format: ""
type: ATTRIBUTE
- id: definition
  displayName: Definition
  pql: '"Activity Table"."DEFINITION"'
  columnType: STRING
  format: ""
  type: ATTRIBUTE
- id: assignment_activity
  displayName: Assignment Activity
  customAttributes: {}
  pql: |-
    sum(case when "Activity Table"."DEFINITION" = 'Assignment Group' then

        1 END)
columnType: STRING
format: ""
type: ATTRIBUTE
- id: multi_hop
  displayName: "#Multi-Hop"
  pql: |-
    sum(case when "Activity Table"."DEFINITION" = 'Assignment Group' then

        1 END) - 1
columnType: INTEGER
format: ",.0f"
type: ATTRIBUTE
newAttributes: []
augmentedAttributes: []
flags: []
priorities: []
triggers: []
type: RECORD
origin: PACKAGE
- id: loop_record
  displayName: Loop Record
  customAttributes: {}
  attributes:
    - id: days_count
      displayName: Days Count
      pql: KPI("range_generator")
      columnType: STRING
      format: ""

```

```

    type: ATTRIBUTE
  - id: case_count
    displayName: Case Count
    pql: |-
      floor((case when floor(datediff(dd,"Case
Table"."INCIDENT_RESOLVE_TIME","Case Table"."INCIDENT_UPDATE_TIME")) > 0

      then (datediff(dd,"Case Table"."INCIDENT_RESOLVE_TIME","Case
Table"."INCIDENT_UPDATE_TIME")) end))
    columnType: STRING
    format: ""
    type: ATTRIBUTE
  newAttributes: []
  augmentedAttributes: []
  flags: []
  priorities: []
  triggers: []
  type: RECORD
  origin: PACKAGE
kpis:
  - id: priority_count
    displayName: Priority Count
    customAttributes: {}
    pql: (case when "Activity Table"."DEFINITION" = 'Priority Duration' THEN 1
ELSE 0 END)
    breakdowns: []
    aggregations: []
    parameters: []
    targets: []
    allowTargetUpdate: true
    type: KPI
    origin: PACKAGE
  - id: closed_ticket
    displayName: "#Closed Tickets"
    customAttributes: {}
    pql: sum(case when "Case Table"."INCIDENT_STATUS" = 'Closed' THEN 1 ELSE 0
END)
    breakdowns: []
    aggregations: []
    parameters: []
    targets: []
    allowTargetUpdate: true
    type: KPI
    origin: PACKAGE
  - id: open_ticket

```

```

    displayName: "#Open Tickets"
    customAttributes: {}
    pql: sum(case when "Case Table"."INCIDENT_STATUS" != 'Closed' THEN 1 ELSE 0
END)
    breakdowns: []
    aggregations: []
    parameters: []
    targets: []
    allowTargetUpdate: true
    type: KPI
    origin: PACKAGE
- id: COUNT_TABLE__CASE_TABLE
  displayName: "#Total Tickets"
  customAttributes: {}
  pql: COUNT_TABLE("Case Table")
  breakdowns: []
  aggregations: []
  parameters: []
  targets: []
  allowTargetUpdate: true
  type: KPI
  origin: PACKAGE
- id: unassigned_tickets
  displayName: "#Unassigned Tickets"
  pql: sum(case when PU_COUNT ( "Case Table", "Activity Table"."_USER",
"Activity Table"."_USER" IS NOT NULL) = 0 then 1 else 0 end)
  breakdowns: []
  aggregations: []
  parameters: []
  targets: []
  allowTargetUpdate: true
  type: KPI
  origin: PACKAGE
- id: TOTAL_THROUGHPUT_TIME_IN_DAYS__ACTIVITY_TABLE__EVENTTIME
  displayName: Avg Resolve Time
  customAttributes: {}
  pql: AVG(CALC_THROUGHPUT(CASE_START TO CASE_END, REMAP_TIMESTAMPS("Activity
Table"."EVENTTIME", DAYS)))
  unit: Days
  format: .2f
  breakdowns: []
  aggregations: []
  parameters: []
  targets: []
  allowTargetUpdate: true

```

```

    type: KPI
    origin: PACKAGE
  - id: avg_open_time
    displayName: Avg Open Time
    customAttributes: {}
    pql: |-
      sum(DATEDIFF ( mi, "Case Table"."INCIDENT_OPEN_TIME", "Case
Table"."INCIDENT_CREATE_TIME" ))

      / KPI("COUNT_TABLE__CASE_TABLE")
    unit: Mins
    format: .2f
    breakdowns: []
    aggregations: []
    parameters: []
    targets: []
    allowTargetUpdate: true
    type: KPI
    origin: PACKAGE
  - id: avg_close_time
    displayName: Avg Close Time
    pql: |-
      SUM(DATEDIFF ( dd, "Case Table"."INCIDENT_RESOLVE_TIME", "Case
Table"."INCIDENT_UPDATE_TIME" ))

      / KPI("COUNT_TABLE__CASE_TABLE")
    unit: Days
    format: .2f
    breakdowns: []
    aggregations: []
    parameters: []
    targets: []
    allowTargetUpdate: true
    type: KPI
    origin: PACKAGE
  - id: agents
    displayName: "#Agents"
    pql: count(distinct "Activity Table"."_USER")
    breakdowns: []
    aggregations: []
    parameters: []
    targets: []
    allowTargetUpdate: true
    type: KPI
    origin: PACKAGE

```

- id: departments
 - displayName: "#Departments"
 - pql: COUNT (DISTINCT "Case Table"."DEPARTMENT")
 - breakdowns: []
 - aggregations: []
 - parameters: []
 - targets: []
 - allowTargetUpdate: true
 - type: KPI
 - origin: PACKAGE
- id: locations
 - displayName: "#Locations"
 - pql: COUNT (DISTINCT "Case Table"."LOCATION")
 - breakdowns: []
 - aggregations: []
 - parameters: []
 - targets: []
 - allowTargetUpdate: true
 - type: KPI
 - origin: PACKAGE
- id: automated_task
 - displayName: Automated Task
 - customAttributes: {}
 - pql: |-


```

sum(case when

      lead(INDEX_ACTIVITY_ORDER ( "Activity Table"."ACTIVITY_NAME" )) = 1 then 0

      else (case when (DATEDIFF (ss, "Activity Table"."EVENTTIME", lead("Activity
Table"."EVENTTIME"))) = 0 then 1 else 0 end)end)
          
```
 - breakdowns: []
 - aggregations: []
 - parameters: []
 - targets: []
 - allowTargetUpdate: true
 - type: KPI
 - origin: PACKAGE
- id: AVG_EVENTS_PER_CASE__ACTIVITY_TABLE__ACTIVITY_NAME__CASE_TABLE
 - displayName: Avg Activity per Ticket
 - customAttributes: {}
 - pql: ' AVG(PU_COUNT("Case Table", "Activity Table"."ACTIVITY_NAME"))'
 - unit: Activities
 - format: ",.2f"
 - breakdowns: []
 - aggregations: []

```

parameters: []
targets: []
allowTargetUpdate: true
type: KPI
origin: PACKAGE
- id: COUNT_TABLE__ACTIVITY_TABLE
  displayName: "# Total Activities"
  customAttributes: {}
  pql: COUNT_TABLE("Activity Table")
  breakdowns: []
  aggregations: []
  parameters: []
  targets: []
  allowTargetUpdate: true
  type: KPI
  origin: PACKAGE
- id: multi_hop_kpi
  displayName: Multi-Hop KPI
  customAttributes: {}
  pql: |-
    sum(case when PU_COUNT("CASE TABLE", "Activity
Table"."DEFINITION", "Activity Table"."DEFINITION" = 'Assignment Group') > 1 then
1 else 0 end)

```

/

```

KPI("COUNT_TABLE__CASE_TABLE")
breakdowns: []
aggregations: []
parameters: []
targets: []
allowTargetUpdate: true
type: KPI
origin: PACKAGE
- id: onhold_kpi
  displayName: OnHold KPI
  customAttributes: {}
  pql: |-
    SUM(CASE WHEN PU_COUNT("CASE TABLE", "Activity
Table"."ACTIVITY_NAME", "Activity Table"."ACTIVITY_NAME" = 'On Hold') > 1 THEN 1
ELSE 0 END)

```

/

```

KPI("COUNT_TABLE__CASE_TABLE")

```



```

breakdowns: []
aggregations: []
parameters: []
targets: []
allowTargetUpdate: true
type: KPI
origin: PACKAGE
- id: mismatch_kpi
  displayName: Mismatch KPI
  pql: |-
    sum(case when "Case Table"."PRIORITY" != "Case Table"."URGENCY" then 1 else
0 end)

```

/

```

KPI("COUNT_TABLE__CASE_TABLE")
breakdowns: []
aggregations: []
parameters: []
targets: []
allowTargetUpdate: true
type: KPI
origin: PACKAGE
- id: unresolved_kpi
  displayName: Unresolved KPI
  pql: |-
    sum(case when "Case Table"."INCIDENT_STATUS" = 'Queued' then 1 else 0 end)

```

/

```

KPI("COUNT_TABLE__CASE_TABLE")
breakdowns: []
aggregations: []
parameters: []
targets: []
allowTargetUpdate: true
type: KPI
origin: PACKAGE
- id: auto_activity_
  displayName: Auto Activity%
  customAttributes: {}
  pql: |-
    KPI("automated_task")

```

/

```

    KPI("COUNT_TABLE__ACTIVITY_TABLE")

    *100
    unit: "%"
    format: .2f
    breakdowns: []
    aggregations: []
    parameters: []
    targets: []
    allowTargetUpdate: true
    type: KPI
    origin: PACKAGE
- id: on_hold_cases_
  displayName: On-Hold Cases%
  customAttributes: {}
  pql: |-
    (sum(PU_count_distinct ( "Case Table", "Activity Table"."ACTIVITY_NAME",
"Activity Table"."ACTIVITY_NAME" = 'On Hold'))

    / COUNT_TABLE("Case Table"))
    * 100
    unit: "%"
    format: .2f
    breakdowns: []
    aggregations: []
    parameters: []
    targets: []
    allowTargetUpdate: true
    type: KPI
    origin: PACKAGE
- id: sla_breach_priority
  displayName: SLA Breach%
  customAttributes: {}
  pql: |-
    sum(case when "Case Table"."PRIORITY" = '4 - Low' then(

        case when DATEDIFF ( dd, "Case Table"."INCIDENT_OPEN_TIME", "Case
Table"."INCIDENT_UPDATE_TIME" )>${LowVal}} then 1 else 0 end)

    else(

        case when "Case Table"."PRIORITY" = '3 - Medium' then(

```

```

        case when DATEDIFF ( dd, "Case Table"."INCIDENT_OPEN_TIME","Case
Table"."INCIDENT_UPDATE_TIME" )>${MedVal}} then 1 else 0 end)

    else(

        case when "Case Table"."PRIORITY" = '2 - High' then(

            case when DATEDIFF ( dd, "Case Table"."INCIDENT_OPEN_TIME","Case
Table"."INCIDENT_UPDATE_TIME" )>${HighVal}} then 1 else 0 end)

        else(

            case when "Case Table"."PRIORITY" = '1 - Critical' then(

                case when DATEDIFF ( dd, "Case Table"."INCIDENT_OPEN_TIME","Case
Table"."INCIDENT_UPDATE_TIME" )>${CritVal}} then 1 else 0 end)

            else 0 end

        )end

    )end

)end

)

/

KPI("COUNT_TABLE__CASE_TABLE")
*
100
unit: "%"
format: .2f
breakdowns: []
aggregations: []
parameters: []
targets: []
allowTargetUpdate: true
type: KPI
origin: PACKAGE
- id: sla_breach_urgency
  displayName: SLA Breach%
  customAttributes: {}
  pql: |-

```

```

sum(case when "Case Table"."URGENCY" = '4 - Low' then(

    case when DATEDIFF ( dd, "Case Table"."INCIDENT_OPEN_TIME", "Case
Table"."INCIDENT_UPDATE_TIME" )>${LowVal}} then 1 else 0 end)

else(

    case when "Case Table"."URGENCY" = '3 - Medium' then(

        case when DATEDIFF ( dd, "Case Table"."INCIDENT_OPEN_TIME", "Case
Table"."INCIDENT_UPDATE_TIME" )>${MedVal}} then 1 else 0 end)

    else(

        case when "Case Table"."URGENCY" = '2 - High' then(

            case when DATEDIFF ( dd, "Case Table"."INCIDENT_OPEN_TIME", "Case
Table"."INCIDENT_UPDATE_TIME" )>${HighVal}} then 1 else 0 end)

        else(

            case when "Case Table"."URGENCY" = '1 - Critical' then(

                case when DATEDIFF ( dd, "Case Table"."INCIDENT_OPEN_TIME", "Case
Table"."INCIDENT_UPDATE_TIME" )>${CritVal}} then 1 else 0 end)

            else 0 end

        )end

    )end

)end

/

KPI("COUNT_TABLE__CASE_TABLE")
*
100
unit: "%"
format: .2f
breakdowns: []
aggregations: []

```

```

parameters: []
targets: []
allowTargetUpdate: true
type: KPI
origin: PACKAGE
- id: on_hold_activity_
  displayName: On-Hold Activity%
  customAttributes: {}
  pql: |-
    sum(case when "Activity Table"."ACTIVITY_NAME" = 'On Hold' then 1 else 0
end)

/

KPI("COUNT_TABLE__ACTIVITY_TABLE")

*
100
unit: "%"
format: .2f
breakdowns: []
aggregations: []
parameters: []
targets: []
allowTargetUpdate: true
type: KPI
origin: PACKAGE
- id: multi_hop_count
  displayName: Multi-Hop Count
  pql: |-
    sum(case when "Activity Table"."DEFINITION" = 'Assignment Group' then

    1 END) - KPI("COUNT_TABLE__CASE_TABLE")
breakdowns: []
aggregations: []
parameters: []
targets: []
allowTargetUpdate: true
type: KPI
origin: PACKAGE
- id: accuracy_
  displayName: Single Hop%
  customAttributes: {}
  pql: |-

```

```
sum(case when PU_COUNT ( "Case Table", "Activity Table"."ACTIVITY_NAME",  
"Activity Table"."DEFINITION" = 'Assignment Group' ) = 1 then 1 else 0 end)
```

```
/
```

```
KPI("COUNT_TABLE__CASE_TABLE")
```

```
*
```

```
100
```

```
unit: "%"
```

```
format: .2f
```

```
breakdowns: []
```

```
aggregations: []
```

```
parameters: []
```

```
targets: []
```

```
allowTargetUpdate: true
```

```
type: KPI
```

```
origin: PACKAGE
```

```
- id: ag_tpt_per_ticket_
```

```
displayName: AG TPT (Per Ticket)
```

```
pql: |-
```

```
sum(case when "Activity Table"."DEFINITION" = 'Assignment Group' THEN
```

```
DATEDIFF ( dd, "Activity Table"."EVENTTIME", lead("Activity  
Table"."EVENTTIME"))
```

```
END)
```

```
/
```

```
KPI("COUNT_TABLE__CASE_TABLE")
```

```
unit: Days
```

```
format: ",.2f"
```

```
breakdowns: []
```

```
aggregations: []
```

```
parameters: []
```

```
targets: []
```

```
allowTargetUpdate: true
```

```
type: KPI
```

```
origin: PACKAGE
```

```
- id: time_spent
```

```
displayName: Time Spent (In Hours)
```

```
customAttributes: {}
```

```
pql: |-
```

```
sum(case when "Activity Table"."DEFINITION" = 'Assignment Group' THEN
```

```

        DATEDIFF ( hh, "Activity Table"."EVENTTIME", lead("Activity
Table"."EVENTTIME"))

        END)
    format: ",.2f"
    breakdowns: []
    aggregations: []
    parameters: []
    targets: []
    allowTargetUpdate: true
    type: KPI
    origin: PACKAGE
- id: multi_kpi_filter
  displayName: multi-kpi-filter
  customAttributes: {}
  pql: pu_count("Case Table","Activity Table"."INC_NUMBER", "Activity
Table"."DEFINITION" = 'Assignment Group') - 1
  breakdowns: []
  aggregations: []
  parameters: []
  targets: []
  allowTargetUpdate: true
  type: KPI
  origin: PACKAGE
- id: onhold_time_per_ticket_
  displayName: OnHold Time (Per Ticket)
  pql: |-
    sum(case when "Activity Table"."ACTIVITY_NAME"= 'On Hold'

        then DATEDIFF ( hh, "Activity Table"."EVENTTIME", lead("Activity
Table"."EVENTTIME")) else 0 end)

    /

    KPI("COUNT_TABLE__CASE_TABLE")
    unit: Hrs
    format: ",.2f"
    breakdowns: []
    aggregations: []
    parameters: []
    targets: []
    allowTargetUpdate: true
    type: KPI
    origin: PACKAGE

```

```

- id: cases_onhold_1
  displayName: "#Cases OnHold>1"
  customAttributes: {}
  pql: |-
    (sum(case when PU_COUNT

      ( "Case Table", "Activity Table"."ACTIVITY_NAME", "Activity
Table"."ACTIVITY_NAME" = 'On Hold') > 1 then 1 end)

    / (sum(PU_count_distinct ( "Case Table", "Activity Table"."ACTIVITY_NAME",
"Activity Table"."ACTIVITY_NAME" = 'On Hold'))))

    *
    100
  unit: "%"
  format: .2f
  breakdowns: []
  aggregations: []
  parameters: []
  targets: []
  allowTargetUpdate: true
  type: KPI
  origin: PACKAGE
- id: time_on_hold_in_hours_
  displayName: Time 'On Hold' (In Hours)
  customAttributes: {}
  pql: |-
    sum(case when "Activity Table"."ACTIVITY_NAME" = 'On Hold' THEN

      DATEDIFF ( HH, "Activity Table"."EVENTTIME", lead("Activity
Table"."EVENTTIME"))

    END)
  format: ",.2f"
  breakdowns: []
  aggregations: []
  parameters: []
  targets: []
  allowTargetUpdate: true
  type: KPI
  origin: PACKAGE

```



```

- id: on_hold_filter
  displayName: On-Hold Filter
  pql: pu_count("Case Table","Activity Table"."ACTIVITY_NAME","Activity
Table"."ACTIVITY_NAME" = 'On Hold')
  breakdowns: []
  aggregations: []
  parameters: []
  targets: []
  allowTargetUpdate: true
  type: KPI
  origin: PACKAGE
- id: mismatch_
  displayName: Mismatch%
  pql: |-
    sum(case when "Case Table"."PRIORITY" != "Case Table"."URGENCY" then 1 else
0 end)

/

KPI("COUNT_TABLE__CASE_TABLE")
format: ",.2%"
breakdowns: []
aggregations: []
parameters: []
targets: []
allowTargetUpdate: true
type: KPI
origin: PACKAGE
- id: mismatch_tpt
  displayName: Mismatch TPT
  pql: |-
    sum(case when "Case Table"."PRIORITY" != "Case Table"."URGENCY" then

(CALC_THROUGHPUT(CASE_START TO CASE_END, REMAP_TIMESTAMPS("Activity
Table"."EVENTTIME", DAYS)))

    else 0 end)

/

    sum(case when "Case Table"."PRIORITY" != "Case Table"."URGENCY" then 1
else 0 end)
  unit: Days
  format: ",.2f"
  breakdowns: []

```

```

    aggregations: []
    parameters: []
    targets: []
    allowTargetUpdate: true
    type: KPI
    origin: PACKAGE
- id: timespent_in_hours_
  displayName: TimeSpent(In Hours)
  pql: |-
    sum(case when "Case Table"."INCIDENT_STATUS" = 'Queued' THEN

      (CALC_THROUGHPUT(CASE_START TO CASE_END, REMAP_TIMESTAMPS("Activity
Table"."EVENTTIME", DAYS)))

    END)
  format: ",.2f"
  breakdowns: []
  aggregations: []
  parameters: []
  targets: []
  allowTargetUpdate: true
  type: KPI
  origin: PACKAGE
- id: unresolved_kpi_filter
  displayName: unresolved kpi filter
  pql: (case when "Case Table"."INCIDENT_STATUS" = 'Queued' then 1 else 0 end)
  breakdowns: []
  aggregations: []
  parameters: []
  targets: []
  allowTargetUpdate: true
  type: KPI
  origin: PACKAGE
- id: resolve_time_in_hours_
  displayName: Resolve Time(In Hours)
  pql: |-
    (case when "Case Table"."PRIORITY" != "Case Table"."URGENCY" THEN

      (CALC_THROUGHPUT(CASE_START TO CASE_END, REMAP_TIMESTAMPS("Activity
Table"."EVENTTIME", DAYS)))

    END)
  breakdowns: []
  aggregations: []
  parameters: []

```

```

    targets: []
    allowTargetUpdate: true
    type: KPI
    origin: PACKAGE
  - id: cases_on_hold_1_overall_
    displayName: "#Cases On Hold>1 (Overall)"
    pql: |-
      (sum(case when PU_COUNT

        ( "Case Table", "Activity Table"."ACTIVITY_NAME", "Activity
Table"."ACTIVITY_NAME" = 'On Hold') > 1 then 1 end)

      / KPI("COUNT_TABLE__CASE_TABLE"))

    *

    100
    unit: "%"
    format: .2f
    breakdowns: []
    aggregations: []
    parameters: []
    targets: []
    allowTargetUpdate: true
    type: KPI
    origin: PACKAGE
  - id: late_updation_kpi
    displayName: Late Updation KPI
    customAttributes: {}
    pql: |-
      sum(case when floor(datediff(dd,"Case Table"."INCIDENT_RESOLVE_TIME","Case
Table"."INCIDENT_UPDATE_TIME")) > 0

      then 1 end)

    /

```

```

    KPI("COUNT_TABLE__CASE_TABLE")
breakdowns: []
aggregations: []
parameters: []
targets: []
allowTargetUpdate: true
type: KPI
origin: PACKAGE
- id: late_updation_filter
  displayName: Late Updation filter
  pql: |-
    (case when floor(datediff(dd,"Case Table"."INCIDENT_RESOLVE_TIME","Case
Table"."INCIDENT_UPDATE_TIME")) > 0

    then 1 else 0 end)
breakdowns: []
aggregations: []
parameters: []
targets: []
allowTargetUpdate: true
type: KPI
origin: PACKAGE
- id: lateupdate
  displayName: LateUpdate (In Days)
  customAttributes: {}
  pql: floor(datediff(dd,"Case Table"."INCIDENT_RESOLVE_TIME","Case
Table"."INCIDENT_UPDATE_TIME"))
breakdowns: []
aggregations: []
parameters: []
targets: []
allowTargetUpdate: true
type: KPI
origin: PACKAGE
- id: late_update_
  displayName: Late Update%
  customAttributes: {}
  pql: |-
    sum(case when floor(datediff(dd,"Case Table"."INCIDENT_RESOLVE_TIME","Case
Table"."INCIDENT_UPDATE_TIME")) > 0

    then 1 end)

```

```

/

KPI("COUNT_TABLE__CASE_TABLE")

*

100
unit: "%"
format: ",.2f"
breakdowns: []
aggregations: []
parameters: []
targets: []
allowTargetUpdate: true
type: KPI
origin: PACKAGE
- id: time_spend_late_update_
  displayName: Time Spend(Late Update)
  pql: |-
    floor(sum(case when floor(datediff(dd,"Case
Table"."INCIDENT_RESOLVE_TIME","Case Table"."INCIDENT_UPDATE_TIME")) > 0

    then (datediff(dd,"Case Table"."INCIDENT_RESOLVE_TIME","Case
Table"."INCIDENT_UPDATE_TIME")) end))
  unit: Days
  breakdowns: []
  aggregations: []
  parameters: []
  targets: []
  allowTargetUpdate: true
  type: KPI
  origin: PACKAGE
- id: time_spent_late_update_
  displayName: Time Spent(Late Update)
  pql: |-
    floor((case when floor(datediff(dd,"Case
Table"."INCIDENT_RESOLVE_TIME","Case Table"."INCIDENT_UPDATE_TIME")) > 0

```

```

        then (datediff(dd,"Case Table"."INCIDENT_RESOLVE_TIME","Case
Table"."INCIDENT_UPDATE_TIME")) end))
    breakdowns: []
    aggregations: []
    parameters: []
    targets: []
    allowTargetUpdate: true
    type: KPI
    origin: PACKAGE
- id: range_generator
  displayName: Range Generator
  pql: GENERATE_RANGE ( 1 , 1 , 150 )
  breakdowns: []
  aggregations: []
  parameters: []
  targets: []
  allowTargetUpdate: true
  type: KPI
  origin: PACKAGE
- id: rework_activity
  displayName: Rework Activity
  pql: |-
    sum(case when PU_COUNT ( "Case Table", "Activity Table"."ACTIVITY_NAME",
"Activity Table"."ACTIVITY_NAME" = 'Queued') > 1

        then PU_COUNT ( "Case Table", "Activity Table"."ACTIVITY_NAME", "Activity
Table"."ACTIVITY_NAME" = 'Queued')

        else 0 end)
    breakdowns: []
    aggregations: []
    parameters: []
    targets: []
    allowTargetUpdate: true
    type: KPI
    origin: PACKAGE
- id: rework_tickets
  displayName: Rework Tickets
  pql: |-
    sum(case when PU_COUNT ( "Case Table", "Activity Table"."ACTIVITY_NAME",
"Activity Table"."ACTIVITY_NAME" = 'Queued') > 1

        then 1 else 0 end)
    breakdowns: []
    aggregations: []

```

```

parameters: []
targets: []
allowTargetUpdate: true
type: KPI
origin: PACKAGE
- id: rework_cases_
  displayName: Rework Cases%
  pql: |-
    KPI("rework_tickets")

    /

    KPI("COUNT_TABLE__CASE_TABLE")

    *

    100
unit: "%"
format: ",.2f"
breakdowns: []
aggregations: []
parameters: []
targets: []
allowTargetUpdate: true
type: KPI
origin: PACKAGE
- id: rework_kpi
  displayName: Rework KPI
  pql: |-
    KPI("rework_tickets")

    /

    KPI("COUNT_TABLE__CASE_TABLE")
breakdowns: []
aggregations: []
parameters: []
targets: []
allowTargetUpdate: true
type: KPI
origin: PACKAGE
- id: no_rework_cases_
  displayName: No Rework Cases%
  customAttributes: {}
  pql: |-

```

```

sum(case when pu_count("Case Table","Activity
Table"."ACTIVITY_NAME","Activity Table"."ACTIVITY_NAME"='Queued') = 1 then 1 else
0 end)

```

```

/

```

```

KPI("COUNT_TABLE__CASE_TABLE")

```

```

*

```

```

100

```

```

unit: "%"

```

```

format: ",.2f"

```

```

breakdowns: []

```

```

aggregations: []

```

```

parameters: []

```

```

targets: []

```

```

allowTargetUpdate: true

```

```

type: KPI

```

```

origin: PACKAGE

```

```

filters:

```

```

- id: unassigned_user

```

```

  displayName: Unassigned User

```

```

  customAttributes: {}

```

```

  pql: FILTER "Activity Table"."_USER" IS NULL;

```

```

  type: FILTER

```

```

  origin: PACKAGE

```

```

- id: first_6d

```

```

  displayName: First 6D

```

```

  pql: |-

```

```

    FILTER ROUND_DAY ( "Case Table"."INCIDENT_CREATE_TIME" ) < ({d '2022-07-
09'}) AND

```

```

    ROUND_DAY ( "Case Table"."INCIDENT_CREATE_TIME" ) >= ({d '2022-07-01'}) ;

```

```

  type: FILTER

```

```

  origin: PACKAGE

```

```

- id: last_6d

```

```

  displayName: Last 6D

```

```

  pql: |-

```

```

    FILTER ROUND_DAY ( "Case Table"."INCIDENT_CREATE_TIME" ) < ({d '2022-07-
17'}) AND

```



```

    ROUND_DAY ( "Case Table"."INCIDENT_CREATE_TIME" ) >= ({d '2022-07-09'}) ;
type: FILTER
origin: PACKAGE
- id: closed_ticket_filter
  displayName: Closed Ticket Filter
  pql: FILTER "Case Table"."INCIDENT_STATUS" = 'Closed';
  type: FILTER
  origin: PACKAGE
- id: open_ticket_filter
  displayName: Open Ticket Filter
  pql: FILTER "Case Table"."INCIDENT_STATUS" != 'Closed';
  type: FILTER
  origin: PACKAGE
- id: emptyfilter
  displayName: EmptyFilter
  pql: FILTER "Case Table"."INC_NUMBER" IS NOT NULL;
  type: FILTER
  origin: PACKAGE
- id: multi_hop_filter
  displayName: Multi-Hop Filter
  customAttributes: {}
  pql: FILTER KPI("multi_kpi_filter") > 0;
  type: FILTER
  origin: PACKAGE
- id: on_hold_filter
  displayName: On-Hold Filter
  customAttributes: {}
  pql: FILTER KPI("on_hold_filter") >0;
  type: FILTER
  origin: PACKAGE
- id: unresolved_filter
  displayName: Unresolved Filter
  customAttributes: {}
  pql: FILTER KPI("unresolved_kpi_filter") > 0;
  type: FILTER
  origin: PACKAGE
- id: mismatch_filter
  displayName: Mismatch Filter
  pql: FILTER "Case Table"."URGENCY" != "Case Table"."PRIORITY";
  type: FILTER
  origin: PACKAGE
- id: late_updation
  displayName: Late Updation
  customAttributes: {}
  pql: FILTER KPI("late_updation_filter") > 0;

```

```

    type: FILTER
    origin: PACKAGE
  - id: rework_filter
    displayName: Rework Filter
    pql: FILTER pu_count("Case Table","Activity Table"."ACTIVITY_NAME","Activity
Table"."ACTIVITY_NAME" = 'Queued') > 1;
    type: FILTER
    origin: PACKAGE
variables: []
activities: []
eventLogsMetadata:
  eventLogs:
    - id: EL_ACTIVITY_TABLE__ACTIVITY_NAME
      displayName: Activity Table Activity Name
      pql: '"Activity Table"."ACTIVITY_NAME"'
  transitions: []
  kpiViews: []
anomalies:
  - id: multi_hop_tickets_ANOMALY
    displayName: Multi-Hop Tickets
    flag: multi_hop_tickets
    kpiIds: []
    kpis:
      - id: COUNT_TABLE__CASE_TABLE_ANOMALY_KPI
        kpiId: COUNT_TABLE__CASE_TABLE
        impactCalculation: multi_hop_kpi
    knowledgeObjectId: CASE_TABLE_ANOMALY_Multi_Hop
    type: ANOMALY
  - id: on_hold_tickets_ANOMALY
    displayName: On-Hold Tickets
    flag: on_hold_tickets
    kpiIds: []
    kpis:
      - id: COUNT_TABLE__CASE_TABLE_ANOMALY_KPI
        kpiId: COUNT_TABLE__CASE_TABLE
        impactCalculation: onhold_kpi
    knowledgeObjectId: CASE_TABLE_ANOMALY_OnHold
    type: ANOMALY
  - id: priority_urgency_mismatch_ANOMALY
    displayName: Priority/Urgency Mismatch
    flag: priority_urgency_mismatch
    kpiIds: []
    kpis:
      - id: COUNT_TABLE__CASE_TABLE_ANOMALY_KPI
        kpiId: COUNT_TABLE__CASE_TABLE

```

```

        impactCalculation: mismatch_kpi
knowledgeObjectId: CASE_TABLE_ANOMALY_Mismatch
type: ANOMALY
- id: unresolved_tickets_ANOMALY
  displayName: Unresolved Tickets
  flag: unresolved_tickets
  kpiIds: []
  kpis:
    - id: COUNT_TABLE__CASE_TABLE_ANOMALY_KPI
      kpiId: COUNT_TABLE__CASE_TABLE
      impactCalculation: unresolved_kpi
knowledgeObjectId: CASE_TABLE_ANOMALY_Unresolved
type: ANOMALY
- id: late_updatation_ANOMALY
  displayName: Late Updatation
  flag: late_updatation
  kpiIds: []
  kpis:
    - id: COUNT_TABLE__CASE_TABLE_ANOMALY_KPI
      kpiId: COUNT_TABLE__CASE_TABLE
      impactCalculation: late_updatation_kpi
knowledgeObjectId: CASE_TABLE_ANOMALY_Late_Update
type: ANOMALY
- id: rework_tickets_ANOMALY
  displayName: Rework Tickets
  flag: rework_tickets
  kpiIds: []
  kpis:
    - id: COUNT_TABLE__CASE_TABLE_ANOMALY_KPI
      kpiId: COUNT_TABLE__CASE_TABLE
      impactCalculation: rework_kpi
knowledgeObjectId: CASE_TABLE_ANOMALY_REWORK
type: ANOMALY
eventLogs: []
customObjects:
- id: Status_Rule
  displayName: Status Rule
  customAttributes:
    - comparator: TEXT_CONTAINS
      value: Closed
      style:
        iconName: status-successful
        iconPosition: LEFT
        iconSize: 24
    - comparator: TEXT_CONTAINS

```

```
    value: Queued
    style:
      iconName: clock
      iconPosition: LEFT
      iconSize: 24
- id: Dropdown_SLATime
  displayName: SLATime DropDown
  customAttributes:
    list:
      - name: 90
      - name: 60
      - name: 30
      - name: 14
      - name: 7
      - name: 5
      - name: 3
      - name: 2
      - name: 1
- id: Dropdown_MultiHop
  displayName: Dimension
  customAttributes:
    list:
      - name: Priority
      - name: Urgency
      - name: Incident_Status
- id: Dropdown_Mismatch
  displayName: Dimension
  customAttributes:
    list:
      - name: Priority
      - name: Urgency
- id: GreaterColor
  displayName: Greater_Color
  customAttributes:
    - comparator: GREATER_THAN
      value: 25
      style:
        textColor: "#167757"
    - comparator: GREATER_THAN
      value: 10
      style:
        textColor: "#F9A609"
    - comparator: GREATER_THAN_OR_EQUAL
      value: 0
      style:
```

```
        textColor: "#FF2E2E"
- id: LesserColor
  displayName: Lesser_Color
  customAttributes:
    - comparator: GREATER_THAN
      value: 25
      style:
        textColor: "#FF2E2E"
    - comparator: GREATER_THAN
      value: 10
      style:
        textColor: "#F9A609"
    - comparator: GREATER_THAN_OR_EQUAL
      value: 0
      style:
        textColor: "#167757"
- id: Urgency_Priority_Rule
  displayName: Urgency Priority Rule
  customAttributes:
    - comparator: TEXT_CONTAINS
      value: Low
      style:
        iconName: priority-low
        iconPosition: LEFT
        iconSize: 24
    - comparator: TEXT_CONTAINS
      value: Medium
      style:
        iconName: priority-middle
        iconPosition: LEFT
        iconSize: 24
    - comparator: TEXT_CONTAINS
      value: High
      style:
        iconName: priority-high
        iconPosition: LEFT
        iconSize: 24
    - comparator: TEXT_CONTAINS
      value: Critical
      style:
        iconName: ce-notification--warning
        iconPosition: LEFT
        iconSize: 24
ruleGroups: []
visualMappings: []
```

```
id: itsm-package.itsm-km
tenantId: cc84ec38-5e3e-45f4-a3da-ec10c9fd9786
actions: []
nodeEntityId: 2773e2c3-ce9c-4715-9ea3-1763fc1408c7
```

FILTERBOX

metadata:

```
key: kpi-card-main-page
template: false
name: FilterBox
knowledgeModelKey: itsm-km
allowAdvancedFilters: true
```

layout:

```
rows:
- id: row_1aea58d9-eee6-4d70-a580-396a6a4ad1a0
  columns:
    - id: column_ca1a478d-7977-4c73-a44b-151b0010062d
      componentId: text-box-f24395bf-a2d2-418e-9e90-e07d6ba9be39
      size: "1"
      type: panel
      order: 0
  order: 0
- id: row_f60dcf4e-4e11-429d-81dc-a73a223ce87b
  columns:
    - id: column_5b120b0e-2006-490a-8203-12e837d07744
      componentId: dropdown-list-ff7ff452-9c1c-4f5c-b8ec-3fe3b78743f0
      size: "1"
      type: default
      order: 100
  order: 100
- id: row_ac7668b2-d883-410f-ac27-3509c21848a6
  columns:
    - id: column_07a5ae31-2ebc-425d-b004-865c121e1de4
      componentId: dropdown-list-65929c78-8639-4a01-99c8-35ade9f15659
      size: "1"
      type: default
      order: 100
  order: 200
- id: row_49e5ece0-e26c-4a85-89ef-5f38fe359e6b
  columns:
    - id: column_5f833576-83eb-448c-9189-f8efc931fb3c
      componentId: dropdown-list-94501bad-a599-4c03-87f1-3e5d1706577b
      size: "1"
      type: default
      order: 100
  order: 300
- id: row_b0fd8a69-b67f-4bc0-93df-19c692833316
  columns:
```

```
- id: column_f9878cb6-be65-42cc-9d0d-a77027310e3c
  componentId: dropdown-list-4f524b2b-a9d7-4239-8f0c-d54ba2bbc6fb
  size: "1"
  type: default
  order: 100
order: 400
- id: row_0c73a060-b9c2-4561-887f-e4786ba288c4
  columns:
    - id: column_5a60d9cd-58a2-4425-80ea-a58adeb6f6ff
      componentId: dropdown-list-76611293-3f65-4187-8e11-68f2c94fd036
      size: "1"
      type: default
      order: 100
    order: 450
- id: row_915d5a9f-a6bb-484a-981e-543594ef15fd
  columns:
    - id: column_eb620022-80d2-4267-965e-fd6d1b3fb35a
      componentId: dropdown-list-16e7973f-9e2c-4a52-9b51-80bbb0032f39
      size: "1"
      type: default
      order: 100
    order: 500
- id: row_3d3cae28-96e3-4c30-b161-225e5d8479e1
  columns:
    - id: column_de366195-029b-493a-bd50-a394f5c6906d
      componentId: text-box-e4e8ead5-1de1-417d-a159-409788525b7a
      size: "1"
      type: panel
      order: 100
    order: 600
- id: row_f024b8a3-0acd-4470-88aa-73d07c46dbfc
  columns:
    - id: column_20d134b6-fe39-4fca-8c27-a54f6d031806
      componentId: time-filter-b6e7e8c7-cb42-41ce-9dbb-342e121845f6
      size: "1"
      type: default
      order: 100
    order: 700
- id: row_42234ca0-0c21-47ea-ad98-fcb5198d3bd8
  columns:
    - id: column_bfcb1526-6259-4262-bce1-950e876a5899
      componentId: time-filter-ff5b2d9f-45d3-45a1-9c58-305185bff2e2
      size: "1"
      type: default
      order: 100
```



```

    order: 800
  - id: row_1134c74b-57e0-4958-9c00-c77696382de5
    columns:
      - id: column_0ea8bfb9-59c7-47ab-8c4e-5725072ba1d5
        componentId: quick-filters-207c36b7-1f2c-48d7-b18f-250fe4a3d19b
        size: "1"
        type: default
        order: 100
      - id: column_da1a2635-b833-44d4-b8f5-e5542c007699
        componentId: quick-filters-08372dc0-47d7-4ab4-9fa4-8e47c352f2a8
        size: "1"
        type: default
        order: 200
    order: 900
components:
  - id: kpi-list-81072ecd-344c-4918-9c0b-fb574be54280
    type: kpi-list
    settings:
      data:
        kpis:
          - kpi: closed_ticket
            show: true
            id: 1cff2395-7395-40b1-a1a2-d4618b94aabf
            order: 100
  - id: text-box-f24395bf-a2d2-418e-9e90-e07d6ba9be39
    type: text-box
    settings:
      title: Filter Components -
      content: ""
  - id: dropdown-list-ff7ff452-9c1c-4f5c-b8ec-3fe3b78743f0
    type: dropdown-list
    settings:
      data:
        columns:
          - attribute: CASE_TABLE.INC_NUMBER
            id: c8db9627-1151-4c8b-8b4d-c89a6873ff0e
            order: 100
  - id: dropdown-list-65929c78-8639-4a01-99c8-35ade9f15659
    type: dropdown-list
    settings:
      data:
        columns:
          - attribute: CASE_TABLE.LOCATION
            id: fd5ec70a-6c5c-48fe-9d6e-efc2cb68115e
            order: 100

```

- id: dropdown-list-94501bad-a599-4c03-87f1-3e5d1706577b
type: dropdown-list
settings:
 data:
 columns:
 - attribute: CASE_TABLE.DEPARTMENT
 id: 389c9e6a-f34f-4774-8b82-a7d22a3a58e8
 order: 100
- id: dropdown-list-4f524b2b-a9d7-4239-8f0c-d54ba2bbc6fb
type: dropdown-list
settings:
 data:
 columns:
 - attribute: ACTIVITY_TABLE.USER
 id: a33fe40c-4b39-422f-affb-df0e1ef79227
 order: 100
- id: dropdown-list-24552466-8c00-4132-a22a-0313dbb4ef4e
type: dropdown-list
settings:
 data:
 columns:
 - attribute: ACTIVITY_TABLE.DEFINITION
 id: 1fb1de26-5285-4352-aa70-b82f1329055b
 order: 100
- id: dropdown-list-16e7973f-9e2c-4a52-9b51-80bbb0032f39
type: dropdown-list
settings:
 data:
 columns:
 - attribute: CASE_TABLE.INCIDENT_STATUS
 id: c291e4b6-eff9-4a38-915b-6c14a974c5ca
 order: 100
- id: text-box-e4e8ead5-1de1-417d-a159-409788525b7a
type: text-box
settings:
 title: "Filter By Date - "
 content: ""
- id: time-filter-b6e7e8c7-cb42-41ce-9dbb-342e121845f6
type: time-filter
settings:
 label: Activity Event Time
 dateAttribute: ACTIVITY_TABLE.EVENTTIME
- id: time-filter-ff5b2d9f-45d3-45a1-9c58-305185bff2e2
type: time-filter
settings:

```
    label: Ticket Creation Time
    dateAttribute: CASE_TABLE.INCIDENT_CREATE_TIME
- id: quick-filters-207c36b7-1f2c-48d7-b18f-250fe4a3d19b
  type: quick-filters
  settings:
    filters:
      - filter: first_6d
        id: 7135c446-098c-4dec-9210-4b0bafad507a
        order: 100
      label: ""
- id: quick-filters-08372dc0-47d7-4ab4-9fa4-8e47c352f2a8
  type: quick-filters
  settings:
    filters:
      - filter: last_6d
        id: ebc80cfe-b34f-4feb-9d69-3db5b472c419
        order: 100
      label: ""
- id: dropdown-list-76611293-3f65-4187-8e11-68f2c94fd036
  type: dropdown-list
  settings:
    data:
      columns:
        - attribute: ACTIVITY_TABLE.DEFINITION
          id: f4839ab9-dee5-4070-9b16-147d199b616b
          order: 100
```

EVENT LOG

metadata:

```
key: eventlog-itsm
template: false
name: EventLog - ITSM
knowledgeModelKey: itsm-km
knowledgeObjectId: CASE_TABLE
profileView: true
allowAdvancedFilters: true
```

variables:

- id: 2655fa72-c132-42a9-ab8b-9aa71e8f31f2
name: id
defaultValue: ""
- id: 152e80ea-b0e2-459d-8464-63084f63bc41
name: INC_Num
defaultValue: " ACTIVITY_TABLE.INC_NUMBER"

layout:

rows:

- id: row_62bfa88b-2755-47ae-b061-f29fbd15f6fd
columns:
 - id: column_3a519f92-3ff4-4292-a3fb-6aae2dcfd2b2
componentId: kpi-list-ee1c0fb7-61a5-4c46-8dce-477aed3ef444
size: "1"
type: panel
order: 50
 - id: column_c1e28ec6-d5ce-4f7e-b5c0-ed3697e70cff
componentId: kpi-list-90c0c181-22a7-4b2f-91a2-bc3b3b648746
size: "1"
type: panel
order: 100order: 100
- id: row_f20fe627-90f5-4c20-a3a8-7420d0c0603b
growHeight: false
columns:
 - id: column_5be85d8b-5976-4a74-ae7-e712930c4d65
componentId: table-c23552e9-65ca-4b35-a324-41b33e22922f
size: "1"
type: default
height: ""
order: 100
 - id: column_f3945af6-fea6-45e6-8948-08722e9089b2

```
        componentId: activity-history-f3658c91-4e54-4dc7-acbe-71e3512cf6ca
        size: "1"
        type: default
        height: ""
        order: 200
    height: ""
    order: 200
components:
- id: kpi-list-0d25662b-8394-4095-a6ae-61c1f254cfcb
  type: kpi-list
  settings:
    data:
      kpis:
        - kpi: AVG_EVENTS_PER_CASE__ACTIVITY_TABLE__ACTIVITY_NAME__CASE_TABLE
          show: true
          id: 7dea5fa5-5706-48fa-a62b-a640dbe7b8e2
          order: 100
        - kpi: TOTAL_THROUGHPUT_TIME_IN_DAYS__ACTIVITY_TABLE__EVENTTIME
          show: true
          id: 625cab42-595e-40f7-96af-f12e680cb905
          order: 200
    options:
      size: lg
- id: kpi-list-5bf7c0fc-ff33-4e5e-b4d7-79b371f58893
  type: kpi-list
  settings:
    data:
      kpis:
        - kpi: auto_activity_
          show: true
          id: f200c2a4-0fed-4d94-8f9d-86eddbdf0f709
          order: 100
- id: kpi-list-90c0c181-22a7-4b2f-91a2-bc3b3b648746
  type: kpi-list
  settings:
    data:
      kpis:
        - kpi: auto_activity_
          show: true
          id: ca42da1a-b49f-44c4-aa4a-72b33935589e
          order: 100
          displayContentRule: GreaterColor
        - kpi: on_hold_activity_
          show: true
          id: 7bcd7371-d619-49a9-bd22-1b66b289c079
```

```

        order: 200
        displayContentRule: LesserColor
    options:
        size: lg
- id: kpi-list-ee1c0fb7-61a5-4c46-8dce-477aed3ef444
  type: kpi-list
  settings:
    data:
      kpis:
        - kpi: COUNT_TABLE__ACTIVITY_TABLE
          show: true
          id: 42594a6e-b539-4565-be4c-f7fbbaef8a6f
          order: 100
        - kpi: TOTAL_THROUGHPUT_TIME_IN_DAYS__ACTIVITY_TABLE__EVENTTIME
          show: true
          id: 2e7841df-3cb0-4a9f-80c2-86b3c856baf5
          order: 200
      options:
        sortBy: name
        size: lg
- id: table-c23552e9-65ca-4b35-a324-41b33e22922f
  type: table
  settings:
    name: Event Log
    data:
      columns:
        - field: ACTIVITY_TABLE.INC_NUMBER
          id: b99bf98d-2d99-4e85-9072-043c437ff82c
          order: 100
        - field: ACTIVITY_TABLE.ACTIVITY_NAME
          id: 32f0152a-7abe-4fb8-808a-511a345dd53d
          order: 200
        - field: ACTIVITY_TABLE.EVENTTIME
          id: a7e108a9-d26b-4327-9449-0f23d3898c30
          order: 300
        - field: ACTIVITY_TABLE.USER
          id: 6c6e68e8-38e3-48d4-a05a-b1c195295a03
          order: 400
        - field: ACTIVITY_TABLE.DEFINITION
          id: 9bfc9881-fc4f-41f8-b6d5-01036bcf3bf9
          order: 500
      breakdownSelector: {}
    options:
      showPagination: false
      resizeMode: fit

```

- id: activity-history-f3658c91-4e54-4dc7-acbe-71e3512cf6ca
type: activity-history
settings:
 - name: Activity History
 - recordMetadataId: ACTIVITY_TABLE
 - objectId: \${id}
 - sortDirection: ASC
 - pageSize: 10000
- id: text-box-76653123-68ad-46ff-8210-cae80e68e71b
type: text-box
settings:
 - title: \${id}
 - content: ""
- id: text-box-e7087849-60bf-4b84-ba02-b5efef538052
type: text-box
settings:
 - title: \${EventLog}
 - content: ""

PROCESS EXPLORER

```
metadata:
  key: process-discovery
  template: false
  name: Process Explorer
  allowAdvancedFilters: true
layout:
  rows:
    - id: row_a961a085-a8b6-4d63-b7e7-031f9cf131a5
      growHeight: false
      columns:
        - id: column_dc5776dc-b0f9-4bc5-8b5f-4c69a4da4cfa
          componentId: process-explorer-11af70e1-bcb3-4aad-b3f2-f9c9f1160325
          size: "1"
          type: default
          height: "750"
          order: 100
      order: 100
  components:
    - id: process-explorer-11af70e1-bcb3-4aad-b3f2-f9c9f1160325
      type: process-explorer
      knowledgeModelKey: itsm-km
      settings:
        eventLogs:
          - eventLog: EL_ACTIVITY_TABLE__ACTIVITY_NAME
            id: 1085fc8e-3014-493d-8392-8b96fdc2ff22
            order: 100
          transitions: false
    - id: kpi-list-b8ba0783-ed0d-4e17-9064-19e0b62644b6
      type: kpi-list
      settings:
        data:
          kpis:
            - kpi: COUNT_TABLE__CASE_TABLE
              show: true
              id: 9b6279b8-ea34-44d5-a984-c3f3bde4bcec
              order: 100
```


GRAPH FOR MAIN PAGE

```
metadata:
  key: innersection1
  template: false
  name: Graphs
  knowledgeModelKey: itsm-km
  allowAdvancedFilters: true
layout:
  rows:
    - id: row_1e225093-5319-48c7-83f7-c10cd45ac021
      columns:
        - id: column_eb33b072-e077-48a3-bd49-e76af684a4ba
          componentId: kpi-list-2b92491f-abf8-49da-8aa5-a4102af8df0a
          size: "1"
          type: default
          order: 100
        order: 100
    - id: row_bfe7e284-59e6-4d54-8244-72f8b6d741ca
      growHeight: false
      columns:
        - id: column_ee28fd3a-3d43-4855-a2f7-6e2c8999da23
          componentId: treemap-0e247651-53e2-42c6-979f-8d3c047244d3
          size: "1"
          type: panel
          height: "500"
          order: 200
        - id: column_454125d2-f5af-4eb6-810d-45c9014cb332
          componentId: chart-8e960df2-6c6d-4bd1-be4a-dfd90e40adcd
          size: "1"
          type: panel
          order: 300
        order: 200
  components:
    - id: kpi-list-2b92491f-abf8-49da-8aa5-a4102af8df0a
      type: kpi-list
      settings:
        data:
          kpis:
            - kpi: closed_ticket
              show: true
              id: 3c35b392-0edf-4b45-8ae9-eb676380a9b8
              order: 100
            - kpi: open_ticket
```

```

      show: true
      id: c374875d-2871-4c93-bc62-de597ff8f766
      order: 200
    onClick:
      update:
        variables:
          id: TickType
- id: chart-4707838f-7ccd-4109-bdb3-21622540b78e
  type: chart
  settings:
    visuals:
      - mark:
          type: bar
          bandwidth: 0
          id: 270a82f3-1d48-4370-886d-96f9d47ba4d3
          order: 100
    limit: 1000
    encodings:
      x:
        field: CASE_TABLE.LOCATION
      y:
        field: ${TickType}
- id: treemap-0e247651-53e2-42c6-979f-8d3c047244d3
  type: treemap
  settings:
    name: Location/MTTR per Ticket
    infoText:
      title: Treemap
      content: This Treemap displays the ${TickType} per Location. The color of
the
      block represents the Avg.Resolve Time of the Location
    kpis:
      - kpi: ${TickType}
        type: primary
        id: 0c573bd2-c667-4fcc-9168-311802987aae
        order: 100
        default: true
      - kpi: TOTAL_THROUGHPUT_TIME_IN_DAYS__ACTIVITY_TABLE__EVENTTIME
        type: secondary
        default: true
        id: 442ca4db-5848-4997-9a07-8951aef355ee
        order: 200
    dimensions:
      root: CASE_TABLE.LOCATION
  showConfig: false

```

```

    colors: SEQUENTIAL_GRAY_REVERSE
- id: chart-8e960df2-6c6d-4bd1-be4a-dfd90e40adcd
  type: chart
  settings:
    name: Drilldown by Department
    infoText:
      title: Bar Chart
      content: This Bar Chart displays the ${TickType} per Department.
    visuals:
      - mark:
          type: bar
          bandwidth: 0
          id: 29bbc0a2-d5ea-46a4-a1b7-68b32a37bed6
          order: 100
          encodings:
            y:
              field: ${TickType}
            color:
              field: ${TickType}
              scheme: SEQUENTIAL_GRAY_REVERSE
          limit: 1000
          encodings:
            x:
              field: CASE_TABLE.DEPARTMENT
- id: treemap-f6604068-9c8e-4319-b890-58422f1d09fd
  type: treemap
  settings:
    name: Location/MTTR per Ticket
    kpis:
      - kpi: ${TickType == 'COUNT_TABLE__CASE_TABLE'? 'COUNT_TABLE__CASE_TABLE'
          : 'open_ticket'}
          type: primary
          id: 0c573bd2-c667-4fcc-9168-311802987aae
          order: 100
          default: true
      - kpi: TOTAL_THROUGHPUT_TIME_IN_DAYS__ACTIVITY_TABLE__EVENTTIME
          type: secondary
          default: true
          id: 442ca4db-5848-4997-9a07-8951aef355ee
          order: 200
    dimensions:
      root: CASE_TABLE.DEPARTMENT
      showConfig: false
- id: chart-4f4d1779-7a76-4048-9f7c-32d4901f83da
  type: chart

```

```

settings:
  visuals:
    - mark:
        type: bar
        bandwidth: 0
        id: 29bbc0a2-d5ea-46a4-a1b7-68b32a37bed6
        order: 100
    limit: 1000
  encodings:
    x:
      field: ${TickType}
    y:
      field: CASE_TABLE.LOCATION
- id: chart-d3ce29d0-b1ae-4a3c-9db0-9f6001273dd6
  type: chart
  settings:
    name: Automated Task by Date
    visuals:
      - mark:
          type: bar
          bandwidth: 0
          id: 6611115e-1429-4111-bf43-28b382dee8c9
          order: 100
          encodings:
            y:
              field: dailydata.total_task
      - mark:
          type: bar
          bandwidth: 0
          id: 1d73f912-2dbf-4c54-81bd-dbc6ba34e578
          order: 200
          encodings:
            y:
              field: dailydata.automated_task
    limit: 1000
  encodings:
    x:
      field: dailydata.day
  filters:
    - id: ${TickType} ==
      'closed_ticket'? 'closed_ticket_filter': 'open_ticket_filter'}
- id: sankey-753088e5-0bbf-4cf4-9155-9497b727d245
  type: sankey
  settings:
    kpis:

```

```
- kpi: COUNT_TABLE__ACTIVITY_TABLE
  type: primary
  id: 506464c9-7ae6-422c-b91e-7a9f0559f8b8
  order: 100
  default: true
dimensions:
- attribute: ACTIVITY_TABLE.USER
  id: 1b4de706-7faf-45e3-936a-6f07d5d17fd9
  order: 100
- attribute: CASE_TABLE.LOCATION
  id: 11f3aebf-d710-40e4-bb1e-bf7f5b49204e
  order: 200
- attribute: CASE_TABLE.DEPARTMENT
  id: 0dc4c50a-23c9-41c4-8d40-1058e3e8a25e
  order: 300
colors: SEQUENTIAL_GRAY_REVERSE
```

SIDE PANEL FOR MAIN PAGE

```
metadata:
  key: side-panel-kpi-ed
  template: false
  name: Side Panel
  knowledgeModelKey: itsm-km
  allowAdvancedFilters: true
layout:
  rows:
    - id: row_f0eaebfe-4937-4373-9da8-856c5866f639
      columns:
        - id: column_c237854f-6a89-473c-91c9-e10c23974f21
          componentId: view-81d16ea7-cbe9-48a9-8ed0-39364f405865
          size: "1"
          type: default
          order: 100
        - id: column_fa6cc1c1-d1d2-4220-97b5-a4e485998bfb
          componentId: view-8fc8de72-6e87-45e9-9ce8-99fec902834
          size: "0.21"
          type: default
          order: 200
      order: 300
  components:
    - id: kpi-list-39f69fb1-b27d-43f1-9ddc-5833a7744fa0
      type: kpi-list
      settings:
        data:
          kpis:
            - kpi: COUNT_TABLE__CASE_TABLE
              show: true
              id: 0dc94a85-3394-4ff8-9f81-bac08826c6ba
              order: 100
    - id: kpi-list-0fcea1a5-fbba-4a48-89eb-317d5151dab4
      type: kpi-list
      settings:
        data:
          kpis:
            - kpi: closed_ticket
              show: true
              id: b320dd6b-7f96-4235-8f72-0603c3c5849c
              order: 100
    - id: kpi-list-d22db4aa-c8e8-42db-8022-f327400c06bc
      type: kpi-list
```

```
settings:
  data:
    kpis:
      - kpi: closed_ticket
        show: true
        id: 6dcfae18-c0d6-40d7-9333-f313f06ebe0e
        order: 100
      - kpi: open_ticket
        show: true
        id: 7afd09c4-7b01-4159-943d-05638e625635
        order: 200
      - kpi: unassigned_tickets
        show: true
        id: 78d83c74-9706-41bb-98d4-112b481d2dd3
        order: 300
- id: view-81d16ea7-cbe9-48a9-8ed0-39364f405865
  type: view
  settings:
    key: innersection1
- id: view-8fc8de72-6e87-45e9-9ce8-99fec9d902834
  type: view
  settings:
    key: kpi-card-main-page
```

MAIN PAGE

metadata:

```
key: itsm-view
template: false
name: Main Page
knowledgeModelKey: itsm-km
allowAdvancedFilters: true
```

layout:

rows:

- id: row_c954a690-fb9b-42af-b6d7-9eb5ea2a0e73
columns:
 - id: column_bc74dad1-3558-460b-bdc1-aabfd2b782b0
componentId: kpi-list-7025c616-e2e4-4125-84ae-73a967e980bf
size: "5"
type: panel
order: 100
 - id: column_a9214e5f-4245-4437-8576-616d55211014
componentId: image-ee3dce14-2548-4f63-a9d2-690af6f1330f
size: "1"
type: panel
order: 200order: 50
- id: row_129c03da-b00c-4b51-a205-c511e7734b95
columns:
 - id: column_cc9a5150-8da8-49bc-b200-24be7869984a
componentId: view-24e15ee9-2e63-43c1-a553-d6fe93e2e491
size: "1"
type: default
order: 100order: 200
- id: row_b61ee697-709c-4a12-a8d7-8499d43345fc
growHeight: false
columns:
 - id: column_6a2c519e-2b3c-434c-b29b-e0c7b2352845
componentId: chart-8fdd4074-1bd2-41b1-bd1b-9ff8ef9ee4ae
size: "1"
type: default
height: "350"
order: 100order: 300

components:

- id: table-df3b6a2a-79ee-432a-919a-1d0caecde30b
type: table


```

settings:
  data:
    columns:
      - field: ACTIVITY_TABLE.INC_NUMBER
        id: 27d9924f-464f-4b6b-b981-a43feaca5b73
        order: 100
      - field: priority_count
        id: b052bea3-ab09-4483-8988-fa4a3c9232ee
        order: 200
      - field: CASE_TABLE.PRIORITY
        id: 4e946104-6aa9-49df-a8af-e84d379d9d9a
        order: 300
      - field: ACTIVITY_TABLE.ACTIVITY_NAME
        id: 18afeac6-597d-47d7-bedb-f834077ba534
        order: 400
      - field: ACTIVITY_TABLE.DEFINITION
        id: bb904e23-d21f-4191-870e-acad19676a8b
        order: 500
    breakdownSelector: {}
  options:
    showPagination: false
- id: text-box-72d1ca03-dd92-4788-9a9c-0c78ac77ab2b
  type: text-box
  settings:
    content: <h1>Workload Report <h4>Use this report to understand overall
workload
    in the organization
- id: kpi-list-974ede86-06ee-4088-b343-207199e353d8
  type: kpi-list
  settings:
    data:
      kpis:
        - kpi: closed_ticket
          show: true
          id: dc70ec1d-262a-405e-8992-7ebd2a9bdb17
          order: 100
        - kpi: open_ticket
          show: true
          id: 798d807c-986d-42b4-8439-0ae7c3605f62
          order: 200
        - kpi: unassigned_tickets
          show: true
          id: 8a1f48cf-c600-467b-815d-2172081af174
          order: 300
    onClick:

```

```
    update:
      variables:
        id: TickType
- id: kpi-list-fb0c1dc3-aa65-405a-ad29-32481325b68e
  type: kpi-list
  settings:
    data: {}
- id: kpi-list-7025c616-e2e4-4125-84ae-73a967e980bf
  type: kpi-list
  settings:
    data:
      kpis:
        - kpi: COUNT_TABLE__CASE_TABLE
          show: true
          id: 1f14c393-c853-4ee6-ba78-13a5e865358f
          order: 100
        - kpi: agents
          show: true
          id: 0e163377-ce5f-4d77-92d4-4eb49722e414
          order: 200
        - kpi: departments
          show: true
          id: 55f2039b-4975-41ca-8d4c-6b349a08281d
          order: 300
        - kpi: locations
          show: true
          id: 52ece72d-ceb1-4af9-ae18-fc4d8c8b5797
          order: 400
- id: table-517b5d81-1233-4ddd-a7e5-f195a3140abe
  type: table
  settings:
    data:
      columns:
        - field: CASE_TABLE.INC_NUMBER
          id: 398e1db4-8ac3-4dce-8285-1cfc7feb52
          order: 100
        - field: CASE_TABLE.INCIDENT_CREATE_TIME
          id: 544fc73a-0a65-4429-9e77-ec981b5cecf4
          order: 200
      breakdownSelector: {}
    options:
      showPagination: false
- id: button-list-b7f99485-88fc-41e5-9d04-082c735231f9
  type: button-list
  settings:
```

```
    buttons:
      - label: Filters
        id: 6f903629-cdec-4b9e-b8ab-d61ae3002416
        order: 100
        variant: primary
    styles:
      position:
        vertical: center
        horizontal: full
- id: kpi-list-bdd2a65d-5d67-400f-b90d-ecf6450ad3db
  type: kpi-list
  settings:
    data:
      kpis:
        - kpi: closed_ticket
          show: true
          id: 2b527018-9978-4add-ba32-915be7830ced
          order: 100
        - kpi: open_ticket
          show: true
          id: a562ece8-4d22-4522-91c1-83193a509e77
          order: 200
        - kpi: unassigned_tickets
          show: true
          id: 57161bfc-4f62-46a3-b409-c128f9f4d4d1
          order: 300
    onClick:
      update:
        variables:
          id: TickType
- id: image-ee3dce14-2548-4f63-a9d2-690af6f1330f
  type: image
  settings:
    src: https://logonoid.com/images/tech-mahindra-logo.png
    width: 200px
- id: table-4543c41f-48dd-4952-87c2-67fec752d62b
  type: table
  settings:
    data:
      columns:
        - field: CASE_TABLE.INC_NUMBER
          id: 5836cb76-2f45-4469-a5ed-b62bba03f250
          order: 100
        - field: CASE_TABLE.INCIDENT_STATUS
          id: 43d09ce7-eb32-413d-b082-01d8d3eda311
```

```

        order: 200
        breakdownSelector: {}
    options:
        showPagination: false
- id: view-24e15ee9-2e63-43c1-a553-d6fe93e2e491
  type: view
  settings:
    key: side-panel-kpi-ed
- id: chart-8fdd4074-1bd2-41b1-bd1b-9ff8ef9ee4ae
  type: chart
  settings:
    name: Automated Task by Date
    infoText:
      title: Bar Chart
      content: This Bar Chart displays the Total Activities Performed per Day.

```

The

```

        color of the block represents the No. of Automated Activities
        performed that day
    visuals:
      - mark:
          color: GREEN_50
          type: bar
          bandwidth: 0
          id: 6611115e-1429-4111-bf43-28b382dee8c9
          order: 100
          encodings:
            y:
              field: dailydata.total_task
              stackBy: dailydata.automated_task
              color:
                field: dailydata.automated_task
                scheme: SEQUENTIAL_GRAY_REVERSE
                type: quantitative
            limit: 1000
          encodings:
            x:
              field: dailydata.day
      filters:
        - id: ${TicketType ==
'closed_ticket'? 'closed_ticket_filter': 'open_ticket_filter'}
- id: sankey-baca8f5f-b507-4305-8f91-d45f85c648b8
  type: sankey
  settings:
    kpis:
      - kpi: COUNT_TABLE__ACTIVITY_TABLE

```

```
type: primary
id: 5cd1e0f5-ddb1-48af-9242-f30aa502db80
order: 100
default: true
dimensions:
- attribute: ACTIVITY_TABLE.USER
  id: a059322b-448b-42a6-bee5-aca28d38acc5
  order: 100
- attribute: CASE_TABLE.LOCATION
  id: f4ca37b2-0d6c-4109-83c1-b3a5ea5f9d2b
  order: 200
- attribute: CASE_TABLE.DEPARTMENT
  id: 670db5e3-b537-4ce2-8fe5-93f474e7003d
  order: 300
colors: SEQUENTIAL_GRAY
showConfig: true
```

SLA VIEW – EDIT BOX

```
metadata:
  key: sla-editbox
  template: false
  name: SLA EditBox
  knowledgeModelKey: itsm-km
  allowAdvancedFilters: true
layout:
  rows:
    - id: row_1aea58d9-eee6-4d70-a580-396a6a4ad1a0
      columns:
        - id: column_ca1a478d-7977-4c73-a44b-151b0010062d
          componentId: text-box-f24395bf-a2d2-418e-9e90-e07d6ba9be39
          size: "1"
          type: panel
          order: 0
      order: 0
    - id: row_7b6d1432-1cff-42ed-a301-9d69a481a9c0
      columns:
        - id: column_f5cadaf8-2adc-4379-bc73-6d9f42910025
          layout:
            rows:
              - id: row_295cb300-0342-40eb-9ae9-227e7874ced7
                columns:
                  - id: column_a37cc4ad-0c8c-43b2-9b81-ef83965bc3d4
                    componentId: text-box-5d924da2-1599-4fd7-9f5a-4b6c4bfbfd02
                    size: "1"
                    order: 0
                order: 50
              - id: row_8b08cb4a-fca5-4a9c-b843-d0880d700273
                columns:
                  - id: column_0323466e-21cf-4ede-9770-ef6e79e31f96
                    componentId: dropdown-list-56b20824-0111-4c75-b0cb-6518df74ce36
                    size: "1"
                    order: 100
                order: 100
            size: "1"
            type: panel
            order: 100
          order: 50
```

```

- id: row_ae0e1189-e25d-4ef0-bfc8-ce3c06d1d24c
  columns:
    - id: column_bc078d95-5a55-431d-889b-c69dce9ff0c6
      layout:
        rows:
          - id: row_ad05313a-e0be-4283-82a7-e63082079f72
            columns:
              - id: column_0cc30086-a9b7-4a3e-bf13-42274010f431
                componentId: text-box-83e6155d-4611-419c-b66e-a2d68e69289f
                size: "1"
                order: 0
            order: 100
          - id: row_a26217e8-6bf4-4fa6-9a08-85ce0aef858a
            columns:
              - id: column_ded6d337-d9c0-4757-8f1e-cecdff76179f
                componentId: dropdown-list-9a4868f6-0cb7-4133-a907-
5afeacf6f41d
                size: "1"
                order: 100
            order: 200
        size: "1"
        type: panel
        order: 100
      order: 225
- id: row_9353dadab-04ae-4607-acc5-f8c3d8af6a6a
  columns:
    - id: column_0578aaff-975a-41b5-8297-153cf4d6d552
      layout:
        rows:
          - id: row_8dbcd603-98d9-4bfff-83aa-d03140432ef9
            columns:
              - id: column_7ed31198-bdbb-4e51-bb5c-6cc9cc1876a0
                componentId: text-box-e18c8e37-7da1-453f-bf6a-5246ca5e12c4
                size: "1"
                order: 0
            order: 100
          - id: row_16864676-666d-4d4b-819e-07f2f4160255
            columns:
              - id: column_a154b988-df48-4949-9209-8d842632dd57
                componentId: dropdown-list-e14c5a20-193a-4137-963f-
51f35a9a7f34
                size: "1"
                order: 100
            order: 200
        size: "1"

```

```

    type: panel
    order: 100
order: 350
- id: row_5f2ad861-46d8-4c84-8a40-a29b79ff275f
  columns:
    - id: column_348601e3-63a6-4ddc-8a0c-655e2719831e
      layout:
        rows:
          - id: row_2f6e9d41-00d5-49ba-9761-35c01344572c
            columns:
              - id: column_ea892414-8617-45a7-8bc7-5f948906988e
                componentId: text-box-9c6362ac-b1bb-40f2-8c19-9539daf8af85
                size: "1"
                order: 0
            order: 100
          - id: row_e7088e61-d7f0-4d13-a97f-f0a528914690
            columns:
              - id: column_53e03a12-630e-415c-9ea3-da2ee8b5e661
                componentId: dropdown-list-9f7f7241-70d9-4b96-91c2-74aeacb242ce
                size: "1"
                order: 100
            order: 200
        size: "1"
      type: panel
      order: 100
order: 475
- id: row_3d3cae28-96e3-4c30-b161-225e5d8479e1
  columns:
    - id: column_f01303a7-f1b0-4023-b512-e7abe9fd9c61
      componentId: button-list-a7a25db6-af3d-4aea-b634-566f96c8ae12
      size: "1"
      type: default
      order: 100
    - id: column_e49237d6-b60a-449d-a963-09a38918d378
      componentId: button-list-d7be6a93-d6f4-48e6-bb98-e04209c39a51
      size: "1"
      order: 200
  order: 600
components:
- id: kpi-list-81072ecd-344c-4918-9c0b-fb574be54280
  type: kpi-list
  settings:
    data:
      kpis:

```


- kpi: closed_ticket
 - show: true
 - id: 1cff2395-7395-40b1-a1a2-d4618b94aabf
 - order: 100
- id: text-box-f24395bf-a2d2-418e-9e90-e07d6ba9be39
 - type: text-box
 - settings:
 - title: Service Level Agreement -
 - content: (In Days)
 - infoText:
 - title: title
 - content: content
- id: dropdown-list-ff7ff452-9c1c-4f5c-b8ec-3fe3b78743f0
 - type: dropdown-list
 - settings:
 - data:
 - columns:
 - attribute: CASE_TABLE.INC_NUMBER
 - id: c8db9627-1151-4c8b-8b4d-c89a6873ff0e
 - order: 100
- id: dropdown-list-65929c78-8639-4a01-99c8-35ade9f15659
 - type: dropdown-list
 - settings:
 - data:
 - columns:
 - attribute: CASE_TABLE.LOCATION
 - id: fd5ec70a-6c5c-48fe-9d6e-efc2cb68115e
 - order: 100
- id: dropdown-list-94501bad-a599-4c03-87f1-3e5d1706577b
 - type: dropdown-list
 - settings:
 - data:
 - columns:
 - attribute: CASE_TABLE.DEPARTMENT
 - id: 389c9e6a-f34f-4774-8b82-a7d22a3a58e8
 - order: 100
- id: dropdown-list-4f524b2b-a9d7-4239-8f0c-d54ba2bbc6fb
 - type: dropdown-list
 - settings:
 - data:
 - columns:
 - attribute: ACTIVITY_TABLE.USER
 - id: a33fe40c-4b39-422f-affb-df0e1ef79227
 - order: 100
- id: dropdown-list-24552466-8c00-4132-a22a-0313dbb4ef4e

```
type: dropdown-list
settings:
  data:
    columns:
      - attribute: ACTIVITY_TABLE.DEFINITION
        id: 1fb1de26-5285-4352-aa70-b82f1329055b
        order: 100
- id: dropdown-list-16e7973f-9e2c-4a52-9b51-80bbb0032f39
  type: dropdown-list
  settings:
    data:
      columns:
        - attribute: CASE_TABLE.INCIDENT_STATUS
          id: c291e4b6-eff9-4a38-915b-6c14a974c5ca
          order: 100
- id: text-box-e4e8ead5-1de1-417d-a159-409788525b7a
  type: text-box
  settings:
    title: Calculated Based On - ${CritVal}
    content: ""
- id: time-filter-b6e7e8c7-cb42-41ce-9dbb-342e121845f6
  type: time-filter
  settings:
    label: Activity Event Time
    dateAttribute: ACTIVITY_TABLE.EVENTTIME
- id: time-filter-ff5b2d9f-45d3-45a1-9c58-305185bff2e2
  type: time-filter
  settings:
    label: Ticket Creation Time
    dateAttribute: CASE_TABLE.INCIDENT_CREATE_TIME
- id: quick-filters-207c36b7-1f2c-48d7-b18f-250fe4a3d19b
  type: quick-filters
  settings:
    filters:
      - filter: first_6d
        id: 7135c446-098c-4dec-9210-4b0bafad507a
        order: 100
        label: ""
- id: quick-filters-08372dc0-47d7-4ab4-9fa4-8e47c352f2a8
  type: quick-filters
  settings:
    filters:
      - filter: last_6d
        id: ebc80cfe-b34f-4feb-9d69-3db5b472c419
        order: 100
```

```

    label: ""
- id: dropdown-list-76611293-3f65-4187-8e11-68f2c94fd036
  type: dropdown-list
  settings:
    data:
      columns:
        - attribute: ACTIVITY_TABLE.DEFINITION
          id: f4839ab9-dee5-4070-9b16-147d199b616b
          order: 100
- id: dropdown-list-1851ede0-21db-40f2-b2d2-5e8b5fe765ec
  type: dropdown-list
  settings:
    data: {}
- id: input-box-a2d07b45-998f-4cf8-8b49-8f4a3a04fe93
  type: input-box
  settings:
    styles:
      position:
        horizontal: full
      placeholderText: Critical Value(In Days)
      type: number
      onChange:
        update:
          variables:
            - name: CritVal
- id: input-box-b053bc9a-0516-48d0-9c2d-2c00dd88e409
  type: input-box
  settings:
    styles:
      position:
        horizontal: full
      placeholderText: High Value(In Days)
      type: number
      onChange:
        update:
          variables:
            - name: HighVal
- id: input-box-7473f7c0-56e7-42aa-bae5-24168f9e8811
  type: input-box
  settings:
    styles:
      position:
        horizontal: full
      placeholderText: Medium Value(In Days)
      type: number

```

```

      onChange:
        update:
          variables:
            - name: MedVal
- id: input-box-e0cc6cc1-bee5-4017-8cb5-f1a625c3f7c9
  type: input-box
  settings:
    styles:
      position:
        horizontal: full
    placeholderText: Low Value(In Days)
    type: number
    onChange:
      update:
        variables:
          - name: LowVal
- id: text-box-1de0e9e9-a251-4f8b-963a-affe04b975f9
  type: text-box
  settings:
    title: "Critical Value : ${CritVal} Days"
    content: ""
- id: text-box-7c658e1b-1370-4f40-a611-9017ccfed938
  type: text-box
  settings:
    title: "High Value : ${HighVal} Days"
    content: ""
- id: text-box-5d924da2-1599-4fd7-9f5a-4b6c4bfbfd02
  type: text-box
  settings:
    title: "C${SLAType} Val: ${CritVal}Days"
    content: ""
- id: input-box-cc8048ed-1b10-48e6-a7e4-037c7770d573
  type: input-box
  settings:
    styles:
      position:
        horizontal: full
    placeholderText: Critical Value(In Days)
    type: number
    onChange:
      update:
        variables:
          - name: CritVal
- id: text-box-83e6155d-4611-419c-b66e-a2d68e69289f
  type: text-box

```

```

settings:
  title: "H${SLAType} Val: ${HighVal}Days"
  content: ""
- id: input-box-07df634f-68e4-44ab-b015-c4ac95ebc760
  type: input-box
  settings:
    styles:
      position:
        horizontal: full
      placeholderText: High Value(In Days)
      type: number
      onChange:
        update:
          variables:
            - name: HighVal
- id: text-box-e18c8e37-7da1-453f-bf6a-5246ca5e12c4
  type: text-box
  settings:
    title: "M${SLAType} Val: ${MedVal}Days"
    content: ""
- id: input-box-512a6e21-6f3d-4c85-a42c-830756bdcd29
  type: input-box
  settings:
    styles:
      position:
        horizontal: full
      placeholderText: Medium Value(In Days)
      type: number
      onChange:
        update:
          variables:
            - name: MedVal
- id: input-box-84e440f0-2a0c-4b45-bd5d-5daff174ae9d
  type: input-box
  settings:
    styles:
      position:
        horizontal: full
      placeholderText: Low Value(In Days)
      type: number
      onChange:
        update:
          variables:
            - name: LowVal
- id: text-box-9c6362ac-b1bb-40f2-8c19-9539daf8af85

```

```
type: text-box
settings:
  title: "L${SLAType} Val: ${LowVal}Days"
  content: ""
- id: button-list-a7a25db6-af3d-4aea-b634-566f96c8ae12
type: button-list
settings:
  buttons:
    - label: Priority
      id: 39e003d2-2eb6-4de4-8ea9-f9da39681499
      order: 100
      variant: ${SLAType === 'Priority' && 'primary' || 'info'}
      onClick:
        update:
          variables:
            - name: SLAType
              value: Priority
- id: button-list-d7be6a93-d6f4-48e6-bb98-e04209c39a51
type: button-list
settings:
  buttons:
    - label: Urgency
      id: c1abd81d-d284-4d58-99bb-046db81d1b22
      order: 100
      variant: ${SLAType === 'Urgency' && 'primary' || 'info'}
      onClick:
        update:
          variables:
            - name: SLAType
              value: Urgency
- id: dropdown-list-56b20824-0111-4c75-b0cb-6518df74ce36
type: dropdown-list
settings:
  data:
    columns:
      - attribute: Dropdown_SLATime
        id: 736ff498-ea69-44de-9a81-a33d83f8c92e
        order: 100
        displayName: Critical ${SLAType} Time(In Days)
        onClick:
          update:
            variables:
              - name: CritVal
                selection: single
- id: dropdown-list-9a4868f6-0cb7-4133-a907-5afeacf6f41d
```

```
type: dropdown-list
settings:
  data:
    columns:
      - attribute: Dropdown_SLATime
        id: 736ff498-ea69-44de-9a81-a33d83f8c92e
        order: 100
        displayName: High ${SLAType} Time(In Days)
        onClick:
          update:
            variables:
              - name: HighVal
            selection: single
- id: dropdown-list-e14c5a20-193a-4137-963f-51f35a9a7f34
type: dropdown-list
settings:
  data:
    columns:
      - attribute: Dropdown_SLATime
        id: 736ff498-ea69-44de-9a81-a33d83f8c92e
        order: 100
        displayName: Medium ${SLAType} Time(In Days)
        onClick:
          update:
            variables:
              - name: MedVal
            selection: single
- id: dropdown-list-9f7f7241-70d9-4b96-91c2-74aeacb242ce
type: dropdown-list
settings:
  data:
    columns:
      - attribute: Dropdown_SLATime
        id: 736ff498-ea69-44de-9a81-a33d83f8c92e
        order: 100
        displayName: Low ${SLAType} Time(In Days)
        onClick:
          update:
            variables:
              - name: LowVal
            selection: single
```

SLA BREACH PAGE

```
metadata:
  key: sla-breach
  template: false
  name: SLA Breach
  knowledgeModelKey: itsm-km
  allowAdvancedFilters: true
variables:
  - id: 735025bd-e020-468f-8771-0d1b500311e4
    name: active
    defaultValue: ""
  - id: 70f53f2f-65b7-47b0-9732-1a42d9b92afd
    name: id
layout:
  rows:
    - id: row_a1df6bce-6e22-432a-bcd5-5c9bf521c5fb
      columns:
        - id: column_4b61ac83-7d78-4a9c-8c64-1e43ef2038a4
          componentId: kpi-list-f5d21f12-37ce-4364-9049-4d6f0c9c66fc
          size: "5"
          type: panel
          order: 100
        - id: column_3c269c63-eae6-488c-b1e4-740c1766b35c
          componentId: image-02f45c97-2b63-4c00-8f19-7de444879c57
          size: "1"
          type: panel
          order: 200
      order: 100
    - id: row_5c00e71d-b08d-414d-af2e-a50a917297de
      columns:
        - id: column_25d1bb9c-c7c8-423e-81da-30e3ce8d49e8
          componentId: kpi-list-03929d2f-397d-4c9e-99d9-e2d1474355bc
          size: "5"
          type: panel
          order: 100
        - id: column_87f6ac18-9c61-4a63-ae65-7d663698c810
          componentId: button-list-3e51866e-5232-40c9-bbfd-cb55dcfb4247
          size: "1"
          type: panel
          order: 200
      order: 200
```


- id: row_3f34973e-8a38-48db-88b4-9065ff1a3ea7
 - growHeight: false
 - columns:
 - id: column_7c390252-b4ca-4dc4-a040-612386a734f7
 - layout:
 - rows:
 - id: row_645aeb34-fba0-4852-a4d1-271f94efff14
 - growHeight: false
 - columns:
 - id: column_aec8fbca-2e26-4a15-9b57-697f817ea66e
 - componentId: chart-9b6f4b84-4b93-4ab4-bc82-c5c28e79e1b6
 - size: "1"
 - height: "325"
 - order: 100
 - order: 100
 - id: row_c0f3e670-a8b3-40a0-861e-032881688269
 - growHeight: false
 - columns:
 - id: column_cd0229d0-138b-48a0-96b2-88d8bc81aa69
 - componentId: chart-9189eac1-a815-4439-8293-2ca8586a4bb5
 - size: "1"
 - height: "325"
 - order: 0
 - order: 200
 - size: "1"
 - type: ""
 - height: ""
 - order: 50
 - id: column_8faf73e0-c189-46f9-b437-57db6515eff6
 - componentId: view-f486b4f1-9939-4861-aad1-01f7510a2097
 - size: "0.21"
 - type: ""
 - order: 100
 - height: ""
 - order: 400
 - id: row_ed94facd-41aa-46aa-88ac-93e10c54ad50
 - growHeight: false
 - columns:
 - id: column_87aef674-6b51-4431-9fb0-6eca7bb06d99
 - componentId: table-7c5b6358-baae-45f7-887d-c0f6822ccfc1
 - size: "1"
 - type: default
 - height: "500"
 - order: 100
 - order: 500

components:

- id: kpi-list-a7ddb2e1-3de0-4f2f-97a8-257e0c0a79fb
type: kpi-list
settings:
data:
kpis:
 - kpi: COUNT_TABLE__CASE_TABLE
show: true
id: 1f14c393-c853-4ee6-ba78-13a5e865358f
order: 100
 - kpi: agents
show: true
id: 0e163377-ce5f-4d77-92d4-4eb49722e414
order: 200
 - kpi: departments
show: true
id: 55f2039b-4975-41ca-8d4c-6b349a08281d
order: 300
 - kpi: locations
show: true
id: 52ece72d-ceb1-4af9-ae18-fc4d8c8b5797
order: 400
- id: image-39b6ca72-92bc-4840-ba7c-1772ec993606
type: image
settings:
src: <https://logonoid.com/images/tech-mahindra-logo.png>
width: 200px
- id: kpi-list-f5d21f12-37ce-4364-9049-4d6f0c9c66fc
type: kpi-list
settings:
data:
kpis:
 - kpi: COUNT_TABLE__CASE_TABLE
show: true
id: 1f14c393-c853-4ee6-ba78-13a5e865358f
order: 100
 - kpi: COUNT_TABLE__ACTIVITY_TABLE
show: true
id: a3146332-aa63-4b54-ace0-ab68de3a5528
order: 200
 - kpi: agents
show: true
id: 0e163377-ce5f-4d77-92d4-4eb49722e414
order: 300
 - kpi: departments

```

      show: true
      id: 55f2039b-4975-41ca-8d4c-6b349a08281d
      order: 400
    - kpi: locations
      show: true
      id: 52ece72d-ceb1-4af9-ae18-fc4d8c8b5797
      order: 500
  - id: image-02f45c97-2b63-4c00-8f19-7de444879c57
    type: image
    settings:
      src: https://logonoid.com/images/tech-mahindra-logo.png
      width: 200px
  - id: kpi-list-03929d2f-397d-4c9e-99d9-e2d1474355bc
    type: kpi-list
    settings:
      data:
        kpis:
          - kpi: auto_activity_
            show: true
            id: b3889799-8285-43bd-b637-1ea30bbbfc8
            order: 100
            displayContentRule: GreaterColor
          - kpi: on_hold_cases_
            show: true
            id: b506ea98-72a8-48fd-8ee9-9325fbdbb216
            order: 200
            displayContentRule: LesserColor
          - kpi: rework_cases_
            show: true
            id: 59f5f59e-a010-4d66-ae77-5c9a69ebea0d
            order: 300
            displayContentRule: LesserColor
          - kpi: TOTAL_THROUGHPUT_TIME_IN_DAYS__ACTIVITY_TABLE__EVENTTIME
            show: true
            id: e631b07a-85a7-42a7-8427-58c3403fa4d5
            order: 400
          - kpi: ${SLAType === 'Priority' && 'sla_breach_priority' ||
'sla_breach_urgency'}
            show: true
            id: b4f75ff8-a11d-4162-884b-1a9d86378852
            order: 500
            displayContentRule: LesserColor
        options:
          showTarget: false
          showPriority: false

```

```

    showBenchmark: false
    layout: tile
    swapTitle: true
- id: button-list-3e51866e-5232-40c9-bbfd-cb55dcfb4247
  type: button-list
  settings:
    buttons:
      - label: ${active === 'collapsed' && 'SLA Breach Editor' || 'Filter Box'}
        id: 89cac475-7f48-4eb5-96e7-24d348bfa478
        order: 100
        variant: ${active === 'collapsed' && 'danger' || 'primary'}
        onClick:
          update:
            variables:
              - name: active
                value: ${active === 'expanded' && 'collapsed' || 'expanded'}
    size: large
    type: group
    styles:
      position:
        vertical: center
        horizontal: full
- id: text-box-1a6bb517-b61a-4cf2-9de7-74b012fc28c2
  type: text-box
  settings:
    title: ${active}
    content: ""
- id: view-12e3c8d0-7e1b-4a14-8684-557f7e62792b
  type: view
  settings:
    key:
      key: ${((size === 'expanded' && 'filterslist') || '')}
- id: view-f486b4f1-9939-4861-aad1-01f7510a2097
  type: view
  settings:
    key: ${((active === 'collapsed' && 'kpi-card-main-page') || 'sla-editbox')}
- id: table-b36c9b42-b8c0-4c63-9fed-f9bb9050b443
  type: table
  settings:
    data:
      columns:
        - field: CASE_TABLE.INC_NUMBER
          id: 383dc4be-4a11-49ac-8b86-165bd788d654
          order: 100
        - field: CASE_TABLE.PRIORITY

```

```

      id: b8e025fc-6dda-498a-88a0-57eb4db440e9
      order: 200
    - field: TOTAL_THROUGHPUT_TIME_IN_DAYS__ACTIVITY_TABLE__EVENTTIME
      id: 8ba97d4f-3b3d-41a5-b74f-794daa7360fe
      order: 300
    - field: sla_breach_
      id: daba88cd-0843-47f7-b6d3-c575df371241
      order: 400
    breakdownSelector: {}
  options:
    showPagination: false
- id: chart-9553ef00-e653-4a83-bfc1-0693545051de
  type: chart
  settings:
    visuals:
      - mark:
          type: bar
          bandwidth: 0
          id: fa2595af-1ba3-4af9-b0d6-d5b5936411dc
          order: 100
          encodings:
            y:
              field: sla_breach_priority
    limit: 1000
    encodings:
      x:
        field: CASE_TABLE.PRIORITY
- id: chart-77607c2c-b766-434d-82e4-f11a770a18d1
  type: chart
  settings:
    visuals:
      - mark:
          type: bar
          bandwidth: 0
          id: 734e35e9-b542-4416-9795-04042551d5af
          order: 100
          encodings:
            y:
              field: dailydata.automated_task
      - mark:
          type: line
          id: 10201bc8-9bdc-4e29-84f0-89d9bfbb3fbf
          order: 200
          encodings:
            y:

```

```

        field: on_hold_cases_
    limit: 1000
    encodings:
        x:
            field: dailydata.day
- id: chart-9b6f4b84-4b93-4ab4-bc82-c5c28e79e1b6
  type: chart
  settings:
    name: MTTR/SLA by ${SLAType}
    infoText:
      title: Bar Graph
      content: Avg Resolve Time / Breach Rate Based on ${SLAType}
    visuals:
      - mark:
          color: GRAY_60
          type: bar
          bandwidth: 0
          id: 22bb7adc-05b7-4bff-9b80-1164c02655ac
          order: 100
          encodings:
            y:
              field: TOTAL_THROUGHPUT_TIME_IN_DAYS__ACTIVITY_TABLE__EVENTTIME
      - mark:
          color: GRAY_30
          type: point
          point:
            width: 5
            height: 5
          id: 662cac13-756a-4a48-ac50-27aa8770b297
          order: 200
          encodings:
            y:
              field: ${SLAType === 'Priority' && 'sla_breach_priority' ||
                'sla_breach_urgency'}
              axis:
                position: right
    limit: 1000
    encodings:
        x:
            field: CASE_TABLE.PRIORITY
- id: chart-9189eac1-a815-4439-8293-2ca8586a4bb5
  type: chart
  settings:
    name: Automated / On-Hold Activity per Day
    infoText:

```

```
title: Bar Chart
content: This Bar Chart displays the Total Activities Performed per Day.
```

The

```
color of the block represents the No. of On-Hold Activities that day
visuals:
```

```
- mark:
  color: GRAY_30
  type: bar
  bandwidth: 0
  id: 9604386d-b5cc-4965-b42a-50e2689d018e
  order: 100
  encodings:
    y:
      field: dailydata.automated_task
      stackBy: dailydata.on_hold_task
      color:
        field: dailydata.on_hold_task
        scheme: SEQUENTIAL_GRAY_REVERSE
```

```
limit: 1000
```

```
encodings:
```

```
  x:
    field: dailydata.day
```

```
- id: table-7c5b6358-baae-45f7-887d-c0f6822ccfc1
```

```
type: table
```

```
settings:
```

```
  name: Drilldown by INC_Number
```

```
  infoText:
```

```
    title: Table
```

```
    content: Select one of these Cases in the given Table, to open the deep-
```

dive on

```
  the particular Case
```

```
data:
```

```
columns:
```

```
- field: CASE_TABLE.INC_NUMBER
  id: 418b100b-16f9-4e27-bf10-2a8ddb063648
  order: 100
  onClick:
    openView:
      profileView: true
      syncFilters: forward-only
      openInSideOverlay: false
    update:
      variables:
        - name: EventLog
- field: CASE_TABLE.priority_Renamed
```

```
    id: f934e185-3699-4d3d-a86c-93301737ca51
    order: 200
    displayContentRule: Urgency_Priority_Rule
  - field: CASE_TABLE.urgency_Renamed
    id: cd7acf64-b393-4e43-a696-887ae4f4eb64
    order: 300
    displayContentRule: Urgency_Priority_Rule
  - field: CASE_TABLE.LOCATION
    id: 479e75d4-0ffe-4731-acab-912b976a96ee
    order: 400
  - field: CASE_TABLE.DEPARTMENT
    id: 438401fd-5572-4dc6-8240-cd3b77a90d9a
    order: 500
  - field: CASE_TABLE.INCIDENT_STATUS
    id: 80b1a1ec-f669-4b8f-bb7e-15dcc6ea22df
    order: 600
    displayContentRule: Status_Rule
  breakdownSelector: {}
options:
  showPagination: false
  selectable: false
```


MTTR VIEW – DETAIL

metadata:

key: graphs
template: false
name: MTTR - Details
knowledgeModelKey: itsm-km
allowAdvancedFilters: true

layout:

rows:

- id: row_5628c56b-003f-4f11-a42f-7ce9da235fdc
columns:
 - id: column_b576d21f-dd84-4116-8182-9c5caa8239bf
componentId: kpi-list-a5ea673b-2929-4e5c-a306-4bf1a27827e1
size: "0.8"
type: panel
order: 100
 - id: column_4aa68705-c451-4797-ac22-2a264eb48dab
componentId: kpi-list-cfa3c2de-62cc-4ac9-86e6-900c654af0fd
size: "0.8"
type: panel
order: 200
 - id: column_ef9fd171-34f7-4096-86d3-7965130ad740
componentId: kpi-list-3558bce2-5aa3-4426-8415-015f3a6b3a05
size: "0.8"
type: panel
order: 300
 - id: column_df90ef05-ad1b-4260-8079-aba27a754da8
componentId: kpi-list-26421751-1d17-43d1-9f62-d215810e7ca1
size: "1"
type: panel
order: 400order: 100
- id: row_66fa113d-43c3-49e8-80b7-a27fe572eb8f
columns:
 - id: column_bdf2a96e-a896-4938-8396-cc53c4074912
componentId: kpi-list-a1529a43-7684-4d33-bec6-92a129aebf65
size: "1"
type: panel
order: 100order: 200
- id: row_ad8d29aa-27f9-4682-a1b9-90081fe583d9
columns:
 - id: column_62297ded-e40c-4131-bb70-49979fd8eada

```

        componentId: execution-gap-list-c46b352f-7526-4161-8821-77e0c755a4dd
        size: "1"
        type: default
        order: 100
    order: 300
- id: row_ffb5cc60-3ea7-4c5d-bb27-8ca5eedda361
  columns:
    - id: column_bf47ed1f-4981-4b21-a6a0-6dfb26e5f9ca
      componentId: view-a8fd85f5-75eb-4241-a41a-bf8c7c35f055
      size: "1"
      type: panel
      order: 100
  order: 400
components:
- id: kpi-list-a5ea673b-2929-4e5c-a306-4bf1a27827e1
  type: kpi-list
  settings:
    data:
      kpis:
        - kpi: COUNT_TABLE__CASE_TABLE
          show: true
          id: 1150c0b0-f644-47fe-9da2-4cab00ebf431
          order: 100
- id: kpi-list-cfa3c2de-62cc-4ac9-86e6-900c654af0fd
  type: kpi-list
  settings:
    data:
      kpis:
        - kpi: closed_ticket
          show: true
          id: 87e2d79e-eb14-414a-a40b-7191dbdaf541
          order: 100
- id: kpi-list-3558bce2-5aa3-4426-8415-015f3a6b3a05
  type: kpi-list
  settings:
    data:
      kpis:
        - kpi: open_ticket
          show: true
          id: ba5dee7c-2022-4342-9c7f-5bef115a21da
          order: 100
- id: kpi-list-26421751-1d17-43d1-9f62-d215810e7ca1
  type: kpi-list
  settings:
    data:

```

```

    kpis:
      - kpi: AVG_EVENTS_PER_CASE__ACTIVITY_TABLE__ACTIVITY_NAME__CASE_TABLE
        show: true
        id: 6c43e362-a5d9-4e01-8611-dd3bdeed1b30
        order: 100
- id: kpi-list-a1529a43-7684-4d33-bec6-92a129aebf65
  type: kpi-list
  settings:
    name: Time Based KPI's
    infoText:
      title: Selectable KPI
      content: Select one of these KPI to review the KPI in Graph Format below
        Execution Gap List.
  data:
    kpis:
      - kpi: TOTAL_THROUGHPUT_TIME_IN_DAYS__ACTIVITY_TABLE__EVENTTIME
        show: true
        id: 5f81b678-b016-4205-b659-8952a45105a5
        order: 100
      - kpi: avg_open_time
        show: true
        id: 95bf0a0a-2464-432a-abc2-68d03e2b9444
        order: 200
      - kpi: avg_close_time
        show: true
        id: 5b872dc8-6d83-4267-af35-31c800678cfb
        order: 300
    onClick:
      update:
        variables:
          id: SecondaryAxis
- id: text-box-adcbcf14-2c8a-4c6a-8cb1-084effa6a3e1
  type: text-box
  settings:
    title: EGL
    content: ""
- id: view-a8fd85f5-75eb-4241-a41a-bf8c7c35f055
  type: view
  settings:
    key: drilldown
- id: text-box-841e550a-d9f4-4f8f-a9d9-f6c19b56caa8
  type: text-box
  settings:
    title: egl
    content: ""

```

- id: execution-gap-list-c46b352f-7526-4161-8821-77e0c755a4dd

type: execution-gap-list

settings:

name: Execution Gap List

infoText:

title: Execution Gap List

content: Select one of these Inefficiencies in the Process Cycle, to open

the

deep-dive on the same

sortBy:

defaultColumn: impact

direction: DESC

kpi: COUNT_TABLE__CASE_TABLE

tableView: true

forwardFilterToProfileView: false

columns:

issue:

title: Inefficiency Type

hide: false

impact:

hide: false

kpi:

hide: false

occurrences:

hide: true

MTTR TABLE DRILLDOWN

metadata:

key: drilldown
template: false
name: Table-Drilldown
knowledgeModelKey: itsm-km
allowAdvancedFilters: true

layout:

rows:

- id: row_b56359d7-1149-4a33-9b69-271f056db4a8
columns:
 - id: column_8b3d0ff2-1dd8-4e80-9469-7869a54c8f56
componentId: text-box-1de56226-df9c-48dd-af1c-2541a80df4ca
size: "1"
type: default
order: 100order: 50
- id: row_27760517-7948-4ff2-9799-ecb3c6eb3537
growHeight: false
columns:
 - id: column_ad52b6e2-7ab3-4281-9f9d-47fd3d761375
tabs:
 - id: tab-1d39338d-3112-4f6c-92ef-a464ca075b7e
layout:
rows:
 - id: row_793ffbdb-7016-4ff1-b519-cf8a1446d9e0
growHeight: false
columns:
 - id: column_4478cbbc-6c6a-4b67-8f47-c0bdf9f2cc8f
componentId: chart-d8c27297-2b22-4de2-b7cb-eb9730208e76
size: "1"
order: 0
height: "500"
order: 100label: Priority
order: 100
 - id: tab-2f30d11d-99ba-4f8c-ab13-ee0c57d78a1c
layout:
rows:
 - id: row_bd0bf249-8555-4cb2-b162-41827b8c3885
growHeight: false
columns:
 - id: column_16f0303d-bcae-41ee-b144-77dce0fdc442

```

        componentId: chart-96843034-a80e-4dae-9142-aa235afc4660
        size: "1"
        order: 0
        height: "500"
        order: 100
    label: Urgency
    order: 200
- id: tab-ec3f20f9-efe4-41c2-a6d1-105f39066b05
  layout:
    rows:
      - id: row_bbd46d49-4598-4890-b009-fc466a526ab2
        growHeight: false
        columns:
          - id: column_f2cd7be8-1bed-4fc9-b63b-b06fd5dc3efb
            componentId: chart-d61d36a6-3487-486c-8442-907bfaf4289d
            size: "1"
            order: 0
            height: "500"
            order: 100
          label: Status
          order: 400
        size: "1"
        type: default
        order: 100
    height: ""
    order: 100
components:
- id: chart-b584cc89-6eda-48c4-86d9-0be3cbe47e08
  type: chart
  settings:
    visuals:
      - mark:
          type: bar
          bandwidth: 0
          id: a0fa1040-ff70-4a60-983e-5ea76630d230
          order: 100
          encodings:
            y:
              field: COUNT_TABLE__CASE_TABLE
      - mark:
          type: point
          labels: false
          id: c9e61f4f-a7a0-49f8-8e49-bec010f89f19
          order: 200
          encodings:

```

```

      y:
        field: COUNT_TABLE__ACTIVITY_TABLE
        axis:
          position: right
    limit: 1000
    encodings:
      x:
        field: CASE_TABLE.INCIDENT_STATUS
- id: chart-d8c27297-2b22-4de2-b7cb-eb9730208e76
type: chart
settings:
  visuals:
    - mark:
      color: GRAY_60
      type: bar
      bandwidth: 0
      id: 72a0c37e-65cf-4dfe-abec-3d0b56696a19
      order: 100
      encodings:
        y:
          field: COUNT_TABLE__CASE_TABLE
    - mark:
      color: GRAY_30
      type: point
      point:
        width: 5
        height: 5
      id: b712d20a-be5a-48c4-8009-e635e016f2d6
      order: 200
      encodings:
        y:
          field: ${SecondaryAxis}
          axis:
            position: right
    limit: 1000
    encodings:
      x:
        field: CASE_TABLE.PRIORITY
- id: chart-96843034-a80e-4dae-9142-aa235afc4660
type: chart
settings:
  visuals:
    - mark:
      color: GRAY_60
      type: bar

```

```

    bandwidth: 0
    id: 72a0c37e-65cf-4dfe-abec-3d0b56696a19
    order: 100
    encodings:
      y:
        field: COUNT_TABLE__CASE_TABLE
- mark:
    color: GRAY_30
    type: point
    point:
      height: 5
      width: 5
    id: b712d20a-be5a-48c4-8009-e635e016f2d6
    order: 200
    encodings:
      y:
        field: ${SecondaryAxis}
        axis:
          position: right
limit: 1000
encodings:
  x:
    field: CASE_TABLE.URGENCY
- id: chart-70e26d62-66e9-49f5-bafc-f080e8e222dc
  type: chart
  settings:
    visuals:
      - mark:
          type: bar
          bandwidth: 0
          id: 72a0c37e-65cf-4dfe-abec-3d0b56696a19
          order: 100
          encodings:
            y:
              field: COUNT_TABLE__CASE_TABLE
      - mark:
          type: point
          point:
            height: 5
            width: 5
          id: b712d20a-be5a-48c4-8009-e635e016f2d6
          order: 200
          encodings:
            y:
              field: TOTAL_THROUGHPUT_TIME_IN_DAYS__ACTIVITY_TABLE__EVENTTIME

```



```

        axis:
            position: right
    limit: 1000
    encodings:
        x:
            field: CASE_TABLE.LOCATION
- id: chart-d61d36a6-3487-486c-8442-907bfaf4289d
  type: chart
  settings:
    visuals:
      - mark:
          color: GRAY_60
          type: bar
          bandwidth: 0
          id: 72a0c37e-65cf-4dfe-abec-3d0b56696a19
          order: 100
          encodings:
            y:
              field: COUNT_TABLE__CASE_TABLE
      - mark:
          color: GRAY_30
          type: point
          point:
            height: 5
            width: 5
          id: b712d20a-be5a-48c4-8009-e635e016f2d6
          order: 200
          encodings:
            y:
              field: ${SecondaryAxis}
            axis:
              position: right
    limit: 1000
    encodings:
        x:
            field: CASE_TABLE.INCIDENT_STATUS
- id: text-box-66ca14c6-104b-4a55-b937-de8ae42fe3b6
  type: text-box
  settings:
    title: Drilldown by Priority
    content: ""
- id: text-box-1de56226-df9c-48dd-af1c-2541a80df4ca
  type: text-box
  settings:
    title: "Drilldown - #Tickets/${SecondaryAxis} ==

```

```
'TOTAL_THROUGHPUT_TIME_IN_DAYS__ACTIVITY_TABLE__EVENTTIME'? 'Avg. Resolve  
Time':SecondaryAxis === 'avg_open_time'? 'Avg. Open Time': 'Avg. Close  
Time'}"  
content: ""
```

MTTR MAIN PAGE

metadata:

key: labour-productivity
template: false
name: MTTR
knowledgeModelKey: itsm-km
allowAdvancedFilters: true

layout:

rows:

- id: row_9d5f3a3a-0b66-45e0-ada6-a3e918a0cf87
growHeight: false
columns:
 - id: column_490ab76a-6909-4f75-b1e2-4d901038257a
componentId: view-d1062248-a634-48a0-b17c-650e1e35fb12
size: "1"
height: "750"
order: 200
 - id: column_159ce447-e020-4282-9ee1-ec27f365ddd9
componentId: view-7f8200c0-0f60-4aa7-a284-3fc830cb3a49
size: "0.75"
height: "750"
order: 300
- order: 100

components:

- id: view-3ac043be-eb85-4ba7-b2bd-2fd0c6ab2bba
type: view
settings:
 - key: process-discovery
- id: view-d1062248-a634-48a0-b17c-650e1e35fb12
type: view
settings:
 - key: graphs
- id: view-7f8200c0-0f60-4aa7-a284-3fc830cb3a49
type: view
settings:
 - key: process-discovery

EGL – MULTI HOP

metadata:

```
key: egl-multi-hop-ticket
template: false
name: EGL - Multi-Hop Ticket
knowledgeModelKey: itsm-km
knowledgeObjectId: CASE_TABLE_ANOMALY_Multi_Hop
profileView: true
allowAdvancedFilters: true
```

variables:

```
- id: 85b2423e-9f6b-4203-bd78-f9c32af56907
  name: Axis_Variable
```

layout:

```
rows:
- id: row_8f687f17-b00f-4dba-8c3d-06389db4e563
  growHeight: false
  columns:
  - id: column_8722ce8b-ac2f-4839-b9a6-9f1c61a5e9a9
    layout:
      rows:
      - id: row_db71bca1-8164-4269-acd2-389da2f4b313
        columns:
        - id: column_760a786f-ae51-4d4f-96ad-4eeddd86cec0
          componentId: kpi-list-229ea6d3-185b-43cd-978c-10c7c443f201
          size: "1"
          type: panel
          order: 0
        order: 100
      - id: row_f6d31515-867d-4523-b8bf-9f21d25bde5b
        growHeight: false
        columns:
        - id: column_4e55ef2e-7f49-4623-84bf-839a9f2ec706
          componentId: chart-2b030a2f-8c96-42bb-8dec-bf8249e3f379
          size: "1"
          type: panel
          order: 0
        height: "325"
        order: 200
      - id: row_7d063510-72e3-4523-b13c-59f16295dd3b
        growHeight: false
        columns:
        - id: column_d37ea78e-57fc-4bf3-af2d-d077dc60f970
          layout:
```

```

      rows:
      - id: row_cd9bc57c-9699-464e-a94f-bfc3dd1ae1ab
        growHeight: false
        columns:
          - id: column_991c3661-7219-4185-87d5-0c0635e7e9ec
            componentId: text-box-e19336b4-c4f3-4339-8910-
              800ddef07016
              size: "1"
              order: 0
          - id: column_799107c4-8a85-4fe1-a816-0f53f67d8fcf
            componentId: dropdown-list-0f0fc6b2-63f4-4b1f-837f-
              77bfd2b5e7bd
              size: "0.35"
              order: 100
            height: ""
            order: 100
          - id: row_02b34473-661a-4b6d-978d-f8ed1a8d6268
            growHeight: false
            columns:
              - id: column_d770fe25-bfb5-41cc-aa62-9151e01b331f
                componentId: chart-65e4ddcb-7bdd-4ba4-8e4b-
                  8755b9714dd1
                  size: "1"
                  order: 0
                height: "250"
                order: 200
              size: "1"
              type: panel
              order: 0
            height: "335"
            order: 250
          size: "1"
          type: default
          order: 100
          - id: column_79b374c1-f3b1-4963-8ff8-266941bb598a
            componentId: table-f0b4bb9c-67b2-49b2-81d2-060eacce5ab0
            size: "1"
            type: default
            height: "765"
            order: 200
          order: 50
    components:
    - id: chart-555766bb-2705-424d-8f1d-0019925aa64d
      type: chart
      settings:

```

```
visuals:
  - mark:
      type: bar
      bandwidth: 0
      id: 21bf3208-9d2c-404a-9296-bf9d2305c29f
      order: 100
limit: 1000
encodings:
  y:
    field: COUNT_TABLE__CASE_TABLE
    axis:
      position: left
  x:
    field: multi_hop.assignment_group_count
    axis:
      position: bottom
- id: table-ee24888c-b6a6-4d36-aa05-245deb16c3a6
  type: table
  settings:
    data:
      breakdownSelector: {}
    options:
      showPagination: false
- id: chart-2b030a2f-8c96-42bb-8dec-bf8249e3f379
  type: chart
  settings:
    name: Tickets Count Based on Hops Count
    visuals:
      - mark:
          type: bar
          bandwidth: 0
          id: 21bf3208-9d2c-404a-9296-bf9d2305c29f
          order: 100
          encodings:
            y:
              field: COUNT_TABLE__CASE_TABLE
              color:
                field: COUNT_TABLE__CASE_TABLE
                scheme: SEQUENTIAL_GRAY_REVERSE
limit: 1000
encodings:
  x:
    field: multi_hop.assignment_group_count
    axis:
      position: bottom
```

- id: chart-efbb7a3d-0169-430f-8d19-9b7e0e3aebf2
type: chart
settings:
 visuals:
 - mark:
 type: bar
 bandwidth: 0
 id: 74aca753-034c-4067-8a89-a78d11e413a0
 order: 100
 encodings:
 y:
 field: multi_hop_kpi
 - mark:
 type: point
 id: db679ea9-b7d9-418d-ac3b-69bd53a00d62
 order: 200
 encodings:
 y:
 field: TOTAL_THROUGHPUT_TIME_IN_DAYS__ACTIVITY_TABLE__EVENTTIME
 axis:
 position: right
 limit: 1000
 encodings:
 x:
 field: CASE_TABLE.PRIORITY
- id: dropdown-list-294e5be7-e152-4413-90ee-c0f94a741a45
type: dropdown-list
settings:
 data:
 columns:
 - attribute: Dropdown_MultiHop
 id: 034b1ab0-3b61-43bd-8171-64b863ec2b4d
 order: 100
 styles:
 position:
 vertical: center
 horizontal: right
- id: chart-e3ae54ca-2214-4cd4-8f82-1c3615d5a0a2
type: chart
settings:
 visuals:
 - mark:
 type: bar
 bandwidth: 0
 id: 74aca753-034c-4067-8a89-a78d11e413a0

```

    order: 100
    encodings:
      y:
        field: multi_hop_kpi
- mark:
    type: point
    id: db679ea9-b7d9-418d-ac3b-69bd53a00d62
    order: 200
    encodings:
      y:
        field: TOTAL_THROUGHPUT_TIME_IN_DAYS__ACTIVITY_TABLE__EVENTTIME
        axis:
          position: right
limit: 1000
encodings:
  x:
    field: CASE_TABLE.PRIORITY
- id: dropdown-list-35e8ef38-c888-419c-9cf8-bbab6972a196
  type: dropdown-list
  settings:
    data:
      columns:
        - attribute: Dropdown_MultiHop
          id: f6c748b3-3e4c-4c86-b27c-5cd3ffc8c932
          order: 100
    styles:
      position:
        vertical: center
        horizontal: right
- id: dropdown-list-0f0fc6b2-63f4-4b1f-837f-77bfd2b5e7bd
  type: dropdown-list
  settings:
    data:
      columns:
        - attribute: Dropdown_MultiHop
          id: f6c748b3-3e4c-4c86-b27c-5cd3ffc8c932
          order: 100
          displayName: ""
          onClick:
            update:
              variables:
                - name: Axis_Variable
              selection: single
    styles:
      position:

```



```

        vertical: center
        horizontal: right
- id: chart-65e4ddcb-7bdd-4ba4-8e4b-8755b9714dd1
  type: chart
  settings:
    visuals:
      - mark:
          color: GRAY_60
          type: bar
          bandwidth: 0
          id: 74aca753-034c-4067-8a89-a78d11e413a0
          order: 100
          encodings:
            y:
              field: multi_hop_kpi
      - mark:
          color: GRAY_30
          type: point
          point:
            width: 5
            height: 5
          id: db679ea9-b7d9-418d-ac3b-69bd53a00d62
          order: 200
          encodings:
            y:
              field: TOTAL_THROUGHPUT_TIME_IN_DAYS__ACTIVITY_TABLE__EVENTTIME
            axis:
              position: right
    limit: 1000
    encodings:
      x:
        field:
          ${Axis_Variable=='Priority'?'CASE_TABLE.PRIORITY':Axis_Variable=='Urgency'?'CASE_
          TABLE.URGENCY':'CASE_TABLE.INCIDENT_STATUS'}
- id: kpi-list-85f36aa0-27dc-4a89-8474-d7cf1e847afe
  type: kpi-list
  settings:
    data:
      kpis:
        - kpi: ag_tpt_per_ticket_
          show: true
          id: 02e5c0d9-88d2-4fd7-a38c-084c3d092614
          order: 100
        - kpi: accuracy_
          show: true

```

```

      id: 1a19239c-fe34-4f17-83f2-12b69493a0da
      order: 200
    - kpi: multi_hop_count
      show: true
      id: 28c90217-847a-4d63-a17c-3b6c14a63f9d
      order: 300
  - id: table-f0b4bb9c-67b2-49b2-81d2-060eacce5ab0
    type: table
    settings:
      name: Drilldown
      data:
        columns:
          - field: CASE_TABLE.INC_NUMBER
            id: a413717d-5778-47d0-802b-0de0e3e4683a
            order: 100
            onClick:
              openView:
                profileView: true
                syncFilters: forward-only
                openInSideOverlay: false
          - field: multi_hop.multi_hop
            id: 214d3910-1d92-4472-9f93-fb74cd81b293
            order: 200
          - field: time_spent
            id: c2962bca-01b3-48a5-ba8b-4b7d826ceca6
            order: 300
        breakdownSelector: {}
        pageSize: 16
      options:
        showPagination: true
    filters:
      - id: multi_hop_filter
  - id: kpi-list-229ea6d3-185b-43cd-978c-10c7c443f201
    type: kpi-list
    settings:
      data:
        kpis:
          - kpi: multi_hop_count
            show: true
            id: 722a3cea-f60a-416f-b66d-65c4c13c3741
            order: 100
          - kpi: accuracy_
            show: true
            id: 4f68d224-57f1-4200-baab-933f7555927b
            order: 200

```

```
      displayContentRule: GreaterColor
    - kpi: ag_tpt_per_ticket_
      show: true
      id: 82507a32-a752-4bfe-810d-51aa01bf4e25
      order: 300
- id: text-box-e19336b4-c4f3-4339-8910-800ddef07016
  type: text-box
  settings:
    title: Resolve Date of Multi-Hop Cases Based on ${Axis_Variable}
    content: ""
```

EGL – ON HOLD TICKET

metadata:

```
key: egl-on-holddticket
template: false
name: EGL - On Hold Ticket
knowledgeModelKey: itsm-km
knowledgeObjectId: CASE_TABLE_ANOMALY_OnHold
profileView: true
allowAdvancedFilters: true
```

variables:

- id: 85b2423e-9f6b-4203-bd78-f9c32af56907
name: Axis_Variable

layout:

```
rows:
- id: row_8f687f17-b00f-4dba-8c3d-06389db4e563
  growHeight: false
  columns:
  - id: column_8722ce8b-ac2f-4839-b9a6-9f1c61a5e9a9
    layout:
      rows:
      - id: row_db71bca1-8164-4269-acd2-389da2f4b313
        columns:
        - id: column_760a786f-ae51-4d4f-96ad-4eeddd86cec0
          componentId: kpi-list-229ea6d3-185b-43cd-978c-10c7c443f201
          size: "1"
          type: panel
          order: 0
        order: 100
      - id: row_f6d31515-867d-4523-b8bf-9f21d25bde5b
        growHeight: false
        columns:
        - id: column_4e55ef2e-7f49-4623-84bf-839a9f2ec706
          componentId: chart-2b030a2f-8c96-42bb-8dec-bf8249e3f379
          size: "1"
          type: panel
          order: 0
        height: "300"
        order: 200
      - id: row_7d063510-72e3-4523-b13c-59f16295dd3b
        growHeight: false
        columns:
        - id: column_d37ea78e-57fc-4bf3-af2d-d077dc60f970
          layout:
            rows:
```

```

- id: row_cd9bc57c-9699-464e-a94f-bfc3dd1ae1ab
  growHeight: false
  columns:
    - id: column_c791f22e-2846-4d8a-8b11-35347f1babdf
      componentId: text-box-cd28dd3e-7706-4314-94aa-

8e582f028f4a
      size: "1"
      order: 0
    - id: column_799107c4-8a85-4fe1-a816-0f53f67d8fcf
      componentId: dropdown-list-0f0fc6b2-63f4-4b1f-837f-

77bfd2b5e7bd
      size: "0.35"
      order: 100
      height: ""
      order: 100
    - id: row_02b34473-661a-4b6d-978d-f8ed1a8d6268
      growHeight: false
      columns:
        - id: column_d770fe25-bfb5-41cc-aa62-9151e01b331f
          componentId: chart-65e4ddcb-7bdd-4ba4-8e4b-

8755b9714dd1
          size: "1"
          order: 0
          height: "250"
          order: 200
        size: "1"
        type: panel
        order: 0
        height: "365"
        order: 250
      size: "1"
      type: default
      order: 100
    - id: column_79b374c1-f3b1-4963-8ff8-266941bb598a
      componentId: table-f0b4bb9c-67b2-49b2-81d2-060eacce5ab0
      size: "1"
      type: default
      height: "765"
      order: 200
      order: 50
  components:
    - id: chart-555766bb-2705-424d-8f1d-0019925aa64d
      type: chart
      settings:
        visuals:

```

- mark:
 - type: bar
 - bandwidth: 0
 - id: 21bf3208-9d2c-404a-9296-bf9d2305c29f
 - order: 100
- limit: 1000
- encodings:
 - y:
 - field: COUNT_TABLE__CASE_TABLE
 - axis:
 - position: left
 - x:
 - field: multi_hop.assignment_group_count
 - axis:
 - position: bottom
- id: table-ee24888c-b6a6-4d36-aa05-245deb16c3a6
- type: table
- settings:
 - data:
 - breakdownSelector: {}
 - options:
 - showPagination: false
- id: chart-2b030a2f-8c96-42bb-8dec-bf8249e3f379
- type: chart
- settings:
 - name: On-Hold Task Per Dates
 - visuals:
 - mark:
 - type: bar
 - bandwidth: 0
 - id: 21bf3208-9d2c-404a-9296-bf9d2305c29f
 - order: 100
 - encodings:
 - color:
 - field: dailydata.on_hold_task
 - scheme: SEQUENTIAL_GRAY_REVERSE
 - y:
 - field: dailydata.on_hold_task
 - limit: 1000
 - encodings:
 - x:
 - field: dailydata.day
 - axis:
 - position: bottom
- id: chart-efbb7a3d-0169-430f-8d19-9b7e0e3aebf2

```
type: chart
settings:
  visuals:
    - mark:
        type: bar
        bandwidth: 0
        id: 74aca753-034c-4067-8a89-a78d11e413a0
        order: 100
        encodings:
          y:
            field: multi_hop_kpi
    - mark:
        type: point
        id: db679ea9-b7d9-418d-ac3b-69bd53a00d62
        order: 200
        encodings:
          y:
            field: TOTAL_THROUGHPUT_TIME_IN_DAYS__ACTIVITY_TABLE__EVENTTIME
            axis:
              position: right
        limit: 1000
        encodings:
          x:
            field: CASE_TABLE.PRIORITY
- id: dropdown-list-294e5be7-e152-4413-90ee-c0f94a741a45
  type: dropdown-list
  settings:
    data:
      columns:
        - attribute: Dropdown_MultiHop
          id: 034b1ab0-3b61-43bd-8171-64b863ec2b4d
          order: 100
    styles:
      position:
        vertical: center
        horizontal: right
- id: chart-e3ae54ca-2214-4cd4-8f82-1c3615d5a0a2
  type: chart
  settings:
    visuals:
      - mark:
          type: bar
          bandwidth: 0
          id: 74aca753-034c-4067-8a89-a78d11e413a0
          order: 100
```

```

    encodings:
      y:
        field: multi_hop_kpi
- mark:
    type: point
    id: db679ea9-b7d9-418d-ac3b-69bd53a00d62
    order: 200
    encodings:
      y:
        field: TOTAL_THROUGHPUT_TIME_IN_DAYS__ACTIVITY_TABLE__EVENTTIME
        axis:
          position: right
limit: 1000
encodings:
  x:
    field: CASE_TABLE.PRIORITY
- id: dropdown-list-35e8ef38-c888-419c-9cf8-bbab6972a196
  type: dropdown-list
  settings:
    data:
      columns:
        - attribute: Dropdown_MultiHop
          id: f6c748b3-3e4c-4c86-b27c-5cd3ffc8c932
          order: 100
    styles:
      position:
        vertical: center
        horizontal: right
- id: dropdown-list-0f0fc6b2-63f4-4b1f-837f-77bfd2b5e7bd
  type: dropdown-list
  settings:
    data:
      columns:
        - attribute: Dropdown_MultiHop
          id: f6c748b3-3e4c-4c86-b27c-5cd3ffc8c932
          order: 100
          displayName: ""
          onClick:
            update:
              variables:
                - name: Axis_Variable
              selection: single
    styles:
      position:
        vertical: center

```



```

        horizontal: right
- id: chart-65e4ddcb-7bdd-4ba4-8e4b-8755b9714dd1
  type: chart
  settings:
    visuals:
      - mark:
          color: GRAY_60
          type: bar
          bandwidth: 0
          id: 74aca753-034c-4067-8a89-a78d11e413a0
          order: 100
          encodings:
            y:
              field: onhold_kpi
      - mark:
          color: GRAY_30
          type: point
          point:
            width: 5
            height: 5
          id: db679ea9-b7d9-418d-ac3b-69bd53a00d62
          order: 200
          encodings:
            y:
              field: TOTAL_THROUGHPUT_TIME_IN_DAYS__ACTIVITY_TABLE__EVENTTIME
            axis:
              position: right
    limit: 1000
    encodings:
      x:
        field:
          ${Axis_Variable=='Priority'?'CASE_TABLE.PRIORITY':Axis_Variable=='Urgency'?'CASE_
          TABLE.URGENCY':'CASE_TABLE.INCIDENT_STATUS'}
- id: kpi-list-85f36aa0-27dc-4a89-8474-d7cf1e847afe
  type: kpi-list
  settings:
    data:
      kpis:
        - kpi: ag_tpt_per_ticket_
          show: true
          id: 02e5c0d9-88d2-4fd7-a38c-084c3d092614
          order: 100
        - kpi: accuracy_
          show: true
          id: 1a19239c-fe34-4f17-83f2-12b69493a0da

```

```

        order: 200
      - kpi: multi_hop_count
        show: true
        id: 28c90217-847a-4d63-a17c-3b6c14a63f9d
        order: 300
- id: table-f0b4bb9c-67b2-49b2-81d2-060eacce5ab0
  type: table
  settings:
    name: Drilldown
    data:
      columns:
        - field: CASE_TABLE.INC_NUMBER
          id: 6d27ece7-4581-4f56-a1bd-c88e944cc85c
          order: 100
          onClick:
            openView:
              profileView: true
              syncFilters: forward-only
              openInSideOverlay: false
        - field: CASE_TABLE.on_hold_count
          id: 3feb0d17-91b0-4e6d-a5f3-8fc0770d15fd
          order: 200
        - field: time_on_hold_in_hours_
          id: 97806153-e6e1-4b2f-bcae-c35333b0698c
          order: 300
      breakdownSelector: {}
      pageSize: 16
    options:
      showPagination: true
  filters:
    - id: on_hold_filter
- id: kpi-list-229ea6d3-185b-43cd-978c-10c7c443f201
  type: kpi-list
  settings:
    data:
      kpis:
        - kpi: on_hold_cases_
          show: true
          id: f3bdc60b-ce42-4d59-a6b3-a3581273faf6
          order: 100
          displayContentRule: LesserColor
        - kpi: cases_onhold_1
          show: true
          id: 52ec5b75-22eb-4bf6-b42c-0408ce384da2
          order: 200

```

```
      displayContentRule: LesserColor
    - kpi: onhold_time_per_ticket_
      show: true
      id: 70514b30-0597-4e90-947f-b1db15b94f83
      order: 300
- id: text-box-cd28dd3e-7706-4314-94aa-8e582f028f4a
  type: text-box
  settings:
    title: Resolve Date of On-Hold Cases Based on ${Axis_Variable}
    content: ""
```

EGL – MISMATCH

metadata:

key: egl-priority-urgency-ticket
template: false
name: EGL - Priority/Urgency Ticket
knowledgeModelKey: itsm-km
knowledgeObjectId: CASE_TABLE_ANOMALY_Mismatch
profileView: true
allowAdvancedFilters: true

layout:

rows:

- id: row_8f687f17-b00f-4dba-8c3d-06389db4e563
growHeight: false
columns:
 - id: column_8722ce8b-ac2f-4839-b9a6-9f1c61a5e9a9
layout:
 - rows:
 - id: row_db71bca1-8164-4269-acd2-389da2f4b313
columns:
 - id: column_760a786f-ae51-4d4f-96ad-4eeddd86cec0
componentId: kpi-list-229ea6d3-185b-43cd-978c-10c7c443f201
size: "1"
type: panel
order: 0
- id: row_0807810e-3575-4187-a689-ccc8e9a4c6bb
columns:
 - id: column_56146f0d-6c04-40e5-9722-afbd5b8f4d8c
layout:
 - rows:
 - id: row_6d73870c-4d0d-4629-b7aa-6d4ebceca7ff
columns:
 - id: column_e1be883a-d076-4d92-abd3-93dd5f2479a8
layout:
 - rows:
 - id: row_359ee1e6-f22c-400a-974b-24ca47f4f7a8
columns:
 - id: column_efada65e-ac61-4c51-8d0c-

5e6e485ba134

componentId: text-box-d47a64ae-5384-4536-

b277-6accdc5b5185

size: "1"
order: 0

```

- id: column_42cd12ad-e2a8-408d-9b8e-
054890caa93d
componentId: button-list-69bdd9ad-05b0-
46f3-980a-dcd98a690a4d
size: "1"
order: 100
order: 100
- id: row_6e635f8f-4b84-4811-afc2-28bb16fea094
growHeight: false
columns:
- id: column_cc8db138-e7bf-4f88-91a6-
fb001539a54d
componentId: chart-20379d82-599f-43b9-
b67b-b95d50cd2989
size: "1"
height: "250"
order: 0
order: 200
size: "1"
type: panel
order: 0
order: 100
size: "1"
type: ""
order: 0
order: 125
- id: row_7d063510-72e3-4523-b13c-59f16295dd3b
growHeight: false
columns:
- id: column_d37ea78e-57fc-4bf3-af2d-d077dc60f970
layout:
rows:
- id: row_cd9bc57c-9699-464e-a94f-bfc3dd1ae1ab
growHeight: false
columns:
- id: column_38ae5311-8e11-4724-8a39-4d75b897731b
componentId: text-box-e33eb322-f1ac-41b7-9a43-
bb60970a948b
size: "1"
order: 0
- id: column_799107c4-8a85-4fe1-a816-0f53f67d8fcf
componentId: dropdown-list-0f0fc6b2-63f4-4b1f-837f-
77bfd2b5e7bd
size: "1"
order: 100

```

```

        height: ""
        order: 100
      - id: row_02b34473-661a-4b6d-978d-f8ed1a8d6268
        growHeight: false
        columns:
          - id: column_d770fe25-bfb5-41cc-aa62-9151e01b331f
            componentId: chart-65e4ddcb-7bdd-4ba4-8e4b-
8755b9714dd1
            size: "1"
            height: "250"
            order: 0
            height: "250"
            order: 200
        size: "1"
        type: panel
        order: 0
      height: ""
      order: 250
    size: "1"
    type: default
    order: 100
  - id: column_79b374c1-f3b1-4963-8ff8-266941bb598a
    componentId: table-f0b4bb9c-67b2-49b2-81d2-060eacce5ab0
    size: "1"
    type: default
    height: "765"
    order: 200
  order: 50
components:
  - id: chart-555766bb-2705-424d-8f1d-0019925aa64d
    type: chart
    settings:
      visuals:
        - mark:
            type: bar
            bandwidth: 0
            id: 21bf3208-9d2c-404a-9296-bf9d2305c29f
            order: 100
    limit: 1000
    encodings:
      y:
        field: COUNT_TABLE__CASE_TABLE
        axis:
          position: left
      x:

```

```

        field: multi_hop.assignment_group_count
        axis:
            position: bottom
- id: table-ee24888c-b6a6-4d36-aa05-245deb16c3a6
  type: table
  settings:
    data:
      breakdownSelector: {}
    options:
      showPagination: false
- id: chart-2b030a2f-8c96-42bb-8dec-bf8249e3f379
  type: chart
  settings:
    visuals:
      - mark:
          color: GRAY_60
          type: bar
          bandwidth: 0
        id: 578764b8-0e1f-45e2-99c2-c743a466ed19
        order: 100
        legend: Urgency
        encodings:
          y:
            field: CASE_TABLE.URGENCY
            stackBy: CASE_TABLE.PRIORITY
            color:
              field: CASE_TABLE.PRIORITY
              scheme: SEQUENTIAL_GRAY_REVERSE
          limit: 1000
        encodings:
          x:
            field: COUNT_TABLE__CASE_TABLE
- id: chart-efbb7a3d-0169-430f-8d19-9b7e0e3aebf2
  type: chart
  settings:
    visuals:
      - mark:
          type: bar
          bandwidth: 0
        id: 74aca753-034c-4067-8a89-a78d11e413a0
        order: 100
        encodings:
          y:
            field: multi_hop_kpi
      - mark:

```

```

    type: point
    id: db679ea9-b7d9-418d-ac3b-69bd53a00d62
    order: 200
    encodings:
      y:
        field: TOTAL_THROUGHPUT_TIME_IN_DAYS__ACTIVITY_TABLE__EVENTTIME
        axis:
          position: right
    limit: 1000
    encodings:
      x:
        field: CASE_TABLE.PRIORITY
- id: dropdown-list-294e5be7-e152-4413-90ee-c0f94a741a45
  type: dropdown-list
  settings:
    data:
      columns:
        - attribute: Dropdown_MultiHop
          id: 034b1ab0-3b61-43bd-8171-64b863ec2b4d
          order: 100
    styles:
      position:
        vertical: center
        horizontal: right
- id: chart-e3ae54ca-2214-4cd4-8f82-1c3615d5a0a2
  type: chart
  settings:
    visuals:
      - mark:
          type: bar
          bandwidth: 0
          id: 74aca753-034c-4067-8a89-a78d11e413a0
          order: 100
          encodings:
            y:
              field: multi_hop_kpi
      - mark:
          type: point
          id: db679ea9-b7d9-418d-ac3b-69bd53a00d62
          order: 200
          encodings:
            y:
              field: TOTAL_THROUGHPUT_TIME_IN_DAYS__ACTIVITY_TABLE__EVENTTIME
              axis:
                position: right

```



```
    limit: 1000
    encodings:
      x:
        field: CASE_TABLE.PRIORITY
- id: dropdown-list-35e8ef38-c888-419c-9cf8-bbab6972a196
  type: dropdown-list
  settings:
    data:
      columns:
        - attribute: Dropdown_MultiHop
          id: f6c748b3-3e4c-4c86-b27c-5cd3ffc8c932
          order: 100
      styles:
        position:
          vertical: center
          horizontal: right
- id: dropdown-list-0f0fc6b2-63f4-4b1f-837f-77bfd2b5e7bd
  type: dropdown-list
  settings:
    data:
      columns:
        - attribute: Dropdown_Mismatch
          id: f6c748b3-3e4c-4c86-b27c-5cd3ffc8c932
          order: 100
          displayName: ""
          onClick:
            update:
              variables:
                - name: Axis_Variable
              selection: single
      styles:
        position:
          vertical: center
          horizontal: right
- id: chart-65e4ddcb-7bdd-4ba4-8e4b-8755b9714dd1
  type: chart
  settings:
    visuals:
      - mark:
          color: GRAY_60
          type: bar
          bandwidth: 0
          id: 74aca753-034c-4067-8a89-a78d11e413a0
          order: 100
          encodings:
```

```

      y:
        field: mismatch_kpi
- mark:
  color: GRAY_30
  type: point
  point:
    width: 5
    height: 5
  id: db679ea9-b7d9-418d-ac3b-69bd53a00d62
  order: 200
  encodings:
    y:
      field: TOTAL_THROUGHPUT_TIME_IN_DAYS__ACTIVITY_TABLE__EVENTTIME
      axis:
        position: right
  limit: 1000
  encodings:
    x:
      field:
        ${Axis_Variable=='Priority'?'CASE_TABLE.PRIORITY':'CASE_TABLE.URGENCY'}
- id: kpi-list-85f36aa0-27dc-4a89-8474-d7cf1e847afe
  type: kpi-list
  settings:
    data:
      kpis:
        - kpi: ag_tpt_per_ticket_
          show: true
          id: 02e5c0d9-88d2-4fd7-a38c-084c3d092614
          order: 100
        - kpi: accuracy_
          show: true
          id: 1a19239c-fe34-4f17-83f2-12b69493a0da
          order: 200
        - kpi: multi_hop_count
          show: true
          id: 28c90217-847a-4d63-a17c-3b6c14a63f9d
          order: 300
- id: table-f0b4bb9c-67b2-49b2-81d2-060eacce5ab0
  type: table
  settings:
    name: Drilldown
    data:
      columns:
        - field: CASE_TABLE.INC_NUMBER
          id: 0a8ba673-5a95-401d-a0d6-642cb1ba7279

```

```

    order: 100
    onClick:
      openView:
        profileView: true
        syncFilters: forward-only
        openInSideOverlay: false
  - field: CASE_TABLE.PRIORITY
    id: 163c9fc2-a0ab-47aa-93f0-5294d68fbc8
    order: 200
  - field: CASE_TABLE.URGENCY
    id: 6b7d4d4f-997d-45bb-9c39-668af589728a
    order: 300
  - field: resolve_time_in_hours_
    id: 6cd4a4b5-3ac3-47c8-adce-46c9cc543fae
    order: 400
  breakdownSelector: {}
  pageSize: 16
  options:
    showPagination: true
  filters:
    - id: mismatch_filter
- id: kpi-list-229ea6d3-185b-43cd-978c-10c7c443f201
  type: kpi-list
  settings:
    data:
      kpis:
        - kpi: mismatch_
          show: true
          id: 98a7d52e-9fd5-4a9e-897b-bcebd5c44b95
          order: 100
          displayContentRule: LesserColor
        - kpi: mismatch_tpt
          show: true
          id: 82de5c00-85e3-4c5b-b92a-4934bbb79654
          order: 200
- id: chart-20379d82-599f-43b9-b67b-b95d50cd2989
  type: chart
  settings:
    visuals:
      - mark:
          color: GRAY_60
          type: bar
          bandwidth: 0
          id: 578764b8-0e1f-45e2-99c2-c743a466ed19
          order: 100

```

```

    legend: Urgency
    encodings:
      y:
        field: ${FlipFlop === 'Priority' && 'CASE_TABLE.PRIORITY' ||
          'CASE_TABLE.URGENCY'}
        stackBy: ${FlipFlop === 'Priority' && 'CASE_TABLE.URGENCY' ||
          'CASE_TABLE.PRIORITY'}
        color:
          field: ${FlipFlop === 'Priority' && 'CASE_TABLE.URGENCY' ||
            'CASE_TABLE.PRIORITY'}
          scheme: SEQUENTIAL_GRAY_REVERSE
    limit: 1000
    encodings:
      x:
        field: COUNT_TABLE__CASE_TABLE
    filters:
      - id: mismatch_filter
- id: button-list-69bdd9ad-05b0-46f3-980a-dcd98a690a4d
  type: button-list
  settings:
    buttons:
      - label: ${FlipFlop === 'Priority' && 'Urgency' || 'Priority'}
        id: a0c868e3-8285-4779-ad57-ed365277d243
        order: 100
        icon: restart
        onClick:
          update:
            variables:
              - name: FlipFlop
                value: ${FlipFlop === 'Priority' && 'Urgency' || 'Priority'}
    styles:
      position:
        vertical: top
        horizontal: right
      size: large
- id: text-box-d47a64ae-5384-4536-b277-6accdc5b5185
  type: text-box
  settings:
    title: Mismatch Based on ${FlipFlop}
    content: ""
- id: text-box-e33eb322-f1ac-41b7-9a43-bb60970a948b
  type: text-box
  settings:
    title: Mismatch Based on ${Axis_Variable}
    content: ""

```


EGL UNRESOLVED

```
metadata:
  key: egl-unresolvedticket
  template: false
  name: EGL - Unresolved Ticket
  knowledgeModelKey: itsm-km
  knowledgeObjectId: CASE_TABLE_ANOMALY_Unresolved
  profileView: true
  allowAdvancedFilters: true
variables:
  - id: 85b2423e-9f6b-4203-bd78-f9c32af56907
    name: Axis_Variable
layout:
  rows:
    - id: row_8f687f17-b00f-4dba-8c3d-06389db4e563
      growHeight: false
      columns:
        - id: column_8722ce8b-ac2f-4839-b9a6-9f1c61a5e9a9
          layout:
            rows:
              - id: row_db71bca1-8164-4269-acd2-389da2f4b313
                columns:
                  - id: column_760a786f-ae51-4d4f-96ad-4eeddd86cec0
                    componentId: kpi-list-229ea6d3-185b-43cd-978c-10c7c443f201
                    size: "1"
                    type: panel
                    order: 0
                order: 100
              - id: row_f6d31515-867d-4523-b8bf-9f21d25bde5b
                growHeight: false
                columns:
                  - id: column_4e55ef2e-7f49-4623-84bf-839a9f2ec706
                    componentId: chart-2b030a2f-8c96-42bb-8dec-bf8249e3f379
                    size: "1"
                    type: panel
                    height: ""
                    order: 0
                height: "320"
                order: 200
              - id: row_7d063510-72e3-4523-b13c-59f16295dd3b
                growHeight: false
```

```

columns:
  - id: column_d37ea78e-57fc-4bf3-af2d-d077dc60f970
    layout:
      rows:
        - id: row_cd9bc57c-9699-464e-a94f-bfc3dd1ae1ab
          growHeight: false
          columns:
            - id: column_c93e14bd-1f14-4d15-8d41-da4345831937
              componentId: text-box-291246c2-7405-4458-8b01-
                size: "1"
                order: 0
            - id: column_799107c4-8a85-4fe1-a816-0f53f67d8fcf
              componentId: dropdown-list-0f0fc6b2-63f4-4b1f-837f-
                size: "1"
                order: 100
          height: ""
          order: 100
        - id: row_02b34473-661a-4b6d-978d-f8ed1a8d6268
          growHeight: false
          columns:
            - id: column_d770fe25-bfb5-41cc-aa62-9151e01b331f
              componentId: chart-65e4ddcb-7bdd-4ba4-8e4b-
                size: "1"
                height: ""
                order: 0
          height: "250"
          order: 200
      size: "1"
      type: panel
      height: ""
      order: 0
    height: "345"
    order: 250
size: "1"
type: default
order: 100
- id: column_79b374c1-f3b1-4963-8ff8-266941bb598a
  componentId: table-f0b4bb9c-67b2-49b2-81d2-060eacce5ab0
  size: "1"
  type: default
  height: "765"
  order: 200

```

8aa153dfe393

77bfd2b5e7bd

8755b9714dd1

```

    order: 50
components:
- id: chart-555766bb-2705-424d-8f1d-0019925aa64d
  type: chart
  settings:
    visuals:
      - mark:
          type: bar
          bandwidth: 0
          id: 21bf3208-9d2c-404a-9296-bf9d2305c29f
          order: 100
    limit: 1000
    encodings:
      y:
        field: COUNT_TABLE__CASE_TABLE
        axis:
          position: left
      x:
        field: multi_hop.assignment_group_count
        axis:
          position: bottom
- id: table-ee24888c-b6a6-4d36-aa05-245deb16c3a6
  type: table
  settings:
    data:
      breakdownSelector: {}
    options:
      showPagination: false
- id: chart-2b030a2f-8c96-42bb-8dec-bf8249e3f379
  type: chart
  settings:
    name: Tickets Based on Status
    infoText:
      title: Bar Graph
      content: This Bar Chart displays the Total Tickets per Incident Status

```

Type

```

visuals:
- mark:
    color: GRAY_60
    type: bar
    bandwidth: 0
    id: 21bf3208-9d2c-404a-9296-bf9d2305c29f
    order: 100
    encodings:
      x:

```



```

        field: CASE_TABLE.INCIDENT_STATUS
    limit: 1000
    encodings:
        y:
            field: COUNT_TABLE__CASE_TABLE
            axis:
                position: left
- id: chart-efbb7a3d-0169-430f-8d19-9b7e0e3aebf2
  type: chart
  settings:
    visuals:
      - mark:
          type: bar
          bandwidth: 0
          id: 74aca753-034c-4067-8a89-a78d11e413a0
          order: 100
          encodings:
            y:
                field: multi_hop_kpi
      - mark:
          type: point
          id: db679ea9-b7d9-418d-ac3b-69bd53a00d62
          order: 200
          encodings:
            y:
                field: TOTAL_THROUGHPUT_TIME_IN_DAYS__ACTIVITY_TABLE__EVENTTIME
            axis:
                position: right
    limit: 1000
    encodings:
        x:
            field: CASE_TABLE.PRIORITY
- id: dropdown-list-294e5be7-e152-4413-90ee-c0f94a741a45
  type: dropdown-list
  settings:
    data:
      columns:
        - attribute: Dropdown_MultiHop
          id: 034b1ab0-3b61-43bd-8171-64b863ec2b4d
          order: 100
    styles:
      position:
        vertical: center
        horizontal: right
- id: chart-e3ae54ca-2214-4cd4-8f82-1c3615d5a0a2

```

```
type: chart
settings:
  visuals:
    - mark:
        type: bar
        bandwidth: 0
        id: 74aca753-034c-4067-8a89-a78d11e413a0
        order: 100
        encodings:
          y:
            field: multi_hop_kpi
    - mark:
        type: point
        id: db679ea9-b7d9-418d-ac3b-69bd53a00d62
        order: 200
        encodings:
          y:
            field: TOTAL_THROUGHPUT_TIME_IN_DAYS__ACTIVITY_TABLE__EVENTTIME
            axis:
              position: right
        limit: 1000
        encodings:
          x:
            field: CASE_TABLE.PRIORITY
- id: dropdown-list-35e8ef38-c888-419c-9cf8-bbab6972a196
  type: dropdown-list
  settings:
    data:
      columns:
        - attribute: Dropdown_MultiHop
          id: f6c748b3-3e4c-4c86-b27c-5cd3ffc8c932
          order: 100
    styles:
      position:
        vertical: center
        horizontal: right
- id: dropdown-list-0f0fc6b2-63f4-4b1f-837f-77bfd2b5e7bd
  type: dropdown-list
  settings:
    data:
      columns:
        - attribute: Dropdown_Mismatch
          id: f6c748b3-3e4c-4c86-b27c-5cd3ffc8c932
          order: 100
          displayName: ""
```

```

        onClick:
          update:
            variables:
              - name: Axis_Variable
            selection: single
      styles:
        position:
          vertical: center
          horizontal: right
- id: chart-65e4ddcb-7bdd-4ba4-8e4b-8755b9714dd1
  type: chart
  settings:
    visuals:
      - mark:
          color: GRAY_60
          type: bar
          bandwidth: 0
          id: 74aca753-034c-4067-8a89-a78d11e413a0
          order: 100
          encodings:
            y:
              field: unresolved_kpi
      - mark:
          color: GRAY_30
          type: point
          point:
            width: 5
            height: 5
          id: db679ea9-b7d9-418d-ac3b-69bd53a00d62
          order: 200
          encodings:
            y:
              field: TOTAL_THROUGHPUT_TIME_IN_DAYS__ACTIVITY_TABLE__EVENTTIME
            axis:
              position: right
    limit: 1000
    encodings:
      x:
        field:
          ${Axis_Variable=='Priority'?'CASE_TABLE.PRIORITY':'CASE_TABLE.URGENCY'}
- id: kpi-list-85f36aa0-27dc-4a89-8474-d7cf1e847afe
  type: kpi-list
  settings:
    data:
      kpis:

```

- kpi: ag_tpt_per_ticket_
 - show: true
 - id: 02e5c0d9-88d2-4fd7-a38c-084c3d092614
 - order: 100
- kpi: accuracy_
 - show: true
 - id: 1a19239c-fe34-4f17-83f2-12b69493a0da
 - order: 200
- kpi: multi_hop_count
 - show: true
 - id: 28c90217-847a-4d63-a17c-3b6c14a63f9d
 - order: 300
- id: table-f0b4bb9c-67b2-49b2-81d2-060eacce5ab0
 - type: table
 - settings:
 - name: Drilldown
 - data:
 - columns:
 - field: CASE_TABLE.INC_NUMBER
 - id: 88edc454-347d-4dd2-a97e-d2fb442b9c98
 - order: 100
 - onClick:
 - openView:
 - profileView: true
 - syncFilters: forward-only
 - openInSideOverlay: true
 - field: timespent_in_hours_
 - id: 6c8715bf-b053-45b3-8715-b0bfe0a7b4c1
 - order: 200
 - field: CASE_TABLE.INCIDENT_UPDATE_TIME
 - id: 52937edd-b97e-4821-8e32-18551185d6d7
 - order: 300
 - breakdownSelector: {}
 - pageSize: 16
 - options:
 - showPagination: true
 - filters:
 - id: unresolved_filter
 - id: kpi-list-229ea6d3-185b-43cd-978c-10c7c443f201
 - type: kpi-list
 - settings:
 - data:
 - kpis:
 - kpi: open_ticket
 - show: true

```
      id: 7a7c18d4-1c8e-4602-b20e-95c176b046bd
      order: 100
    - kpi: timespent_in_hours_
      show: true
      id: 19527549-a3a2-42fa-a6f5-cf832c9c5d96
      order: 200
  - id: text-box-291246c2-7405-4458-8b01-8aa153dfe393
    type: text-box
    settings:
      title: Resolve Time Based on ${Axis_Variable}
      content: ""
```

EGL – LATE UPDATION

```
metadata:
  key: egl-late-updation
  template: false
  name: EGL - Late Updation
  knowledgeModelKey: itsm-km
  knowledgeObjectId: CASE_TABLE_ANOMALY_Late_Update
  profileView: true
  allowAdvancedFilters: true
variables:
  - id: 85b2423e-9f6b-4203-bd78-f9c32af56907
    name: Axis_Variable
layout:
  rows:
    - id: row_8f687f17-b00f-4dba-8c3d-06389db4e563
      growHeight: false
      columns:
        - id: column_8722ce8b-ac2f-4839-b9a6-9f1c61a5e9a9
          layout:
            rows:
              - id: row_db71bca1-8164-4269-acd2-389da2f4b313
                columns:
                  - id: column_760a786f-ae51-4d4f-96ad-4eeddd86cec0
                    componentId: kpi-list-229ea6d3-185b-43cd-978c-10c7c443f201
                    size: "1"
                    type: panel
                    order: 0
                order: 100
              - id: row_fb4fe6b3-d30f-4782-a5b7-72ed81a44d7d
                columns:
                  - id: column_b49c38fc-8a7a-4c1d-9b7e-d3c7b3956375
                    layout:
                      rows: []
                    size: "1"
                    order: 0
                order: 150
            - id: row_f6d31515-867d-4523-b8bf-9f21d25bde5b
              growHeight: false
              columns:
                - id: column_4e55ef2e-7f49-4623-84bf-839a9f2ec706
                  componentId: chart-2b030a2f-8c96-42bb-8dec-bf8249e3f379
```

```

        size: "1"
        type: panel
        order: 0
    height: "300"
    order: 200
- id: row_7d063510-72e3-4523-b13c-59f16295dd3b
  growHeight: false
  columns:
    - id: column_d37ea78e-57fc-4bf3-af2d-d077dc60f970
      layout:
        rows:
          - id: row_cd9bc57c-9699-464e-a94f-bfc3dd1ae1ab
            growHeight: false
            columns:
              - id: column_78f39ef3-df40-4b47-85c6-05c87527099c
                componentId: text-box-2179e976-4b80-4e2e-b64e-
854462c5158f
                size: "1"
                order: 50
              - id: column_80c7324b-c5ac-4fb0-858b-62365e867511
                componentId: dropdown-list-05aab84c-df63-4713-aae2-
f48d6c6aacb2
                size: "0.5"
                type: default
                order: 100
            height: ""
            order: 100
          - id: row_02b34473-661a-4b6d-978d-f8ed1a8d6268
            growHeight: false
            columns:
              - id: column_d770fe25-bfb5-41cc-aa62-9151e01b331f
                componentId: chart-65e4ddcb-7bdd-4ba4-8e4b-
8755b9714dd1
                size: "1"
                order: 0
            height: "250"
            order: 200
        size: "1"
        type: panel
        order: 0
    height: "365"
    order: 250
size: "1"
type: default
order: 100

```

```

    - id: column_79b374c1-f3b1-4963-8ff8-266941bb598a
      componentId: table-f0b4bb9c-67b2-49b2-81d2-060eacce5ab0
      size: "1"
      type: default
      height: "765"
      order: 200
    order: 50
  components:
    - id: chart-555766bb-2705-424d-8f1d-0019925aa64d
      type: chart
      settings:
        visuals:
          - mark:
              type: bar
              bandwidth: 0
              id: 21bf3208-9d2c-404a-9296-bf9d2305c29f
              order: 100
        limit: 1000
        encodings:
          y:
            field: COUNT_TABLE__CASE_TABLE
            axis:
              position: left
          x:
            field: multi_hop.assignment_group_count
            axis:
              position: bottom
    - id: table-ee24888c-b6a6-4d36-aa05-245deb16c3a6
      type: table
      settings:
        data:
          breakdownSelector: {}
        options:
          showPagination: false
    - id: chart-2b030a2f-8c96-42bb-8dec-bf8249e3f379
      type: chart
      settings:
        name: Time Spent per Ticket
        infoText:
          title: Bar Graph
          content: This Bar Chart displays the No of Days Tickets were Resolved but
Not
      Updated to User
      limit: 1000
      encodings:

```



```
x:
  field: time_spent_late_update_
  axis:
    position: bottom
visuals:
- mark:
  type: bar
  bandwidth: 0
  id: 8cf175e5-916b-4f52-bb16-08573b088a4a
  order: 100
  encodings:
    color:
      field: COUNT_TABLE__CASE_TABLE
      scheme: SEQUENTIAL_GRAY_REVERSE
    y:
      field: COUNT_TABLE__CASE_TABLE
      axis:
        position: left
- id: chart-efbb7a3d-0169-430f-8d19-9b7e0e3aebf2
  type: chart
  settings:
    visuals:
      - mark:
        type: bar
        bandwidth: 0
        id: 74aca753-034c-4067-8a89-a78d11e413a0
        order: 100
        encodings:
          y:
            field: multi_hop_kpi
      - mark:
        type: point
        id: db679ea9-b7d9-418d-ac3b-69bd53a00d62
        order: 200
        encodings:
          y:
            field: TOTAL_THROUGHPUT_TIME_IN_DAYS__ACTIVITY_TABLE__EVENTTIME
            axis:
              position: right
    limit: 1000
  encodings:
    x:
      field: CASE_TABLE.PRIORITY
- id: dropdown-list-294e5be7-e152-4413-90ee-c0f94a741a45
  type: dropdown-list
```

```
settings:
  data:
    columns:
      - attribute: Dropdown_MultiHop
        id: 034b1ab0-3b61-43bd-8171-64b863ec2b4d
        order: 100
    styles:
      position:
        vertical: center
        horizontal: right
- id: chart-e3ae54ca-2214-4cd4-8f82-1c3615d5a0a2
  type: chart
  settings:
    visuals:
      - mark:
          type: bar
          bandwidth: 0
          id: 74aca753-034c-4067-8a89-a78d11e413a0
          order: 100
          encodings:
            y:
              field: multi_hop_kpi
      - mark:
          type: point
          id: db679ea9-b7d9-418d-ac3b-69bd53a00d62
          order: 200
          encodings:
            y:
              field: TOTAL_THROUGHPUT_TIME_IN_DAYS__ACTIVITY_TABLE__EVENTTIME
            axis:
              position: right
    limit: 1000
    encodings:
      x:
        field: CASE_TABLE.PRIORITY
- id: dropdown-list-35e8ef38-c888-419c-9cf8-bbab6972a196
  type: dropdown-list
  settings:
    data:
      columns:
        - attribute: Dropdown_MultiHop
          id: f6c748b3-3e4c-4c86-b27c-5cd3ffc8c932
          order: 100
    styles:
      position:
```

```

        vertical: center
        horizontal: right
- id: dropdown-list-0f0fc6b2-63f4-4b1f-837f-77bfd2b5e7bd
type: dropdown-list
settings:
  data:
    columns:
      - attribute: Dropdown_MultiHop
        id: f6c748b3-3e4c-4c86-b27c-5cd3ffc8c932
        order: 100
        displayName: ""
        onClick:
          update:
            variables:
              - name: Axis_Variable
                selection: single
    styles:
      position:
        vertical: center
        horizontal: right
- id: chart-65e4ddcb-7bdd-4ba4-8e4b-8755b9714dd1
type: chart
settings:
  visuals:
    - mark:
        color: GRAY_60
        type: bar
        bandwidth: 0
        id: 74aca753-034c-4067-8a89-a78d11e413a0
        order: 100
        encodings:
          y:
            field: late_updation_kpi
    - mark:
        color: GRAY_30
        type: point
        point:
          width: 5
          height: 5
        id: db679ea9-b7d9-418d-ac3b-69bd53a00d62
        order: 200
        encodings:
          y:
            field: TOTAL_THROUGHPUT_TIME_IN_DAYS__ACTIVITY_TABLE__EVENTTIME
          axis:

```

```

        position: right
    limit: 1000
    encodings:
        x:
            field:
                ${Axis_Variable=='Priority'?'CASE_TABLE.PRIORITY':Axis_Variable=='Urgency'?'CASE_
                TABLE.URGENCY':'CASE_TABLE.INCIDENT_STATUS'}
    - id: kpi-list-85f36aa0-27dc-4a89-8474-d7cf1e847afe
      type: kpi-list
      settings:
        data:
          kpis:
            - kpi: ag_tpt_per_ticket_
              show: true
              id: 02e5c0d9-88d2-4fd7-a38c-084c3d092614
              order: 100
            - kpi: accuracy_
              show: true
              id: 1a19239c-fe34-4f17-83f2-12b69493a0da
              order: 200
            - kpi: multi_hop_count
              show: true
              id: 28c90217-847a-4d63-a17c-3b6c14a63f9d
              order: 300
    - id: table-f0b4bb9c-67b2-49b2-81d2-060eacce5ab0
      type: table
      settings:
        name: Drilldown
        data:
          columns:
            - field: CASE_TABLE.INC_NUMBER
              id: 3ab09078-905a-418c-8b87-0a2906552ed2
              order: 100
              onClick:
                openView:
                  profileView: true
                  syncFilters: forward-only
                  openInSideOverlay: false
            - field: CASE_TABLE.INCIDENT_RESOLVE_TIME
              id: 8bf052dc-b029-48f0-b4ae-b0790cfc4080
              order: 200
            - field: CASE_TABLE.INCIDENT_UPDATE_TIME
              id: 6603504d-d2fd-4683-85ae-5eac85dd5164
              order: 300
            - field: lateupdate

```

```

        id: 57f157dc-48c0-426a-87dd-40d65319fe8f
        order: 400
        breakdownSelector: {}
        pageSize: 16
        options:
            showPagination: true
    filters:
        - id: late_updatation
- id: kpi-list-229ea6d3-185b-43cd-978c-10c7c443f201
  type: kpi-list
  settings:
    data:
      kpis:
        - kpi: late_update_
          show: true
          id: c0841677-db50-4088-9f34-0c2400ad0ed3
          order: 100
          displayContentRule: LesserColor
        - kpi: time_spend_late_update_
          show: true
          id: 659bfce7-6b58-4c9f-9676-4448de4432eb
          order: 200
- id: dropdown-list-05aab84c-df63-4713-aae2-f48d6c6aacb2
  type: dropdown-list
  settings:
    data:
      columns:
        - attribute: Dropdown_MultiHop
          id: f6c748b3-3e4c-4c86-b27c-5cd3ffc8c932
          order: 100
          displayName: ""
          onClick:
            update:
              variables:
                - name: Axis_Variable
              selection: single
    styles:
      position:
        vertical: center
        horizontal: right
- id: text-box-2179e976-4b80-4e2e-b64e-854462c5158f
  type: text-box
  settings:
    content: ""
    title: Late Updatation Time Based on ${Axis_Variable}

```


EGL – REWORK TICKET

```
metadata:
  key: egl-rework-tickets
  template: false
  name: EGL - Rework Tickets
  knowledgeModelKey: itsm-km
  knowledgeObjectId: CASE_TABLE_ANOMALY_REWORK
  profileView: true
  allowAdvancedFilters: true
variables:
  - id: 85b2423e-9f6b-4203-bd78-f9c32af56907
    name: Axis_Variable
layout:
  rows:
    - id: row_8f687f17-b00f-4dba-8c3d-06389db4e563
      growHeight: false
      columns:
        - id: column_8722ce8b-ac2f-4839-b9a6-9f1c61a5e9a9
          layout:
            rows:
              - id: row_db71bca1-8164-4269-acd2-389da2f4b313
                columns:
                  - id: column_760a786f-ae51-4d4f-96ad-4eeddd86cec0
                    componentId: kpi-list-229ea6d3-185b-43cd-978c-10c7c443f201
                    size: "1"
                    type: panel
                    order: 0
                order: 100
              - id: row_fb4fe6b3-d30f-4782-a5b7-72ed81a44d7d
                columns:
                  - id: column_b49c38fc-8a7a-4c1d-9b7e-d3c7b3956375
                    layout:
                      rows: []
                    size: "1"
                    order: 0
                order: 150
              - id: row_f6d31515-867d-4523-b8bf-9f21d25bde5b
                growHeight: false
                columns:
                  - id: column_4e55ef2e-7f49-4623-84bf-839a9f2ec706
                    componentId: chart-2b030a2f-8c96-42bb-8dec-bf8249e3f379
```

```

        size: "1"
        type: panel
        order: 0
    height: "300"
    order: 200
- id: row_7d063510-72e3-4523-b13c-59f16295dd3b
  growHeight: false
  columns:
    - id: column_d37ea78e-57fc-4bf3-af2d-d077dc60f970
      layout:
        rows:
          - id: row_cd9bc57c-9699-464e-a94f-bfc3dd1ae1ab
            growHeight: false
            columns:
              - id: column_78f39ef3-df40-4b47-85c6-05c87527099c
                componentId: text-box-2179e976-4b80-4e2e-b64e-
854462c5158f
                size: "1"
                order: 50
              - id: column_80c7324b-c5ac-4fb0-858b-62365e867511
                componentId: dropdown-list-05aab84c-df63-4713-aae2-
f48d6c6aacb2
                size: "1"
                type: default
                order: 100
            height: ""
            order: 100
          - id: row_02b34473-661a-4b6d-978d-f8ed1a8d6268
            growHeight: false
            columns:
              - id: column_d770fe25-bfb5-41cc-aa62-9151e01b331f
                componentId: chart-65e4ddcb-7bdd-4ba4-8e4b-
8755b9714dd1
                size: "1"
                order: 0
            height: "250"
            order: 200
        size: "1"
        type: panel
        order: 0
    height: "365"
    order: 250
size: "1"
type: default
order: 100

```



```

    - id: column_79b374c1-f3b1-4963-8ff8-266941bb598a
      componentId: table-f0b4bb9c-67b2-49b2-81d2-060eacce5ab0
      size: "1"
      type: default
      height: "765"
      order: 200
    order: 50
  components:
    - id: chart-555766bb-2705-424d-8f1d-0019925aa64d
      type: chart
      settings:
        visuals:
          - mark:
              type: bar
              bandwidth: 0
              id: 21bf3208-9d2c-404a-9296-bf9d2305c29f
              order: 100
        limit: 1000
        encodings:
          y:
            field: COUNT_TABLE__CASE_TABLE
            axis:
              position: left
          x:
            field: multi_hop.assignment_group_count
            axis:
              position: bottom
    - id: table-ee24888c-b6a6-4d36-aa05-245deb16c3a6
      type: table
      settings:
        data:
          breakdownSelector: {}
        options:
          showPagination: false
    - id: chart-2b030a2f-8c96-42bb-8dec-bf8249e3f379
      type: chart
      settings:
        name: Rework Activity per Day
        infoText:
          title: Bar Graph
          content: This Bar Chart displays the No of Rework Activity created on
each day
        limit: 1000
        encodings:
          x:

```

```

    field: dailydata.day
    axis:
      position: bottom
  visuals:
    - mark:
        type: bar
        bandwidth: 0
      id: 8cf175e5-916b-4f52-bb16-08573b088a4a
      order: 100
      encodings:
        color:
          field: dailydata.rework_task
          scheme: SEQUENTIAL_GRAY_REVERSE
        y:
          field: dailydata.rework_task
          axis:
            position: left
- id: chart-efbb7a3d-0169-430f-8d19-9b7e0e3aebf2
  type: chart
  settings:
    visuals:
      - mark:
          type: bar
          bandwidth: 0
        id: 74aca753-034c-4067-8a89-a78d11e413a0
        order: 100
        encodings:
          y:
            field: multi_hop_kpi
      - mark:
          type: point
          id: db679ea9-b7d9-418d-ac3b-69bd53a00d62
          order: 200
          encodings:
            y:
              field: TOTAL_THROUGHPUT_TIME_IN_DAYS__ACTIVITY_TABLE__EVENTTIME
            axis:
              position: right
    limit: 1000
    encodings:
      x:
        field: CASE_TABLE.PRIORITY
- id: dropdown-list-294e5be7-e152-4413-90ee-c0f94a741a45
  type: dropdown-list
  settings:

```

```
data:
  columns:
    - attribute: Dropdown_MultiHop
      id: 034b1ab0-3b61-43bd-8171-64b863ec2b4d
      order: 100
  styles:
    position:
      vertical: center
      horizontal: right
- id: chart-e3ae54ca-2214-4cd4-8f82-1c3615d5a0a2
  type: chart
  settings:
    visuals:
      - mark:
          type: bar
          bandwidth: 0
          id: 74aca753-034c-4067-8a89-a78d11e413a0
          order: 100
          encodings:
            y:
              field: multi_hop_kpi
      - mark:
          type: point
          id: db679ea9-b7d9-418d-ac3b-69bd53a00d62
          order: 200
          encodings:
            y:
              field: TOTAL_THROUGHPUT_TIME_IN_DAYS__ACTIVITY_TABLE__EVENTTIME
              axis:
                position: right
    limit: 1000
    encodings:
      x:
        field: CASE_TABLE.PRIORITY
- id: dropdown-list-35e8ef38-c888-419c-9cf8-bbab6972a196
  type: dropdown-list
  settings:
    data:
      columns:
        - attribute: Dropdown_MultiHop
          id: f6c748b3-3e4c-4c86-b27c-5cd3ffc8c932
          order: 100
    styles:
      position:
        vertical: center
```

```

    horizontal: right
- id: dropdown-list-0f0fc6b2-63f4-4b1f-837f-77bfd2b5e7bd
  type: dropdown-list
  settings:
    data:
      columns:
        - attribute: Dropdown_MultiHop
          id: f6c748b3-3e4c-4c86-b27c-5cd3ffc8c932
          order: 100
          displayName: ""
          onClick:
            update:
              variables:
                - name: Axis_Variable
              selection: single
      styles:
        position:
          vertical: center
          horizontal: right
- id: chart-65e4ddcb-7bdd-4ba4-8e4b-8755b9714dd1
  type: chart
  settings:
    visuals:
      - mark:
          color: GRAY_60
          type: bar
          bandwidth: 0
          id: 74aca753-034c-4067-8a89-a78d11e413a0
          order: 100
          encodings:
            y:
              field: rework_kpi
      - mark:
          color: GRAY_30
          type: point
          point:
            width: 5
            height: 5
          id: db679ea9-b7d9-418d-ac3b-69bd53a00d62
          order: 200
          encodings:
            y:
              field: TOTAL_THROUGHPUT_TIME_IN_DAYS__ACTIVITY_TABLE__EVENTTIME
            axis:
              position: right

```

```
    limit: 1000
    encodings:
      x:
        field:
          ${Axis_Variable=='Priority'?'CASE_TABLE.PRIORITY':Axis_Variable=='Urgency'?'CASE_
          TABLE.URGENCY':'CASE_TABLE.INCIDENT_STATUS'}
      - id: kpi-list-85f36aa0-27dc-4a89-8474-d7cf1e847afe
        type: kpi-list
        settings:
          data:
            kpis:
              - kpi: ag_tpt_per_ticket_
                show: true
                id: 02e5c0d9-88d2-4fd7-a38c-084c3d092614
                order: 100
              - kpi: accuracy_
                show: true
                id: 1a19239c-fe34-4f17-83f2-12b69493a0da
                order: 200
              - kpi: multi_hop_count
                show: true
                id: 28c90217-847a-4d63-a17c-3b6c14a63f9d
                order: 300
      - id: table-f0b4bb9c-67b2-49b2-81d2-060eacce5ab0
        type: table
        settings:
          name: Drilldown
          data:
            columns:
              - field: CASE_TABLE.INC_NUMBER
                id: 3ab09078-905a-418c-8b87-0a2906552ed2
                order: 100
                onClick:
                  openView:
                    profileView: true
                    syncFilters: forward-only
                    openInSideOverlay: false
              - field: CASE_TABLE.INCIDENT_STATUS
                id: 89ac4799-908e-468c-a01b-7b321e77e0b2
                order: 200
              - field: CASE_TABLE.rework_count
                id: 5e617bbb-1d6a-44a7-8030-3d58caf77c4b
                order: 300
            breakdownSelector: {}
          pageSize: 16
```

```

    options:
      showPagination: true
  filters:
    - id: rework_filter
- id: kpi-list-229ea6d3-185b-43cd-978c-10c7c443f201
  type: kpi-list
  settings:
    data:
      kpis:
        - kpi: rework_cases_
          show: true
          id: 695265aa-0d13-403c-b734-af0ea296b076
          order: 100
          displayContentRule: LesserColor
        - kpi: rework_activity
          show: true
          id: 33034b60-a2a4-48cf-b0ad-a2c150e782f2
          order: 200
        - kpi: no_rework_cases_
          show: true
          id: 80a34a08-5f07-49f7-a8ee-abce0a09e355
          order: 300
          displayContentRule: GreaterColor
- id: dropdown-list-05aab84c-df63-4713-aae2-f48d6c6aacb2
  type: dropdown-list
  settings:
    data:
      columns:
        - attribute: Dropdown_MultiHop
          id: f6c748b3-3e4c-4c86-b27c-5cd3ffc8c932
          order: 100
          displayName: ""
          onClick:
            update:
              variables:
                - name: Axis_Variable
              selection: single
      styles:
        position:
          vertical: center
          horizontal: right
- id: text-box-2179e976-4b80-4e2e-b64e-854462c5158f
  type: text-box
  settings:
    content: ""

```

title: Rework/MTTR Based on \${Axis_Variable}

FINAL VIEW

```
metadata:
  key: itsm-viewmain
  template: false
  name: ITSM - View
  knowledgeModelKey: itsm-km
  allowAdvancedFilters: true
layout:
  rows:
    - id: row_d70d181b-74c5-4648-8615-e564560821be
      columns:
        - id: column_a5bfc05d-b5c8-4dd7-af56-fe9fd865c08e
          tabs:
            - id: tab-083b3e92-cae7-456f-919e-9ba0dec4fe2b
              layout:
                rows:
                  - id: row_bc450b84-bfa1-4bea-994c-6763a4c5a557
                    columns:
                      - id: column_3fa817a0-4dea-4f6a-8077-0f2f081836dd
                        componentId: view-58ec726b-aa00-46d4-b982-682431aaa63c
                        size: "1"
                        order: 0
                    order: 100
                  label: Main Dashboard
                  order: 100
            - id: tab-e7678035-a01a-4afd-80c0-46d17a9784ff
              layout:
                rows:
                  - id: row_27ed2f3b-30bf-4663-8e0d-c99b4d0f21c3
                    columns:
                      - id: column_9ec5eb30-5d01-40f1-8958-00079750ed8e
                        componentId: view-8b6c6ff0-b833-447e-a0b1-31235880ff80
                        size: "1"
                        type: default
                        order: 100
                    order: 100
                  label: SLA - CS
                  order: 200
            - id: tab-cc4e0b3f-87c9-48bc-8271-36b93e7f0ece
              layout:
                rows:
                  - id: row_a7cae473-56c3-4b21-ba33-769e430b250e
                    columns:
```



```

        - id: column_b089f5e3-5622-42f2-a737-c24082dff81a
          componentId: view-1536a7dc-fc3e-4703-a8ac-4ca2be100bb1
          size: "1"
          order: 0
        order: 100
      label: MTTR - EGL
      order: 300
    size: "1"
    type: default
    order: 100
  order: 100
components:
- id: view-58ec726b-aa00-46d4-b982-682431aaa63c
  type: view
  settings:
    key: itsm-view
- id: view-d3611299-6833-4ab3-a9fe-5d0acfd10008
  type: view
  settings:
    key: labour-productivity
- id: view-1536a7dc-fc3e-4703-a8ac-4ca2be100bb1
  type: view
  settings:
    key: labour-productivity
- id: view-8b6c6ff0-b833-447e-a0b1-31235880ff80
  type: view
  settings:
    key: sla-breach
- id: table-772cbb27-4db1-4480-a516-8af418ea1bf1
  type: table
  settings:
    data:
      columns:
        - field: CASE_TABLE.testfield_1
          id: 6a580b52-1962-40a8-b4ac-9b491795ed0c
          order: 100
        - field: auto_activity_
          id: aaa89edc-0534-40b0-841d-d85d9a63c5f1
          order: 200
      breakdownSelector: {}
  options:
    showPagination: false

```