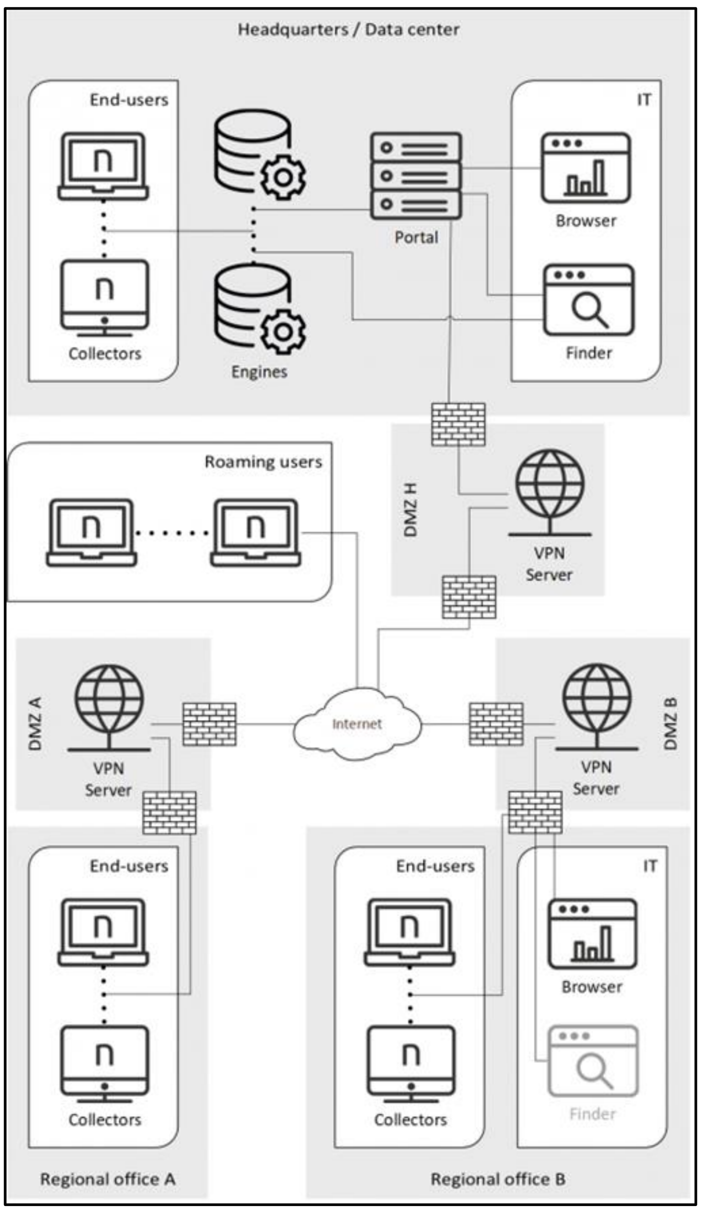
Nexthink Architecture

- Nexthink architecture is designed for scalability and ease of deployment, focusing on the core components
- The system is comprised of the collector, Engine, Portal, Finder and Library.
- The Collector gather data from endpoint
- The Engine aggregate and analyses it
- The portal provides reporting and analytics
- The Finder is a client application for searching and analyzing data
- The library is cloud Knowledge database



Nexthink Dashboard Creation and Adding a Metric to the Portal

Nexthink Dashboard

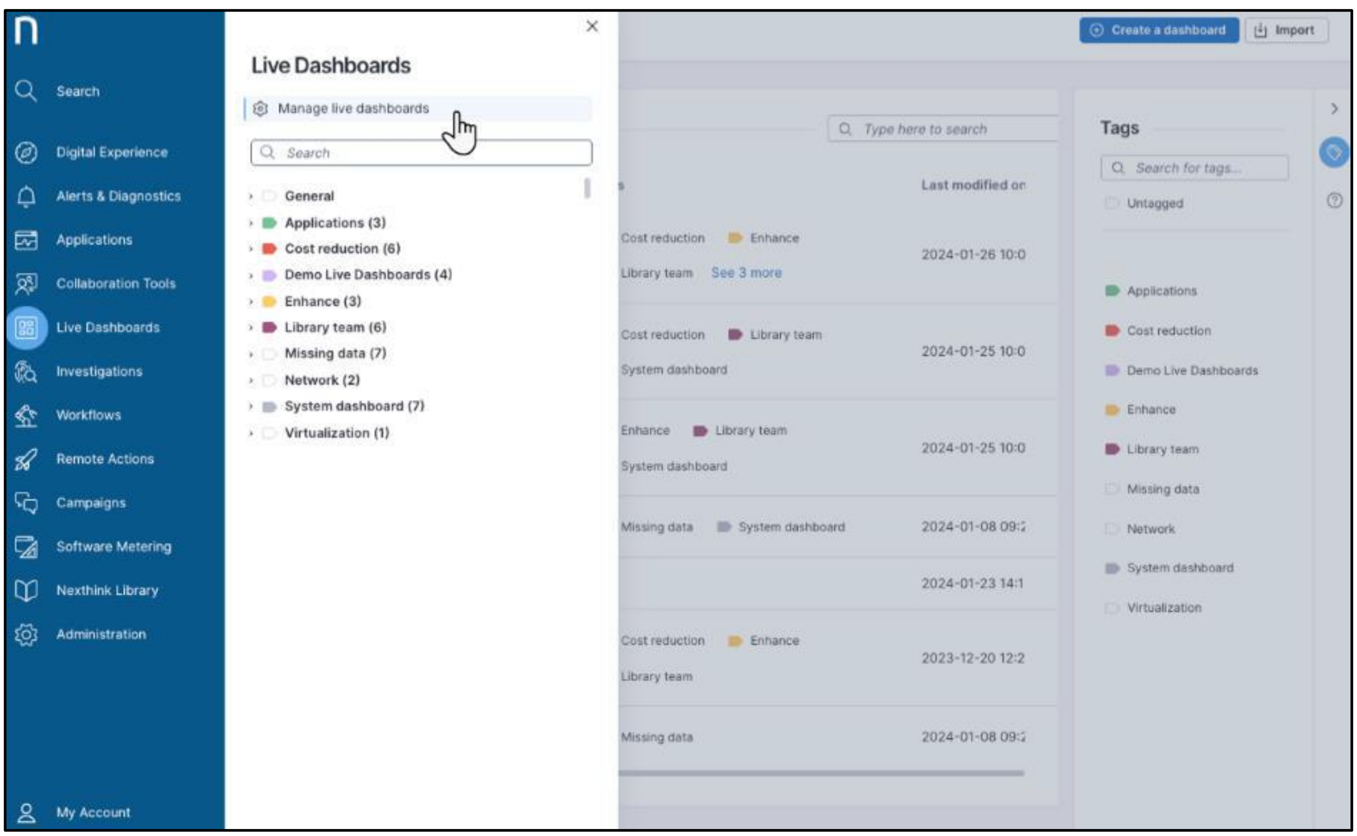
Nexthink is a digital experience monitoring platform that provides real-time insights into end-user experience. Nexthink dashboard typically displays key metrics and KPIs related to digital experience, End-user productivity and IT operations.
The system comprises the Collector, Engine, Portal, Finder and Library. The collector gathers data from endpoints, the engine aggregates and analyzes it. The portal provides reporting and analytics.

Creating Dashboards

To create a dashboard for the first time:

1. Select **Live Dashboards** from the main menu.
2. Click on **Create a dashboard** in the top-right corner of the empty **Dashboards** page.

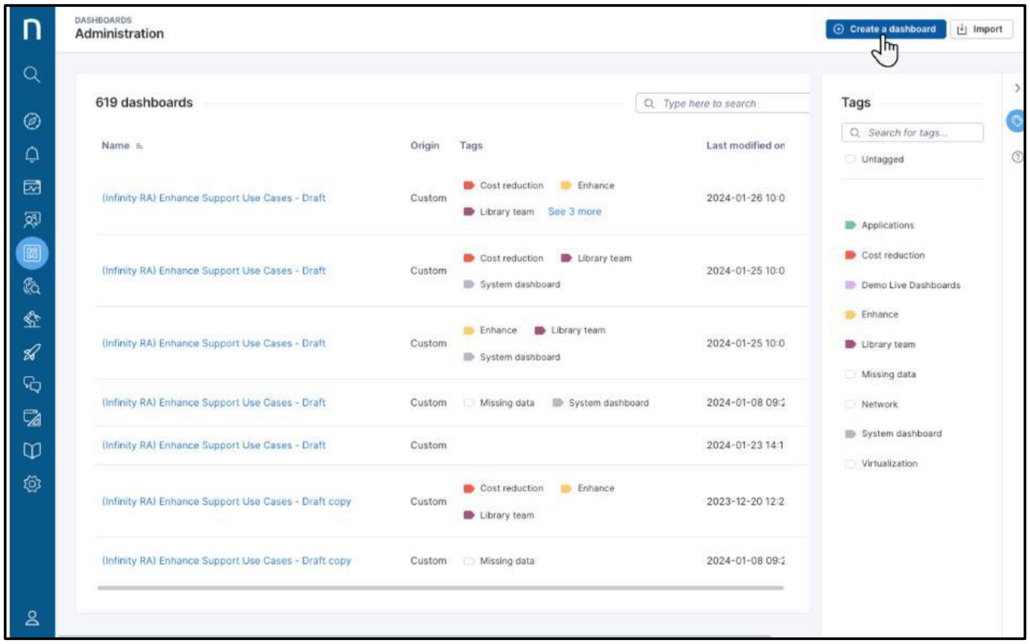
Enter a meaningful name for the dashboard and click **Save**.



After you save your first dashboard, create new dashboards:

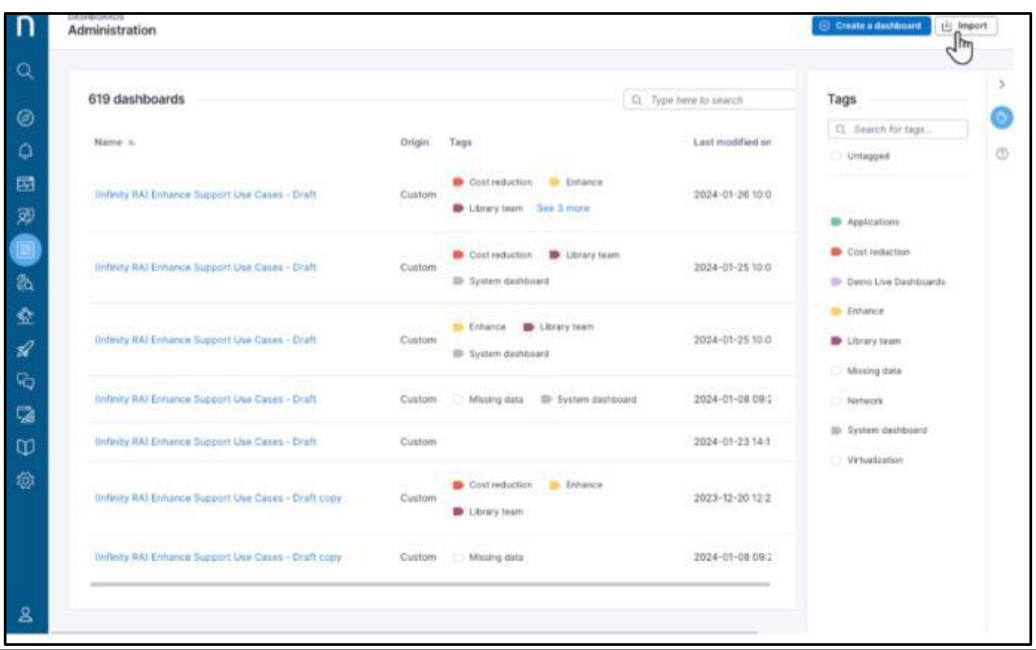
1. Select **Live Dashboards > Manage live dashboards** from the main menu.
2. Click on **Create a dashboard** in the top-right corner of the **Dashboards** page.

Enter a meaningful name for the dashboard and click **Save**.



Importing Dashboard

1. Click the **Import** button in the top-right corner of the **Live dashboards > Manage live dashboards** page.
2. **Choose** or **drag** multiple JSON files from your hard drive to import them to the system.



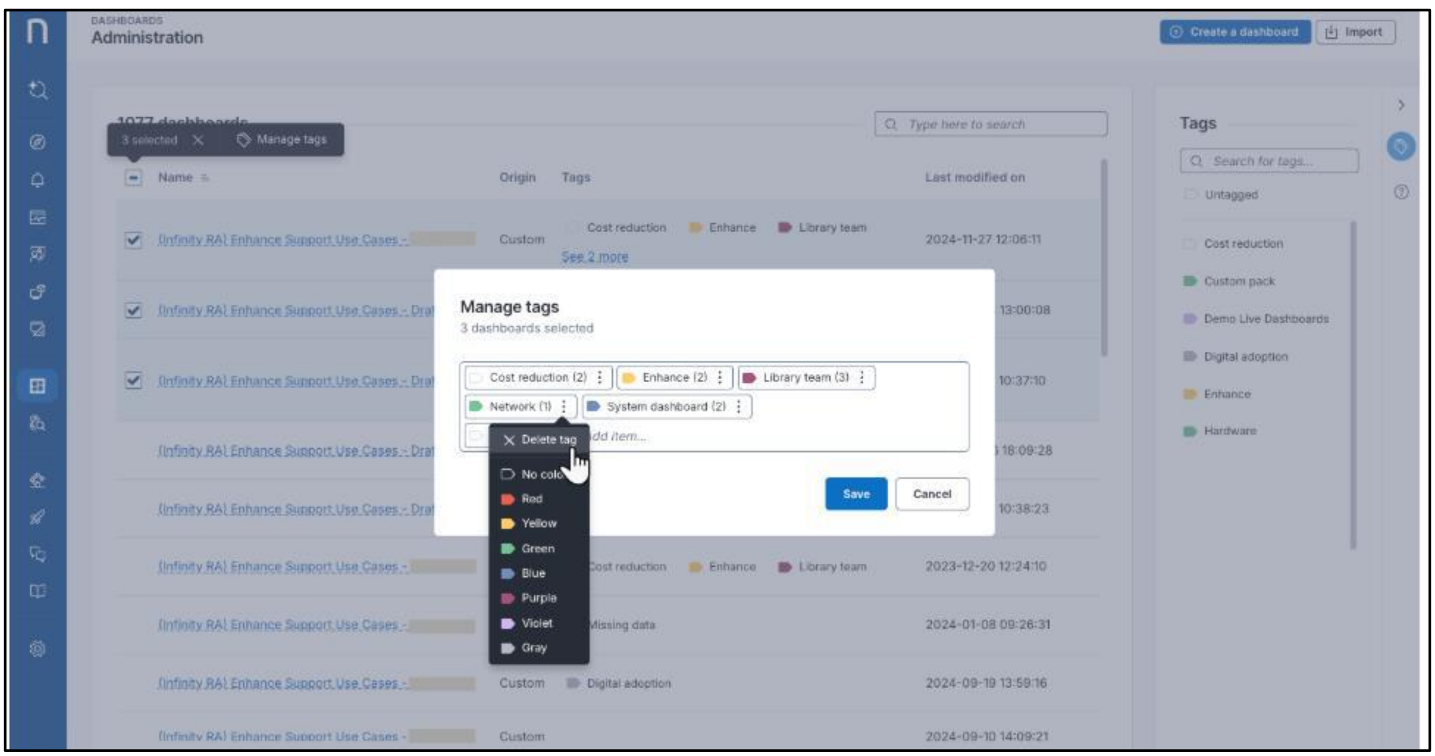
Tagging Dashboard

Tagging allows you to quickly sort dashboards. Open the **Tags** right-side panel:

- Search for a specific tag at the top of the panel.
- Select one or more tags to filter the dashboard table.

To add one or more tags to a dashboard, from the **Live dashboards > Manage live dashboards** page:

1. Hover over a dashboard to display the action menu and choose **Manage tags**.
2. From the **Manage tags** pop-up you can:
   Type in a new tag or choose an existing one to add it to the dashboard.
   - Open the action menu of a specific tag item to **Delete tag** or change the tag color.
   - Deleting a tag only removes it from the dashboard it is associated with.
3. Alternatively, select multiple dashboards to **Manage tags** in bulks.

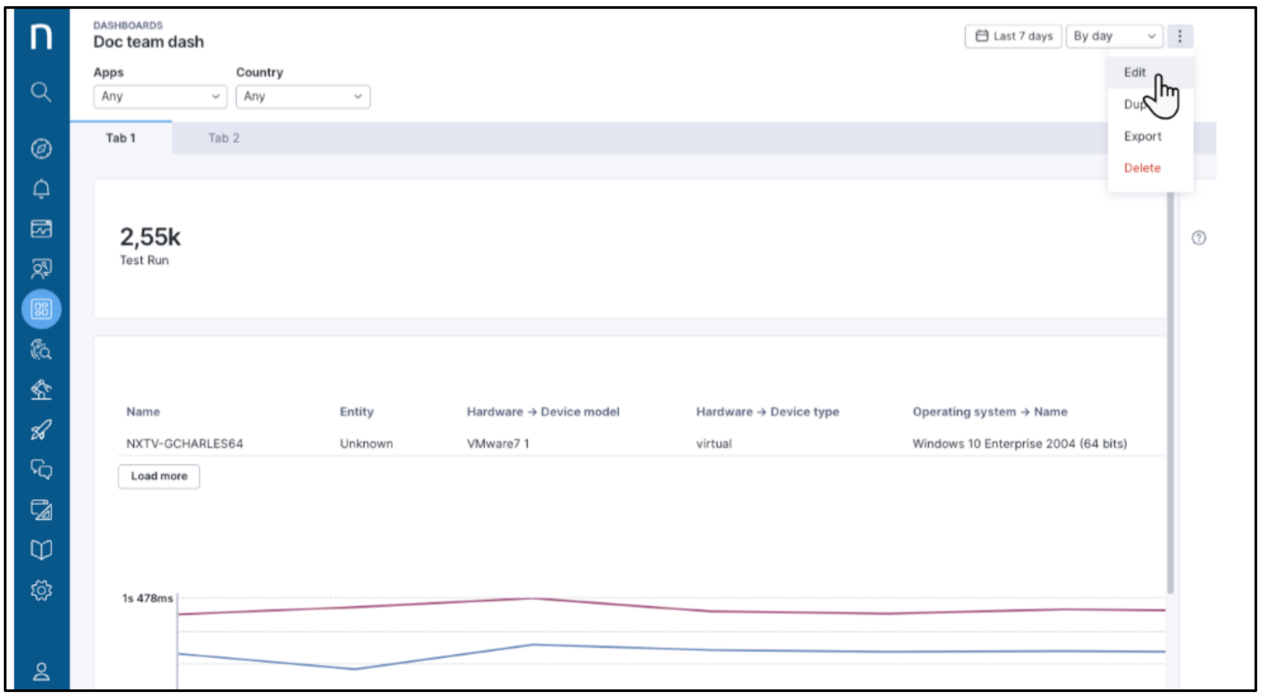


Managing Dashboard

To edit a dashboard, click on a dashboard's name from the Live Dashboards main menu or navigate to the **Dashboard** page by clicking the **Manage live dashboards** button.

Use the action menu in the top-right corner of the page to:

- Edit dashboard content (edit mode).
- Duplicate dashboards.
- Export a dashboard as a file.
- Delete a dashboard.



Managing Widget Filter

To manage widget filters in edit mode:

1. Hover over the top-right corner of the filter widget to open the action menu.
2. Select the **Edit** or **Delete** option.

Click **Exit edit mode** to save changes.

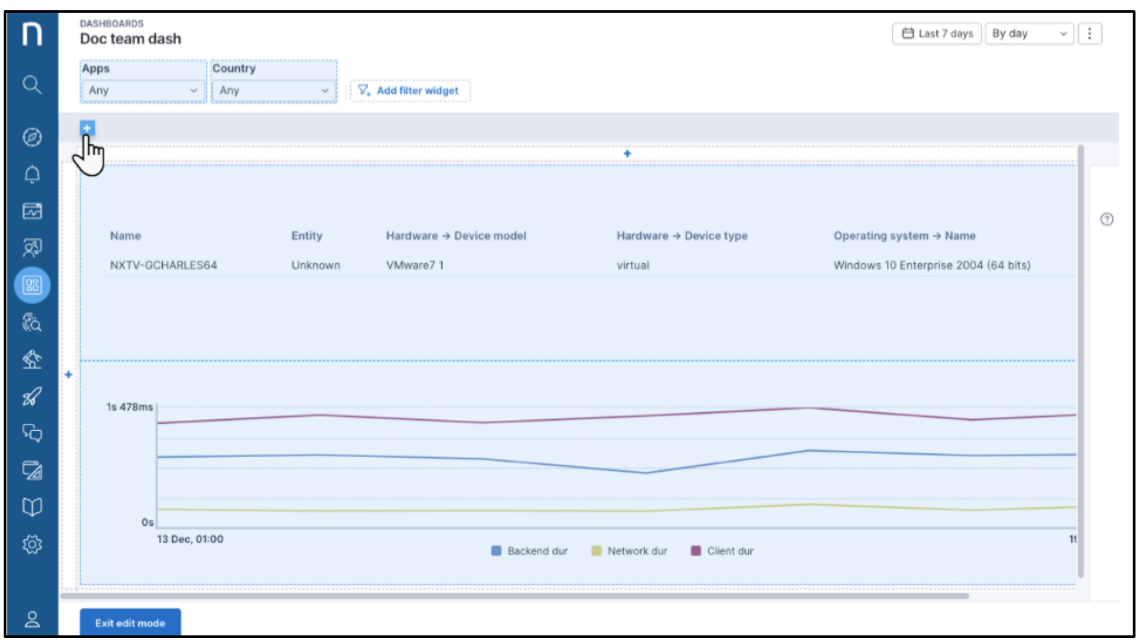
Adding Tab

Further organize widgets by adding tabs to the dashboard. Each tab can contain different sets of widgets and layouts.

To add tabs in edit mode:

1. Click on the **+** icon below the filter bar to add a tab.
2. Use the tab's action menu to rename or delete a tab.
3. Click and drag on individual tabs to reorder them.

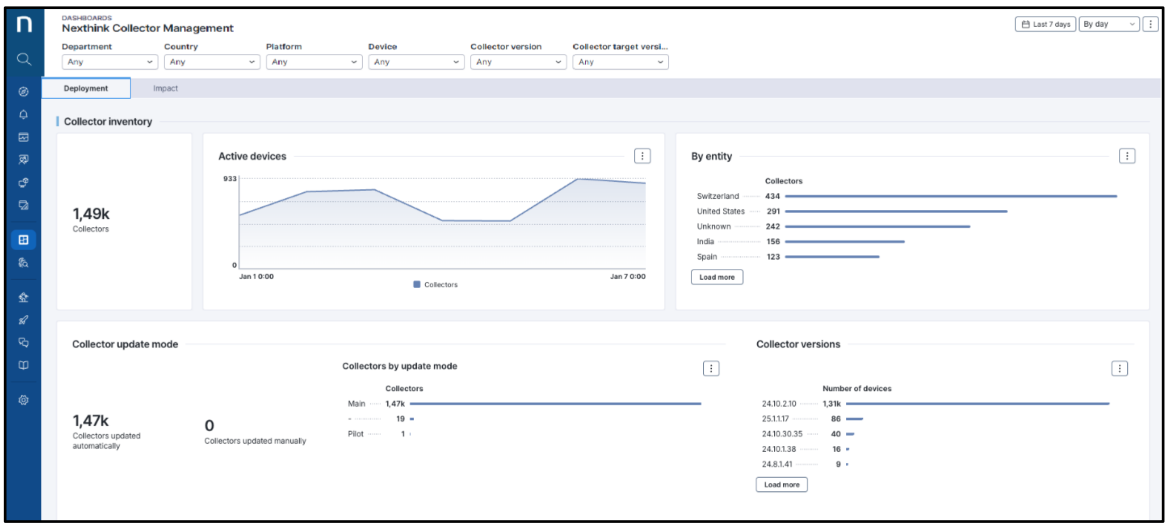
Click **Exit edit mode** to save changes.

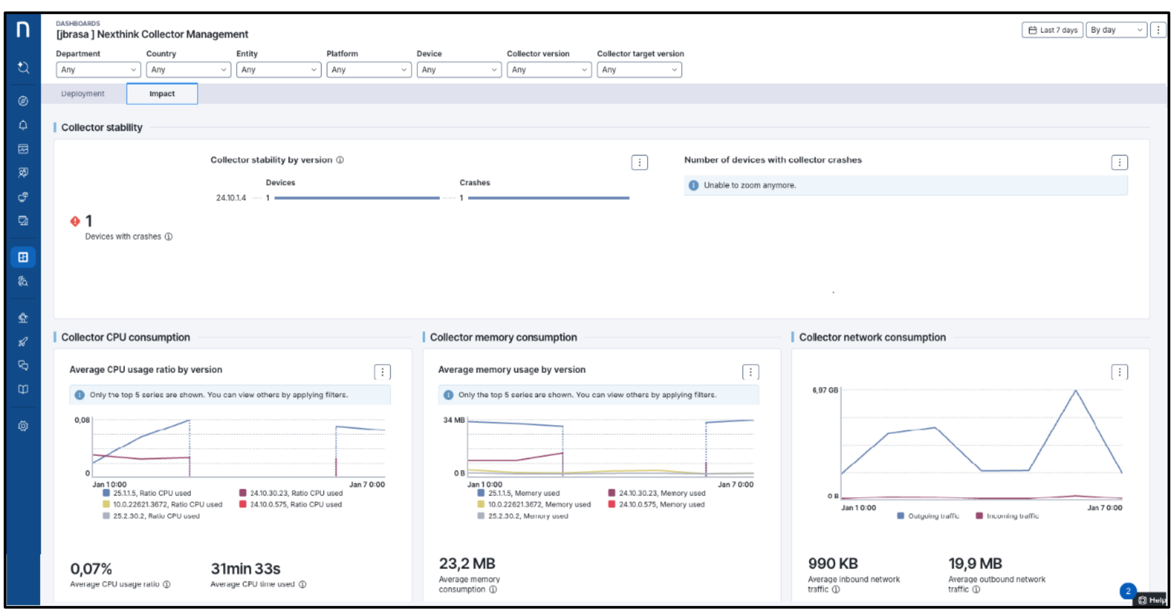


Nexthink Collector Management

Nexthink Collector is a lightweight agent installed on employee devices that silently collects data on network connections, application usage, web activity, and system behavior. Built as a kernel driver with supporting services, it operates with minimal impact on performance and network usage.

To help IT teams monitor and manage these collectors, the Library Pack includes a live dashboard that provides visibility into collector presence, versions, and stability across the organization—enabling quick updates and efficient troubleshooting.





Adding Metric to the Portal

To create a new Basic module and dashboard:

1. Click the menu icon (three bars) on the right-hand side of the dark blue ribbon.
2. Select Create new module at the bottom of the menu.
3. Choose Basic as the type of module to create.
4. A new Basic module with a default empty dashboard appears in your Portal.
5. Optional: Rename the module and the dashboard (by default Untitled module and Untitled dashboard) by clicking the menu icon again and selecting Rename.

- Type in the new names for both the module and the dashboard under Module name and Dashboard Name.
- Click Done.

Alternatively, choose an existing dashboard from the module navigation tool that you find on the left-hand side of the dark blue ribbon:

Click the module navigation tool (it displays the names of the current module and dashboard).

1. Click the module navigation tool (it displays the names of the current module and dashboard).
    - If you have the permissions to see published content, and there actually are some modules published, you may see the rubrics **My content** and **All published**.
        1. Click **My content** if this is the case.

2. Select a Basic module from the section **PERSONAL**. Only those modules that belong to you are available for editing.
    - If you do not see the section **PERSONAL**, you do not have permissions to create dashboards. Ask your administrator.
    - If the **PERSONAL** section is empty of modules, it displays the message **No personal module. Click here to create one.**:
        - Click the word **here** in the message to create your first personal module as an alternative to the method seen above.
        - Select a dashboard from any of the other sections (dashboards included in your roles or under the **All published** rubric, if available) and copy it to your personal section to be able to modify it:
            1. Click the menu icon on the right-hand side of the blue ribbon once the dashboard is open.
            2. Select **Copy module to my content** from the menu.
3. Select one of the available dashboards in the module.

Once you have either the new or the existing dashboard in your screen, add the metric to it:

1. Click the menu icon on the right-hand side of the dark blue ribbon.
2. Select **Edit content** in the **DASHBOARD** section. The dashboard is now in edit mode.
    - If the dashboard was empty, a plus sign appears on it.
    - If the dashboard has content, plus signs appear while you hover the mouse over the limits of existing widgets.
3. Click one of the plus signs to add a new widget for your metric at that location of the dashboard.

- Note that widgets can hold more than one metric. If you prefer to add your metric to an existing widget, click the sprocket icon that appears when you hover the mouse over the top-right corner of a widget and select **Edit**.

4. Choose the type of widget that you want to create:

    - KPI.
    - Table.
    - Line chart.
    - Bar chart.

5. Fill-in the dialog to add the widget:

1. Optional: Type in a title for the widget.

2. Click the button **Add metrics**.

3. Select a metric from the list of available metrics.

4. Click the button **Add**. The list of metrics turns into a preview of the widget.

5. Depending on the type of widget that you chose, set the **DISPLAY** options.

6. Optional: Click **Add metrics** again to add as many metrics as you want to the widget.

7. Click **Done** to finish editing the widget and come back to dashboard editing.

6. To finish editing the dashboard, click the check mark that replaces the menu icon on the right-hand side of the dark blue ribbon while in edit mode.