

Which Pages are Slowest?

Top 30 Long-Running VF Pages

Name	Avg Time over 5sec	Total Avg Time	Count Over 5sec	Total Count	% Slow Loads
/apex/PlanEdit	11611	2074	1896	14103	13.4
/apex/DSRLocationLog	8964	319	373	21180	1.8
/apex/KnockHistoryDashboardMainPage	104312	104312	83	83	100.0
/apex/TurfPlanning	5947	626	11	4019	0.3
/apex/DsmAccountBillAsPdfVfPage	15957	2030	8	103	7.8
/apex/MDU_LaunchInterviewPage	6073	143	6	14904	0.0
/apex/ViewBill	6652	1205	4	60	6.7
/apex/CallCenterExportPage	7764	1988	1	4	25.0
/apex/MDUPROPERTYPage	28105	425	1	6525	0.0
/apex/PropertyLookupPage	14877	283	1	377	0.3
/apex/ActivityTrackerDD		45	0	16	0.0
/apex/AddressDetailPage		64	0	2	0.0
/apex/AddressEditPage		104	0	57	0.0
/apex/AddressFiltering		19	0	2	0.0
/apex/AddressFilteringRedirect		57	0	2	0.0
/apex/AddressNewPage		191	0	8	0.0
/apex/AffiliateEscalationReportsTab		74	0	1	0.0
/apex/AffiliateReportsTab		57	0	3	0.0
/apex/ApplyExclusion		57	0	92	0.0
/apex/BulkAddressesProgressBar		23	0	7347	0.0
/apex/CARActivityTracker		22	0	17535	0.0
/apex/CARMapViewLightning		32	0	22	0.0
/apex/CBLAbout		70	0	14	0.0
/apex/CallCenterImportPage		83	0	4	0.0
/apex/ChangeOpportunityOwner		118	0	4	0.0
/apex/Chatter		32	0	1362	0.0
/apex/ChatterAdminPage		43	0	4	0.0
/apex/ChatterDeleteBlocker		95	0	2	0.0
/apex/ClaimEligibleSubmission		165	0	4	0.0
/apex/CoachingEditRedirect		38	0	417	0.0

Which Pages are Viewed Most Often?

Top 30 Accessed VF Pages

Comcast Residential Dashboard

Name	Avg Time over 5sec	Total Avg Time	Count Over 5sec	Total Count	% Slow Loads
/apex/MDUPROPERTYContract		41	0	33825	0.0
/apex/DSRLocationLog	8964	319	373	21180	1.8
/apex/PropertyVisit		20	0	20347	0.0
/apex/CARActivityTracker		22	0	17535	0.0
/apex/Planning		23	0	16603	0.0
/apex/MDU_LaunchInterviewPage	6073	143	6	14904	0.0
/apex/PlanEdit	11611	2074	1896	14103	13.4
/apex/BulkAddressesProgressBar		23	0	7347	0.0
/apex/MDUPROPERTYPage	28105	425	1	6525	0.0
/apex/TurfPlanning	5947	626	11	4019	0.3
/apex/RallyWsCalloutPage		56	0	2617	0.0
/apex/Chatter		32	0	1362	0.0
/apex/MDU_ViewContract		37	0	981	0.0
/apex/ObservationForm		31	0	917	0.0
/apex/StoreGauge		44	0	763	0.0
/apex/PlanAddressPage1		23	0	712	0.0
/apex/coachingedit		57	0	656	0.0
/apex/StoreVisitNewSummaryPage		123	0	492	0.0
/apex/MDU_DeleteContract		13	0	449	0.0
/apex/SelectTemplate		67	0	429	0.0
/apex/CoachingEditRedirect		38	0	417	0.0
/apex/PropertyLookupPage	14877	283	1	377	0.3
/apex/OpportunityPropertyPage		132	0	344	0.0
/apex/CompletedObservationNavigation		22	0	243	0.0
/apex/CompletedObservationViaChatterPost		30	0	238	0.0
/apex/MDU_DeleteContractOnOppDelete		31	0	222	0.0
/apex/PlanAssignmentPage		56	0	196	0.0
/apex/SubmitCaseSelectRecordType		35	0	189	0.0
/apex/CompletedObservationForm		49	0	170	0.0
/apex/RedirectNewClaim		25	0	164	0.0

Which Apex Classes are Slowest?

Top 30 Long Running Apex

Comcast Residential Dashboard

Name	Avg Time over 5sec	Total Average Time	Count Over 5sec	Count	% Slow Loads
TRIGGERS	92175	1553	6558	417000	1.6
AccountManagementServiceRest.addBillingAccountNumber	13324	4076	4919	29846	16.5
SearchServicesREST.searchAddressAccount	144227	1157	4432	625109	0.7
VF- /apex/PlanEdit	11612	2069	1894	14101	13.4
ExpireAddressesBatch	6129	5099	1313	2443	53.7
MetricDailyUpdateBatchNew	14406	12681	674	783	86.1
VF- /apex/DSRLocationLog	8961	498	372	13265	2.8
AddressesStatsCalculationZipBatch	5641	480	299	132681	0.2
GetPlanServicesREST4.getAddresses	6946	711	207	3580326	0.0
PenetrationbyRGUUpdateBatch	6277	2701	168	7583	2.2
ActivitySyncServiceRest2.getActivityByTurf	6964	389	88	2312849	0.0
VF- /apex/KnockHistoryDashboardMainPage	104305	104305	83	83	100.0
AddDSMFilterServiceREST.AddDSMFilter	23329	465	80	8577	0.9
MduContractWriteBackBatch	12138	2345	72	505	14.3
VFRemote- Export2ExcelController invoke(exportToCSV)	5463	3886	61	366	16.7
AddAddressServicesRESTUpdated.addAddresses	10005	530	60	3944	1.5
RetrieveAccountHistoryRESTService.getAccountHistory	6512	1718	33	1707	1.9
OpportunityTransferAndExpirationBatch	60327	9397	20	177	11.3
AddressesStatsToPlanCalculationNodeBatch	65144	87	15	1971449	0.0
AddressesStatsCalculationNodeBatch	30754	45	13	2876271	0.0
UpdateMetricBatch	8563	1862	13	140	9.3
VF- /apex/TurfPlanning	5933	988	11	1108	1.0
ImageServicesREST.attachImage	13893	2252	9	86	10.5
TRIGGERS	41092	1088	9	1718	0.5
VFRemote- PropertyVisitController invoke(checkIn)	7617	876	9	6880	0.1
GetComplexAddressesREST.getAddressesById	6230	64	8	194717	0.0
VF- /apex/DsmAccountBillAsPdfVfPage	15950	3589	8	58	13.8
ClaimEligibilityBatch	458714	727	7	9974	0.1
LeadTransferAndExpirationBatch	302055	46	7	68259	0.0
LocationPurgeBatch	28131	1141	7	10068	0.1

Which Apex Classes are Used Most Often?

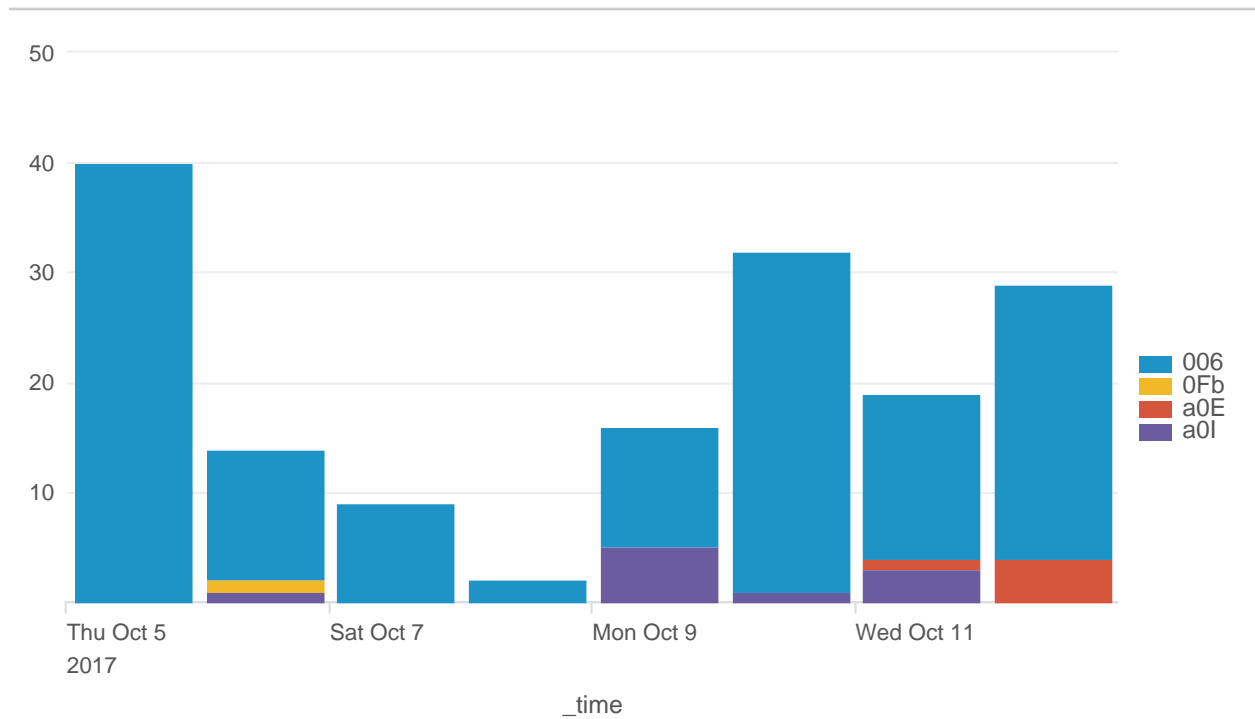
Top 30 Apex Classes

Comcast Residential Dashboard

Name	Avg Time over 5sec	Total Average Time	Count Over 5sec	Count	% Slow Loads
GetPlanServicesREST4.getAddresses	6946	711	207	3580338	0.0
AddressesStatsCalculationNodeBatch	30754	45	13	2876271	0.0
NoteSyncServicesREST3.addressAccountNotifications	6967	30	4	2335538	0.0
ActivitySyncServiceRest2.getActivityByTurf	6964	389	88	2312866	0.0
AddressesStatsToPlanCalculationNodeBatch	65144	87	15	1971467	0.0
SearchServicesREST.searchAddressAccount	144252	1158	4434	625119	0.7
GetAddressByIdREST.getAddressesById	6407	55	2	565598	0.0
TRIGGERS	92175	1553	6558	417003	1.6
AddKnockServicesREST.addKnocks	12340	475	2	357393	0.0
ImageServicesREST.getImageData		10	0	235521	0.0
GetComplexAddressesREST.getAddressesById	6230	64	8	194717	0.0
AddressesStatstoPlanCalculationZipBatch	5650	44	1	133303	0.0
AddressesStatsCalculationZipBatch	5641	480	299	132681	0.2
LeadTransferAndExpirationBatch	302055	46	7	68259	0.0
Aura	5012	222	1	67508	0.0
RGUOrderBatch		91	0	67085	0.0
BulkLeadConvert.convertLead		768	0	61224	0.0
VF- /apex/MDUPROPERTYContract		36	0	33717	0.0
AccountManagementServiceRest.addBillingAccountNumber	13324	4076	4919	29846	16.5
VFRremote- TurfPlanningController invoke(updateAddresses)		1787	0	29050	0.0
UserTriggerOperation.addAndRemoveChatterGroupMembers		20	0	23972	0.0
VF- /apex/MDU_LaunchInterviewPage	6067	138	6	14904	0.0
VF- /apex/PlanEdit	11612	2069	1894	14101	13.4
VF- /apex/DSRLocationLog	8961	498	372	13265	2.8
ChatterProfilePictureUpdateBatch		20	0	11417	0.0
VF- /apex/PropertyVisit		24	0	10148	0.0
BlacklistFilterDelegate.doAuditFuture		20	0	10145	0.0
LocationPurgeBatch	28131	1141	7	10068	0.1
VFRremote- PropertyVisitController invoke(getPropertyVisit)		14	0	9994	0.0
ClaimEligibilityBatch	458714	727	7	9974	0.1

Row Locks

Row Locks per Day



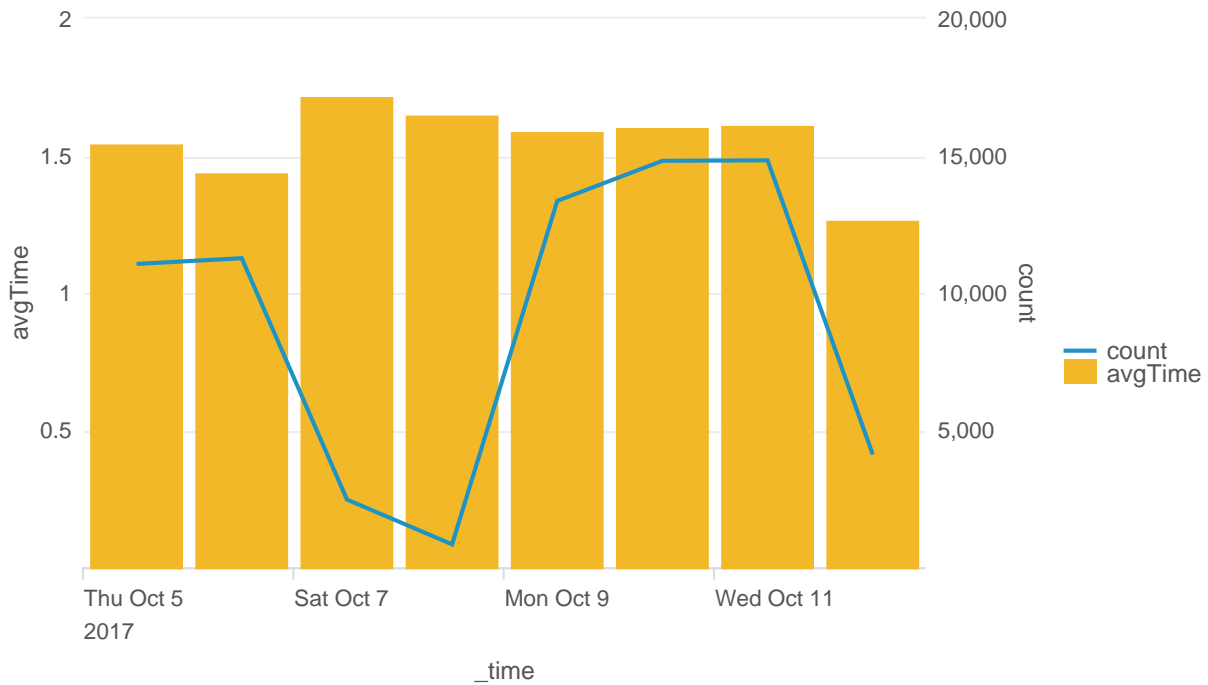
Concurrent Apex Requests

Concurrent Apex Requests per Day

No results found.

Callout Times

Callout Volume and Average Time



Callouts by Average Time

Top 30 Callouts by Average Time

Endpoint	Count	Average Time	Max Time	Min Time
https://eproxy.comcast.com/	62872	1.738442	54.783000	0.101000
https://websec-oic.cable.comcast.com/	17	0.468824	1.313000	0.213000
https://onecomcast.my.salesforce.com/	854	0.467917	3.869000	0.024000
https://comcastv10.emptoris.com/	8287	0.420869	5.604000	0.036000
https://wave-utils.herokuapp.com/	14	0.113571	0.213000	0.092000
https://my.salesforce.com/	56	0.010179	0.043000	0.007000
https://na76.salesforce.com/	8	0.000875	0.001000	0.000000
https://onecomcast-c-na76.visual.force.com/	10	0.000700	0.001000	0.000000

Connection Pool Timeouts

Connection Pool Timeouts per Day

No results found.

Which Reports are Consistently Slow?

Top 30 Long Running Reports

Report ID	Avg Time over 5sec	Total Average Time	Count Over 5sec	Total Count	Unique Users	% Slow Loading
00O16000007BqjE	13	13	93	99	1	93.9
00O1L000007iSER	18	7	65	185	8	35.1
00O16000007BnLJ	20	7	34	106	2	32.1
00O16000007BiZ1	19	13	25	39	2	64.1
00O1L000007By3G	94	23	25	105	1	23.8
00O16000007KXI4	18	8	24	57	1	42.1
00O16000007Bk4A	17	17	22	22	2	100.0
00O1L000007iSJg	46	20	19	45	1	42.2
00O16000007Bh9M	26	4	17	133	7	12.8
00O16000007DJJo	103	103	17	17	3	100.0
00O1L000007iSCQ	54	3	17	338	2	5.0
00O16000007DIYS	63	18	15	55	1	27.3
00O1L000007WWGu	66	27	15	37	1	40.5
00O16000007Bsan	12	6	14	36	1	38.9
00O16000007DN9x	97	97	14	14	2	100.0
00O16000007VSpw	17	5	14	48	1	29.2
00O1L000007iS5y	22	9	14	40	5	35.0
00O16000007BeLP	15	6	13	42	1	31.0
00O16000007BmYC	9	3	13	42	1	31.0
00O16000007BTSZ	365	162	12	27	2	44.4
00O16000007BcRz	42	25	12	21	2	57.1
00O16000007BffG	18	1	12	588	1	2.0
00O16000007Bi9D	7	6	12	14	1	85.7
00O16000007KQow	11	4	12	36	1	33.3
00O1L000007iSNT	15	15	11	11	2	100.0
00O16000007Bpvx	21	6	10	36	2	27.8
00OG0000006FcXE	66	13	10	51	1	19.6
00O16000007BYRH	15	7	9	20	1	45.0
00O16000007MCZZ	12	8	9	17	1	52.9
00O16000007MDro	6	2	9	137	3	6.6

Which Reports are Most Frequently Viewed?

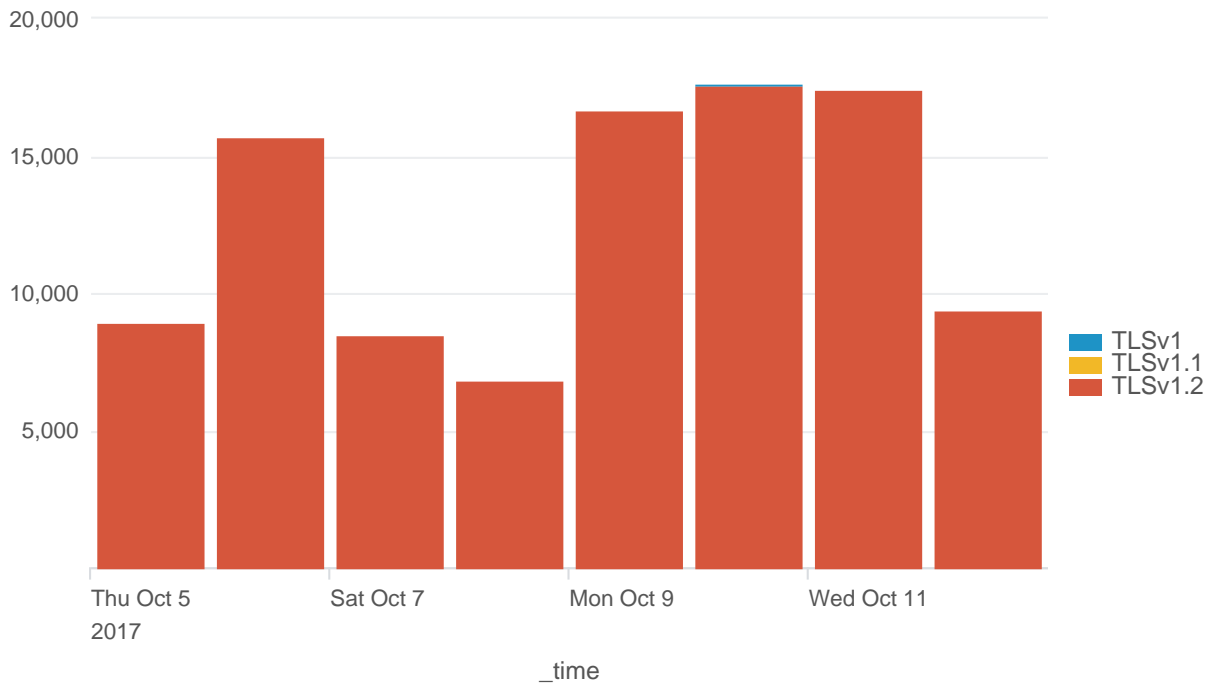
Top 30 Most Frequently Viewed Reports

Comcast Residential Dashboard

Report ID	Avg Time over 5sec	Total Average Time	Count Over 5sec	Total Count	Unique Users	% Slow Loading
00OG0000007CbVQ		0	0	4654	274	0.0
00OG0000007CbVL			0	4253	579	0.0
00OG0000007CbVa			0	4248	579	0.0
00OG0000007CbVQ			0	4242	578	0.0
00OG0000007CbXH			0	3893	531	0.0
00OG0000007CbX2			0	3891	531	0.0
00OG0000007CbXC			0	3891	531	0.0
00OG0000007CbXW			0	3890	530	0.0
00O16000007Do2E			0	665	123	0.0
00O16000007Do2E		0	0	639	52	0.0
00O16000007BffG	18	1	12	588	1	2.0
00OG0000007CiqM			0	455	32	0.0
00OG0000006FWOT		0	0	433	2	0.0
00O16000007BRgP			0	426	28	0.0
00O16000007BRgK			0	423	28	0.0
00OG0000007CiqH			0	415	28	0.0
00O16000007BRHK			0	389	24	0.0
00O16000007BRFi			0	388	24	0.0
00O16000007BRgU			0	388	24	0.0
00O16000007BRgZ			0	388	24	0.0
00O16000007BRFx			0	387	24	0.0
00O16000007BRFn			0	383	23	0.0
00O16000007Dtkv		0	0	355	7	0.0
00O1L000007iSCQ	54	3	17	338	2	5.0
00OG0000007CbVL		0	0	293	86	0.0
00OG0000006FdH8	7	1	1	274	15	0.4
00OG0000007CbVa		0	0	270	36	0.0
00O16000007bXQ7			0	258	1	0.0
00O16000007bXmD			0	250	1	0.0
00O16000007BsTc	15	2	2	232	1	0.9

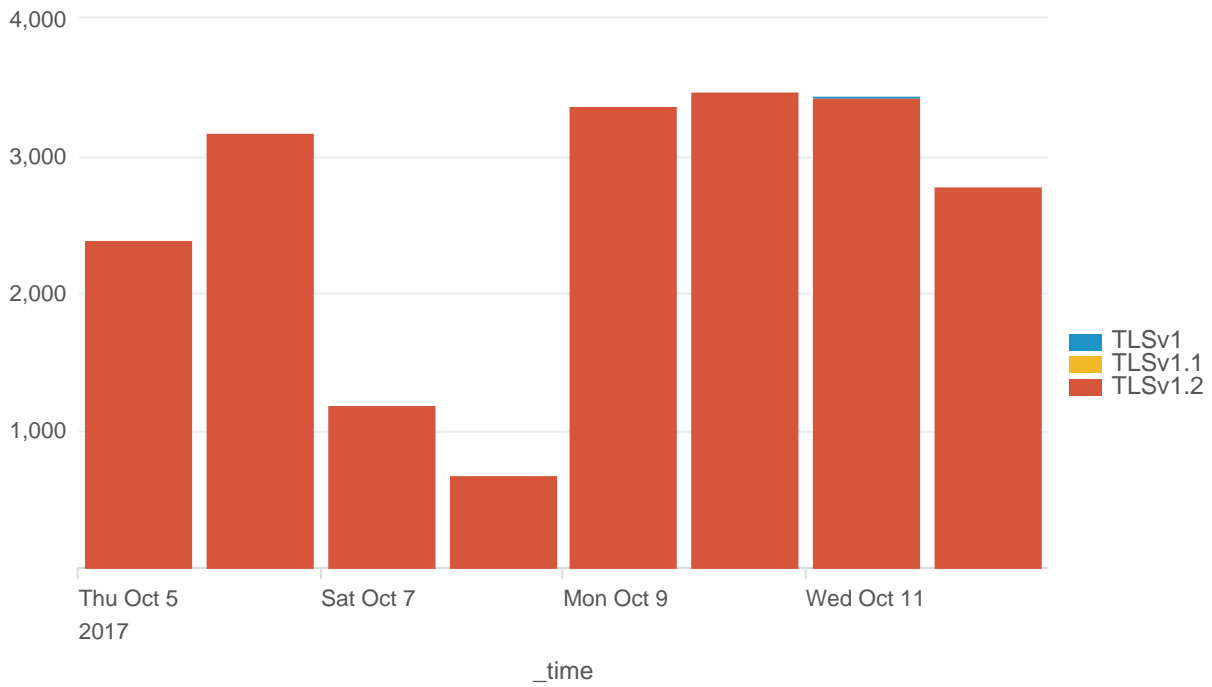
Are You Ready for TLS 1.2?

Daily Logins by TLS Type



What TLS Version Are People Using?

TLS Logins by User



Who's Still Using TLS v1?

TLS v1 Logins by User

User Name	User ID	Count	TLS Version
anuj.singh.parihar@accenture.com.prod	00516000006ceXf	2	TLSv1
xsp2@test.com	00516000006d3Wr	2	TLSv1
xspxsp@testing.com	00516000006ctvw	2	TLSv1
alex_zepeda@cable.comcast.com	00516000005cax	1	TLSv1
robert_arthur@cable.comcast.com	00516000006iwCo	1	TLSv1

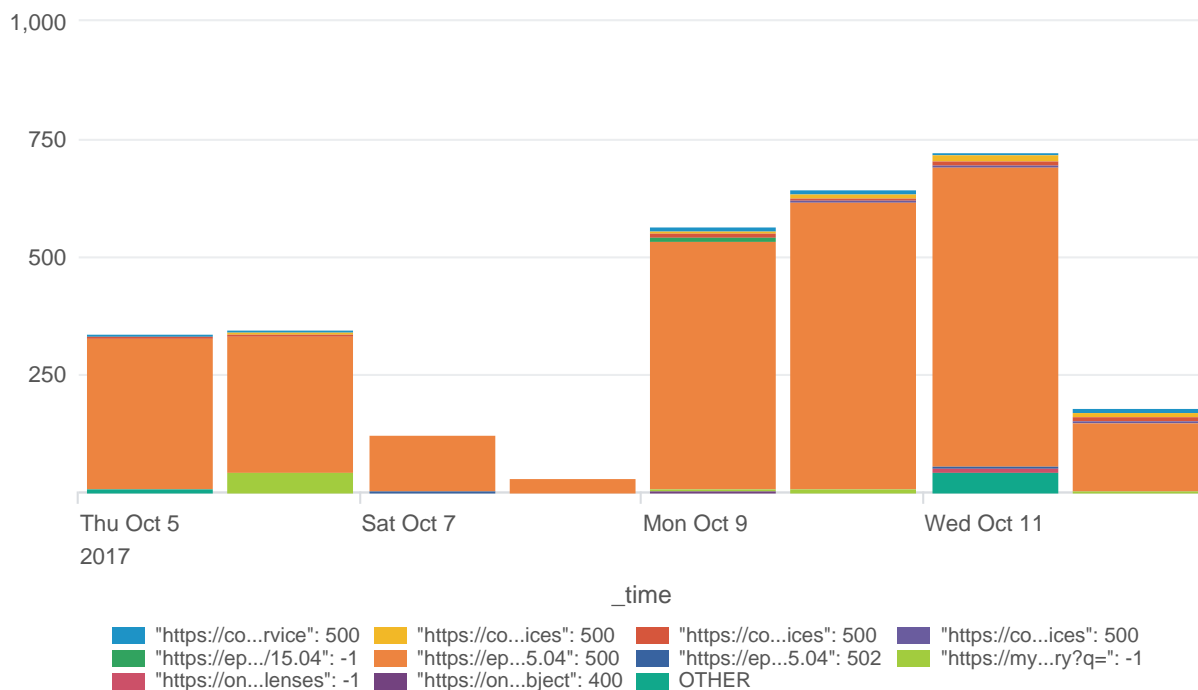
Inefficient List Views

Top 100 Inefficient List Views

No results found.

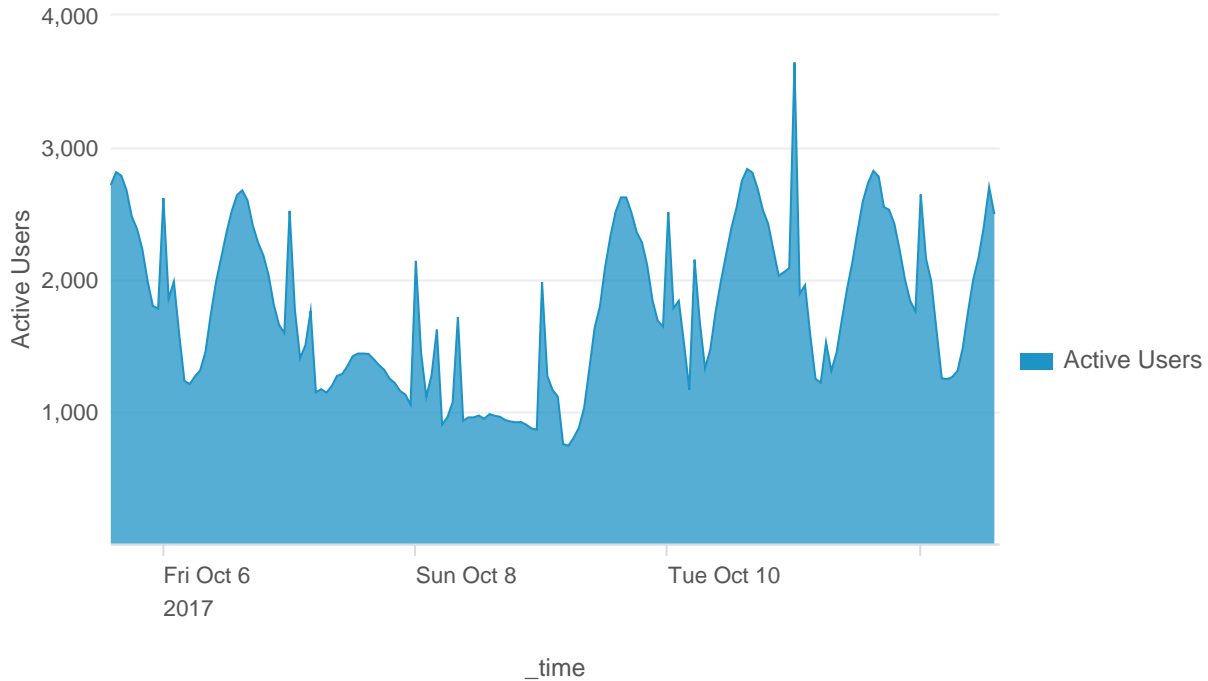
Unsuccessful Integration Callouts

Integration Status Code != 200



User Activity

Active Users by Time



Limits Being Hit

#	gackSummary	count
1	common.apex.runtime.impl.ApexUnhandledExceptionGack -> Developer script exception from Comcast Cable Communications Management LLC* (TP) : 'AddressesStatsCalculationNodeBatch' for job id '7071L000055YorD' : Too many query rows: 50001	1
2	common.apex.runtime.impl.ApexUnhandledExceptionGack -> Developer script exception from Comcast Cable Communications Management LLC* (TP) : 'AddressesStatsCalculationNodeBatch' for job id '7071L000055mpZf' : Too many query rows: 50001	1
3	common.apex.runtime.impl.ApexUnhandledExceptionGack -> Developer script exception from Comcast Cable Communications Management LLC* (TP) : 'AddressesStatsCalculationNodeBatch' for job id '7071L000055nk3z' : Too many query rows: 50001	2
4	common.apex.runtime.impl.ApexUnhandledExceptionGack -> Developer script exception from Comcast Cable Communications Management LLC* (TP) : 'AddressesStatsCalculationNodeBatch' for job id '7071L000055ohAv' : Too many query rows: 50001	1
5	common.apex.runtime.impl.ApexUnhandledExceptionGack -> Developer script exception from Comcast Cable Communications Management LLC* (TP) : 'AddressesStatsCalculationNodeBatch' for job id '7071L000055pkpz' : Too many query rows: 50001	1
6	common.apex.runtime.impl.ApexUnhandledExceptionGack -> Developer script exception from Comcast Cable Communications Management LLC* (TP) : 'AddressesStatsCalculationNodeBatch' for job id '7071L000056LEof' : Too many query rows: 50001	1
7	common.apex.runtime.impl.ApexUnhandledExceptionGack -> Developer script exception from Comcast Cable Communications Management LLC* (TP) : 'AddressesStatsCalculationZipBatch' for job id '7071L000055YoiO' : Too many query rows: 50001	1
8	common.apex.runtime.impl.ApexUnhandledExceptionGack -> Developer script exception from Comcast Cable Communications Management LLC* (TP) : 'AddressesStatsCalculationZipBatch' for job id '7071L000055mpZd' : Too many query rows: 50001	1
9	common.apex.runtime.impl.ApexUnhandledExceptionGack -> Developer script exception from Comcast Cable Communications Management LLC* (TP) : 'AddressesStatsCalculationZipBatch' for job id '7071L000055nk3x' : Too many query rows: 50001	2
10	common.apex.runtime.impl.ApexUnhandledExceptionGack -> Developer script exception from Comcast Cable Communications Management LLC* (TP) : 'AddressesStatsCalculationZipBatch' for job id '7071L000055ohAt' : Too many query rows: 50001	2
11	common.apex.runtime.impl.ApexUnhandledExceptionGack -> Developer script exception from Comcast Cable Communications Management LLC* (TP) : 'AddressesStatsCalculationZipBatch' for job id '7071L000055pkrx' : Too many query rows: 50001	1
12	common.apex.runtime.impl.ApexUnhandledExceptionGack -> Developer script exception from Comcast Cable Communications Management LLC* (TP) : 'AddressesStatsCalculationZipBatch' for job id '7071L000056KB9d' : Too many query rows: 50001	1
13	common.apex.runtime.impl.ApexUnhandledExceptionGack -> Developer script exception from Comcast Cable Communications Management LLC* (TP) : 'AddressesStatsCalculationZipBatch' for job id '7071L000056LEog' : Too many query rows: 50001	1

Comcast Residential Dashboard

#	gackSummary	count
14	common.apex.runtime.impl.ApexUnhandledExceptionGack -> Developer script exception from Comcast Cable Communications Management LLC* (TP) : PlanTrigger : Apex trigger PlanTrigger caused an unexpected exception, contact your administrator: PlanTrigger: System.LimitException: Too many SOQL queries: 101 at common.apex.runtime.impl.ApexTriggerExecutor. execApexTriggers(ApexTriggerExecutor.java:98)	33
15	common.apex.runtime.impl.ApexUnhandledExceptionGack -> Developer script exception from Comcast Cable Communications Management LLC* (TP) : PlanTrigger : Apex trigger PlanTrigger caused an unexpected exception, contact your administrator: PlanTrigger: System.LimitException: Too many query rows: 50001 at common.apex.runtime.impl.ApexTriggerExecutor. execApexTriggers(ApexTriggerExecutor.java:98)	3
16	common.apex.runtime.impl.ApexUnhandledExceptionGack -> Developer script exception from Comcast Cable Communications Management LLC* (TP) : PlanTrigger : PlanTrigger: System.LimitException: Apex CPU time limit exceeded at common.apex. runtime.impl.ApexTriggerExecutor.execApexTriggers(ApexTriggerExecutor.java:98)	1
17	common.apex.runtime.impl.ApexUnhandledExceptionGack -> Developer script exception from Comcast Cable Communications Management LLC* (TP) : PlanTrigger : PlanTrigger: System.LimitException: Too many SOQL queries: 101 at common.apex. runtime.impl.ApexTriggerExecutor.execApexTriggers(ApexTriggerExecutor.java:98)	1
18	common.apex.runtime.impl.ApexUnhandledExceptionGack -> Developer script exception from Comcast Cable Communications Management LLC* (TP) : PlanTrigger : PlanTrigger: System.LimitException: Too many query rows: 50001 at common.apex. runtime.impl.ApexTriggerExecutor.execApexTriggers(ApexTriggerExecutor.java:98)	20