



1

ID	Password	Participant	ID	Password	Participant
ws01	splunk01		ws11	splunk11	
ws02	splunk02		ws12	splunk12	
ws03	splunk03		ws13	splunk13	
ws04	splunk04		ws14	splunk14	
ws05	splunk05		ws15	splunk15	
ws06	splunk06		ws16	splunk16	
ws07	splunk07		ws17	splunk17	
ws08	splunk08		ws18	Splunk18	
ws09	splunk09		ws19	splunk19	
ws10	splunk10		ws20	splunk20	

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Welcome to Splunk Genesys Cloud Analysis App!

Please get your browser and logins
for Splunk workshop server.

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Training Objective

After the training, you should...

- Understand the types of data integrated from Genesys, gain understanding of what insights can be derived.
- Gain skills on how to access and explore Genesys cloud data from Splunk
- Learn how to apply analysis to Genesys data-set
- Learn how to create dashboards and alerts for Genesys cloud data.

Prerequisites / Recommendations (Free Trainings) :

- Introduction to Splunk
 - URL : https://www.splunk.com/en_us/training/courses/intro-to-splunk.html

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Agenda, Day 1

- Genesys Cloud App Overview (15 min)
 - Data Catalog
 - Data Exploration / Stats Definition
 - Queue and Agent operation
 - IVR operation
 - Deposit Dashboard
- Review major data types from Genesys cloud (15 min)
 - Conversation Aggregate
 - Queue Observations
 - Conversation Details
 - Conversation Details, Attribute analysis
 - Conversation Details : Flow & segments
- Access data from Splunk (15 min)
 - Data Exploration - Formatted data
- Analysis (20 min)
 - Queue and agent analysis
 - Connected – Total amount of call connected
 - Wait - Average wait times, Split by Queue / Agent
 - Abandon - Total abandon, Split by Queue / Agent
 - Handle time - Average handle time, Split by Queue / Agent
 - Queue Observations
 - Active agents on queue
 - Conversation level analytics
 - Call statistics by various fields
 - Custom Attributes reporting
 - Line of business – Deposit calls.

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Agenda, Day 2

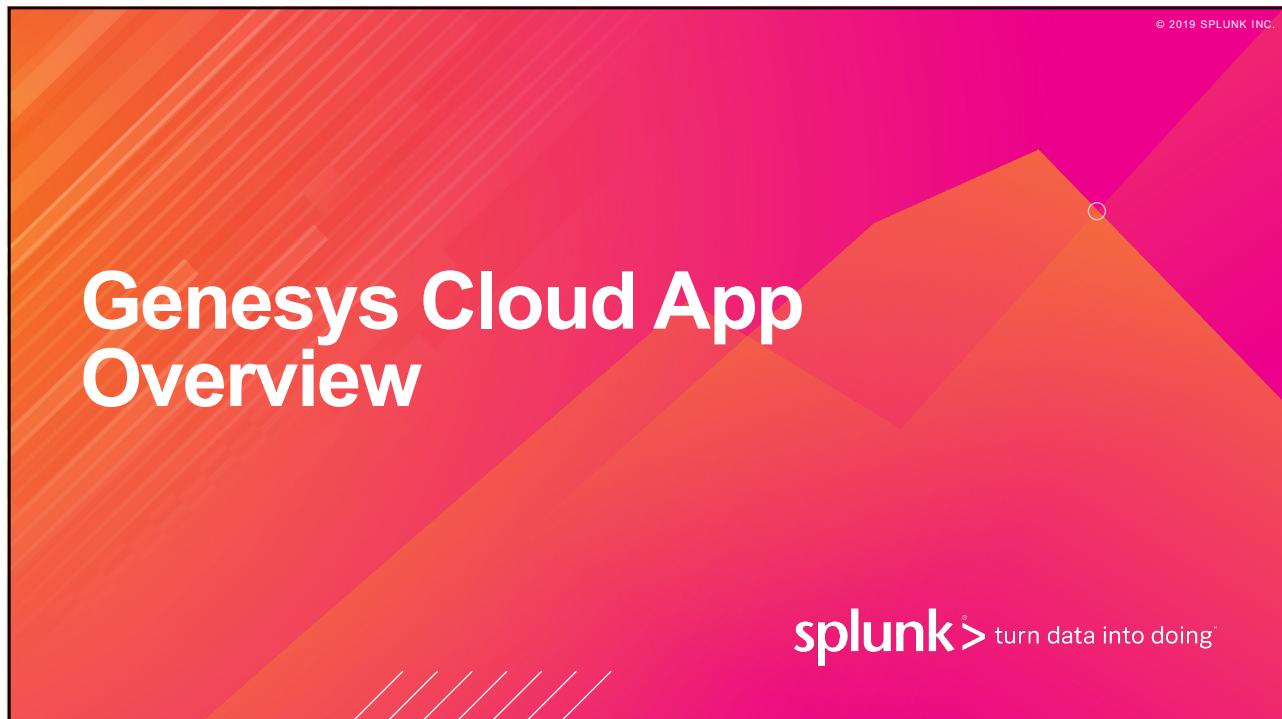
- SPL Basics for Geneys (20 min)
 - Fields exploration
 - Explorer genesys data using search
 - Analysis command
- Exploring data from Splunk (15 min)
 - Splunk Search - Raw data
 - → Conversation Aggregates, Details, Attributes, Queue observations
- Analysis (20 min)
 - Queue and agent analysis
 - Connected – Total amount of call connected
 - Wait - Average wait times, Split by Queue / Agent
 - Abandon - Total abandon, Split by Queue / Agent
 - Handle time - Average handle time, Split by Queue / Agent
 - Queue Observations
 - Active agents on queue
 - Conversation level analytics
 - Call statistics by various fields
- Dashboarding & Alerting (15 min)
 - Queue and agent operation dashboard
 - Singles view
 - Trending
 - Stats
 - Alerting based on analysis and threshold
 - Based on patterns
 - Based on total count
 - Based on calculation stats, like average

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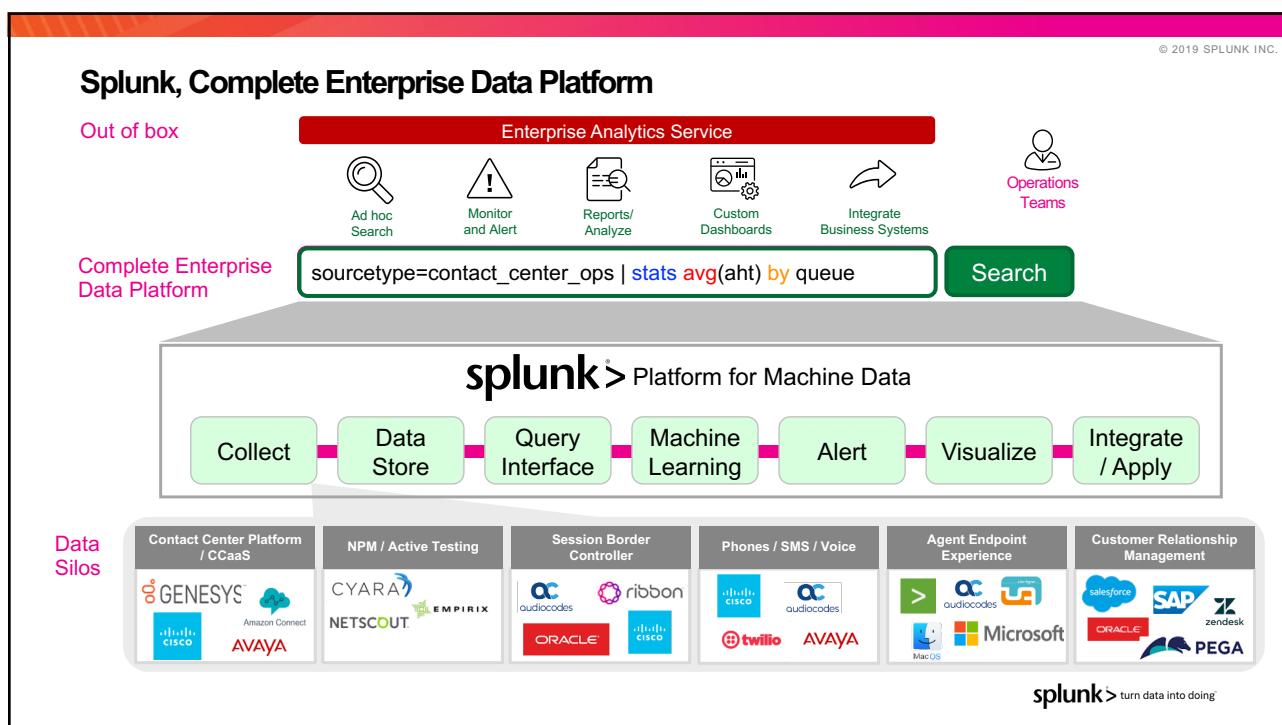
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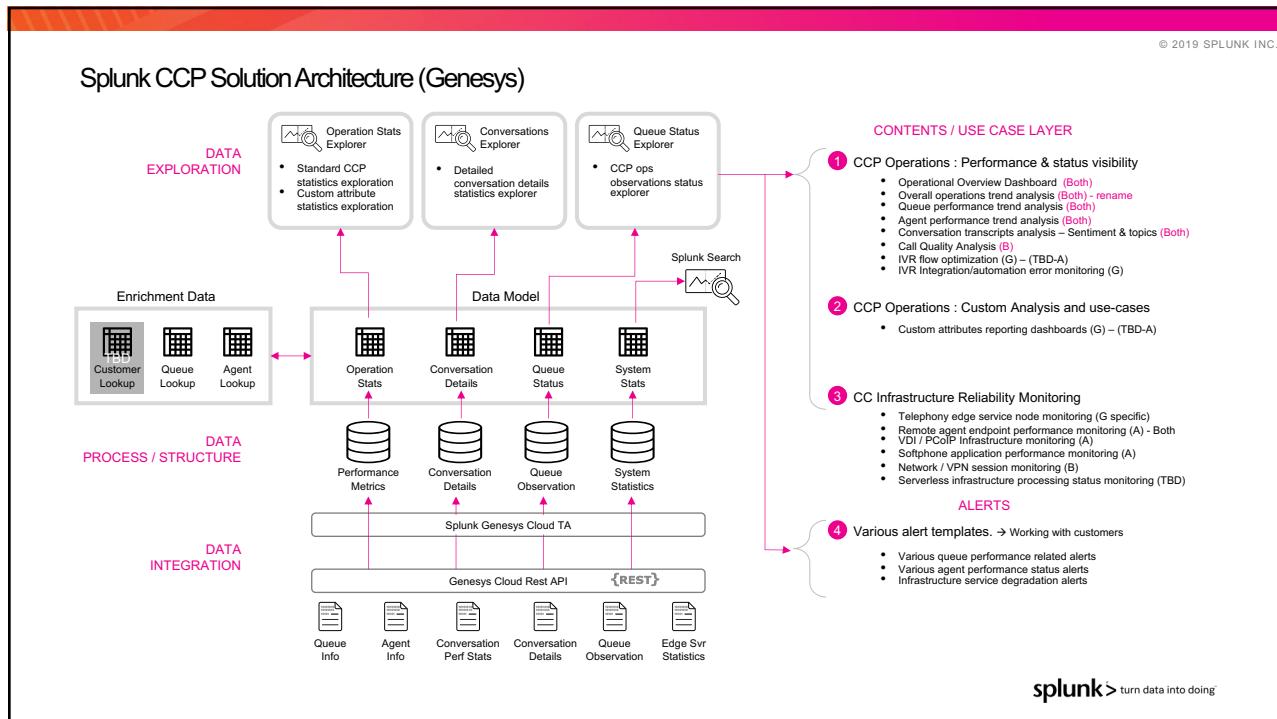
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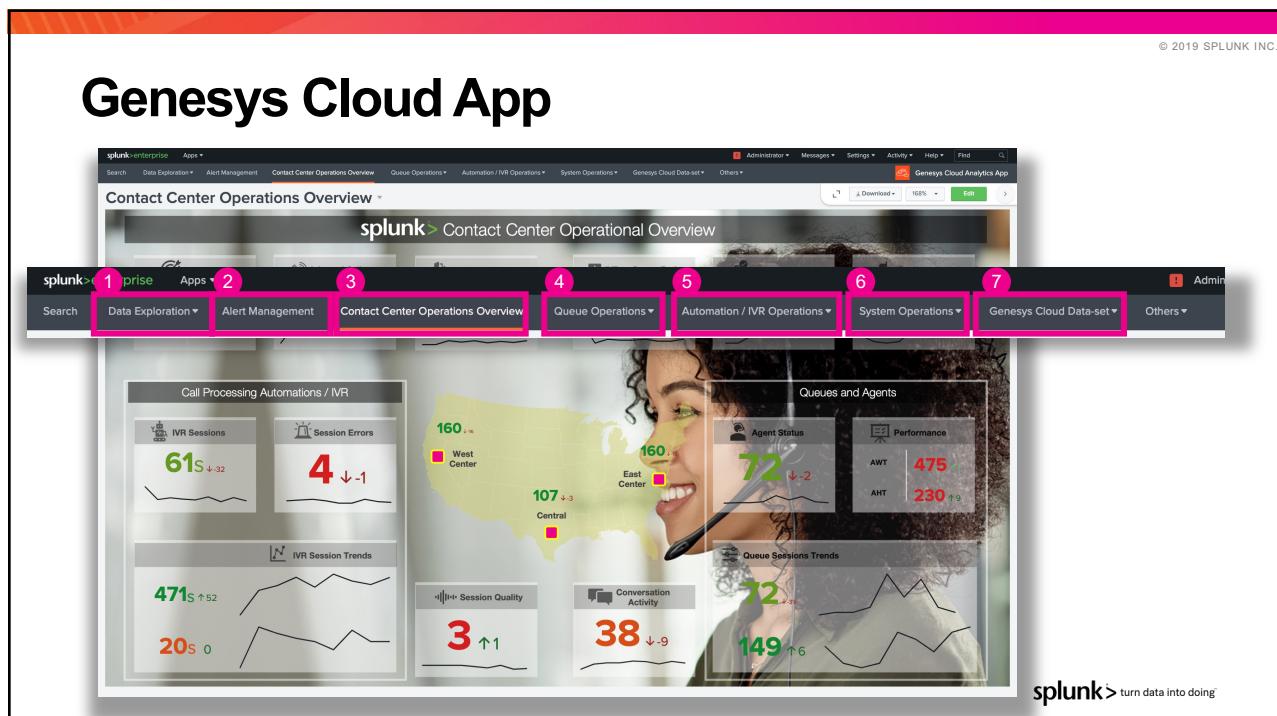
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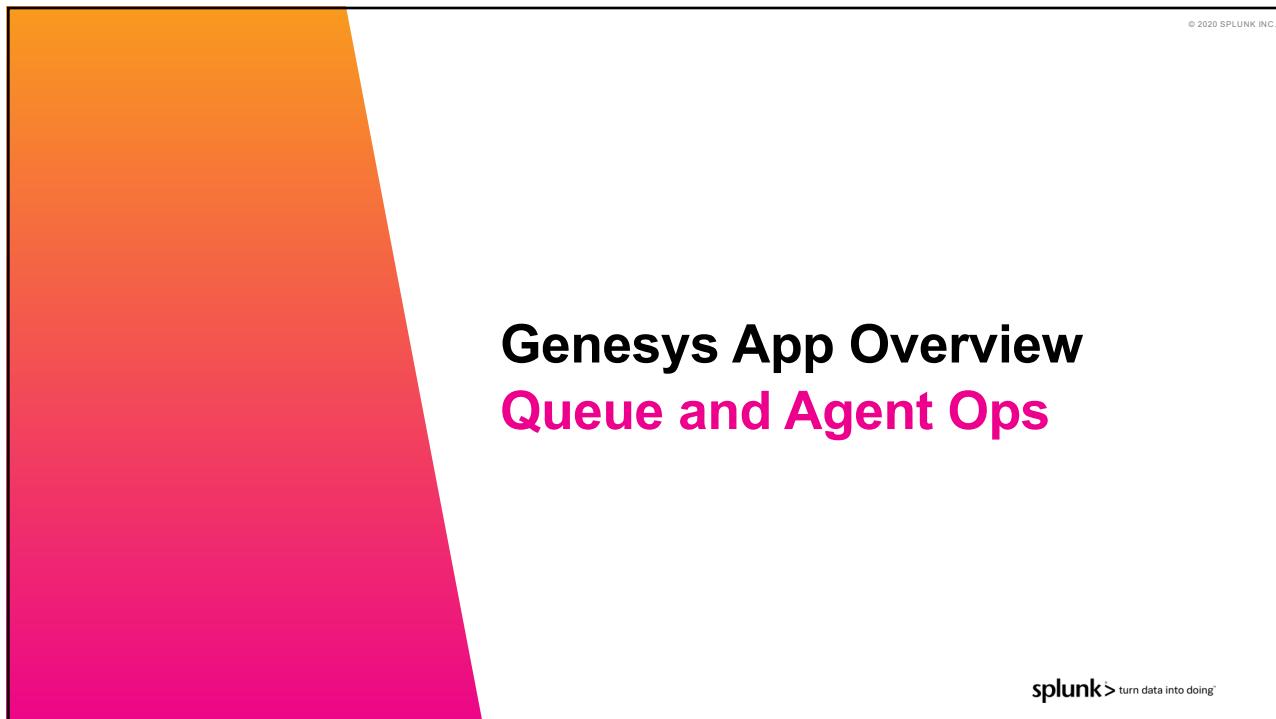
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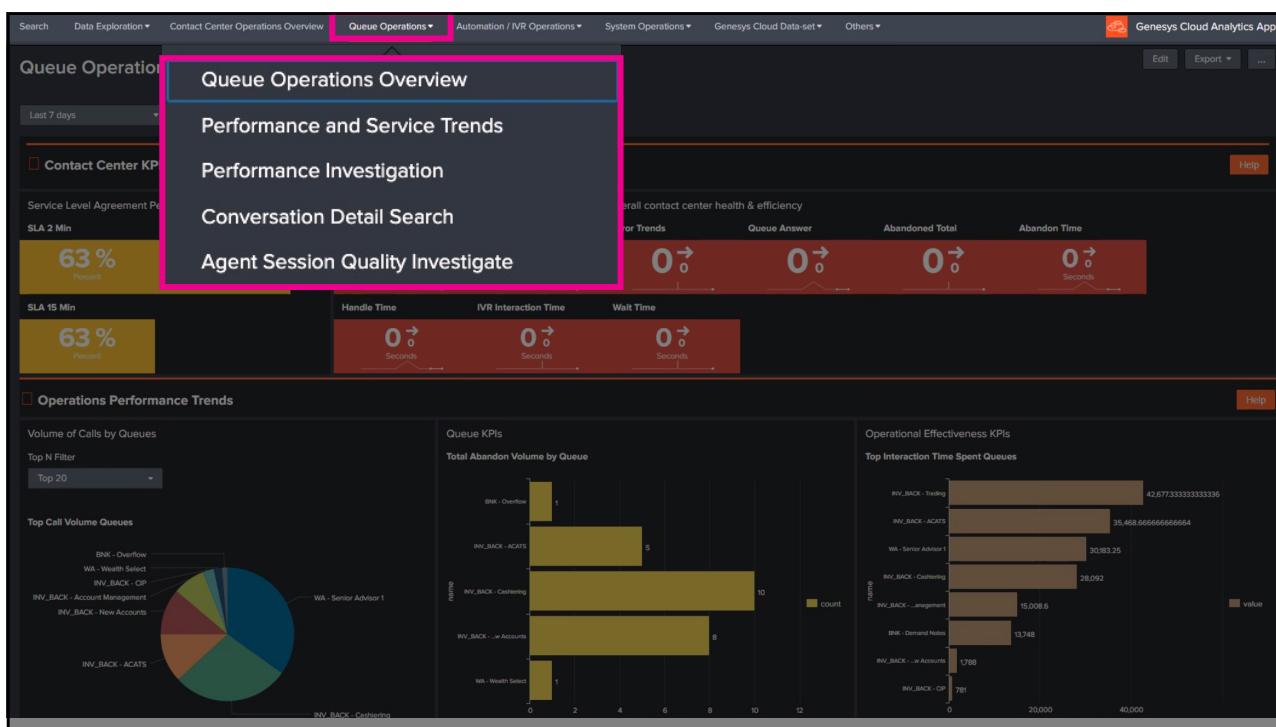
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Queue Operations Overview

Total Records Limit: Last 7 days | 2000 | Submit | Hide Filters

Contact Center KPIs

Service Level Agreement Performance	Service Performance KPIs - Key performance metrics for overall contact center health & efficiency
SLA 2 Min: 63% Percent	Incoming Total: 0 → 0 Calls
SLA 5 Min: 63% Percent	Processed Total: 0 → 0
SLA 15 Min: 63% Percent	Error Trends: 0 → 0
	Queue Answer: 0 → 0
	Abandoned Total: 0 → 0
	Abandon Time: 0 → 0 Seconds
	Handle Time: 0 → 0 Seconds
	IVR Interaction Time: 0 → 0 Seconds
	Wait Time: 0 → 0 Seconds

Operations Performance Trends

Volume of Calls by Queues

Top N Filter: Top 20

Top Call Volume Queues

Queue KPIs

Total Abandon Volume by Queue

Operational Effectiveness KPIs

Top Interaction Time Spent Queues

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Performance and Service Trends

Regions: AMER North | Operation Type: Tech Support | Select Queue: ALL | Product / Svc Offering: Personal Computing | Searching Conversation ID: * | Searching ANI: * | Last 7 days | Submit | Hide Filters

Detailed Performance Trends : Queue - *

Session and Volume Statistics

Connections and Offers

Session Error Trends

Interaction Type Trends

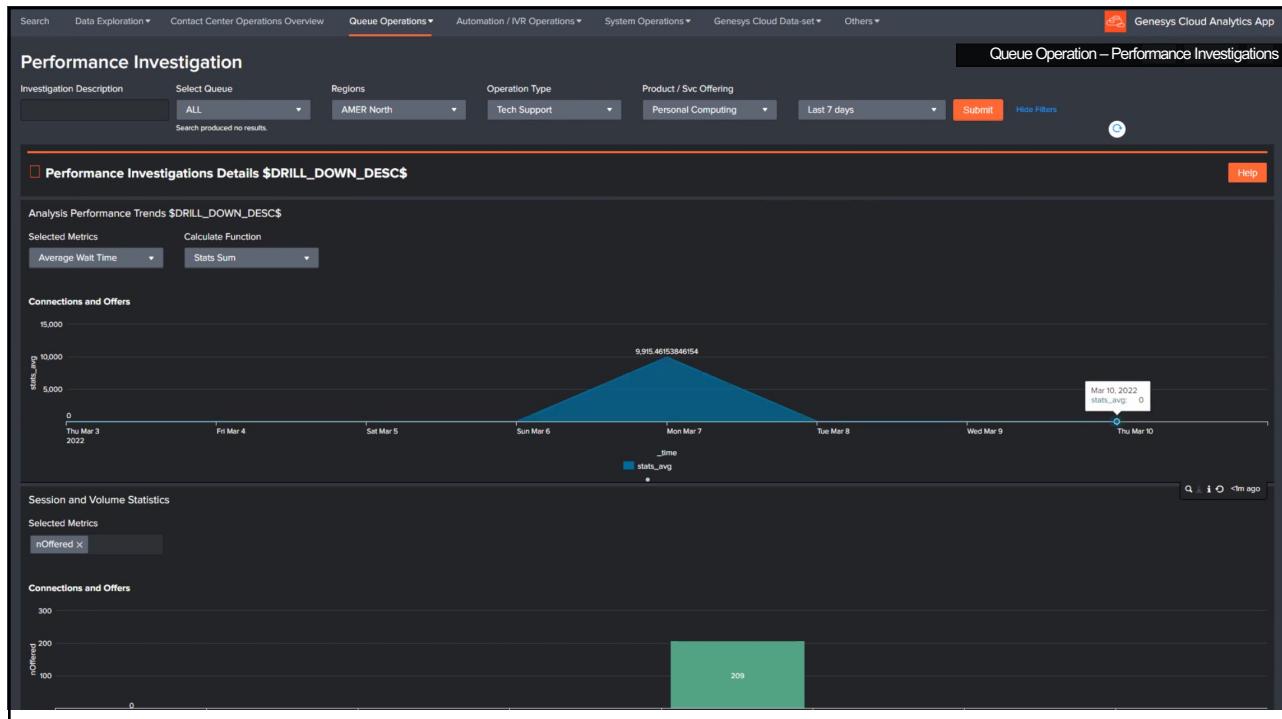
Response Performance Analysis

Customer Experience KPIs

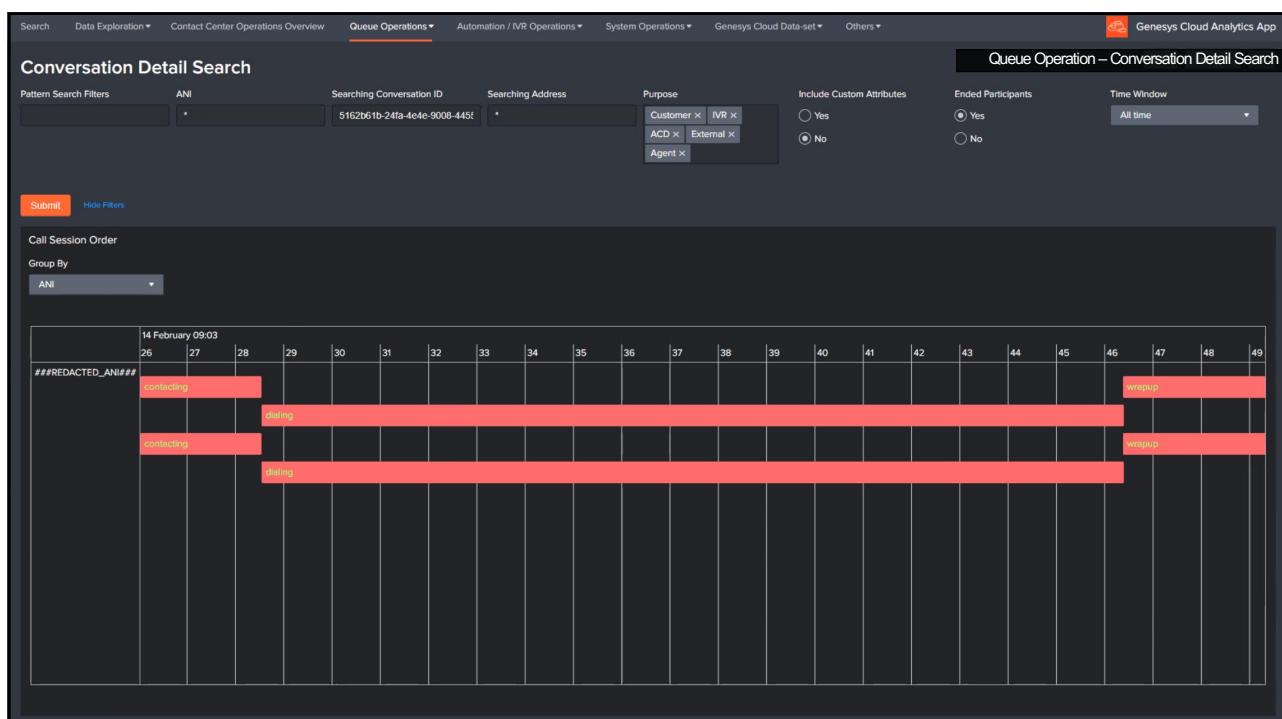
System Interaction KPIs

Agent Respond KPIs

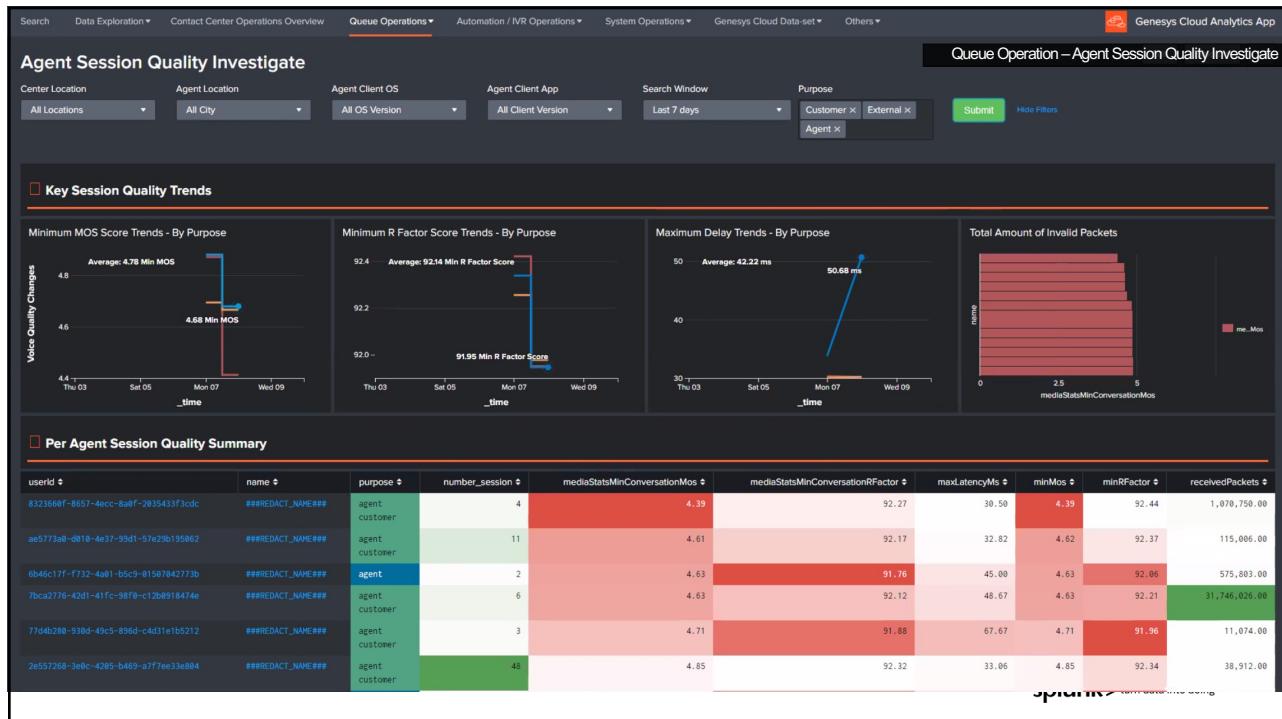
14



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Search Data Exploration ▾ Contact Center Operations Overview Queue Operations ▾ Automation / IVR Operations ▾ System Operations ▾ Genesys Cloud Data set ▾ Others ▾ Genesys Cloud Analytics App

Automations / IVR Operations

✓ Automations / IVR Operations Overview

Call Automation Process Investigations

IVR Call Flow Journey Analysis

IVR Flow Anomaly Detection

Number of Journey: 2 Last 7 days Submit Hide Filters

Host Performance KPIs

Total Sessions Active Flows

0 → 0 Total Amount of Flow Hits 0 → 0% Active Flows (5 min) 0 → 0% Active Flows (15 min) 0 → 0% Total Inbound Calls 0 → 0% Total Outbound Calls

Active Alerts: No results found.

Volume of IVR Incoming Sessions

Time: Thu Mar 3 2022 to Thu Mar 10 2022

Legend:

- Dep_Account_Balance_Main
- Dep_Initial_Authentication_MVP_Main
- Dep_Initial_Main_PosIS2
- Dep_Initial_Main_West
- Dep_Internal_Transfer_Main
- Deposits Transfer to Queue
- Inv_Xfer_to_Wellth_Concierge_Team_Main
- Invest BackOffice Transfer to Queue
- OTHERS

IVR Activities Flow

Top Accessed IVR Flows

IVR Flow Access Statistics

flowName	dnis	flow_type	count	tot_ani_cnt	participant_cnt	tot_conv_cnt	exit_reason	transfer_target_name
Invest and Deposit survey	tel:+11381178801	INBOUNDCALL	259	1	259	259	DISCONNECT	FLOW_DISCONNECT
	tel:+121053635000							
	tel:+121053633981							
	tel:+121053633985							
	tel:+121053633996							

Info

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Search Data Exploration ▾ Contact Center Operations Overview Queue Operations ▾ Automation / IVR Operations ▾ System Operations ▾ Genesys Cloud Data set ▾ Others ▾ Genesys Cloud Analytics App

Automations / IVR Operations Overview

IVR Ops – Automation / IVR Operations Overview

Searching Flow Name Searching Conversation ID Searching ANI Searching DNIS Customer Intent Number of Journey All Intent 2 Last 7 days Submit Hide Filters

Search produced no results.

IVR Activities and Performance Overview

Host Performance KPIs

Total Sessions Active Flows Active Flows Total amount of Inbound Calls Total amount of Outbound Calls Active Alerts

0 → 0 Total Amount of Flow Hits 0 → 0% Active Flows (5 min) 0 → 0% Active Flows (15 min) 0 → 0% Total Inbound Calls 0 → 0% Total Outbound Calls

No results found. No results found.

Volume of IVR Incoming Sessions

Time: Thu Mar 3 2022 to Thu Mar 10 2022

Legend:

- Dep_Account_Balance_Main
- Dep_Initial_Authentication_MVP_Main
- Dep_Initial_Main_PosIS2
- Dep_Initial_Main_West
- Dep_Internal_Transfer_Main
- Deposits Transfer to Queue
- Inv_Xfer_to_Wellth_Concierge_Team_Main
- Invest BackOffice Transfer to Queue
- OTHERS

IVR Activities Flow

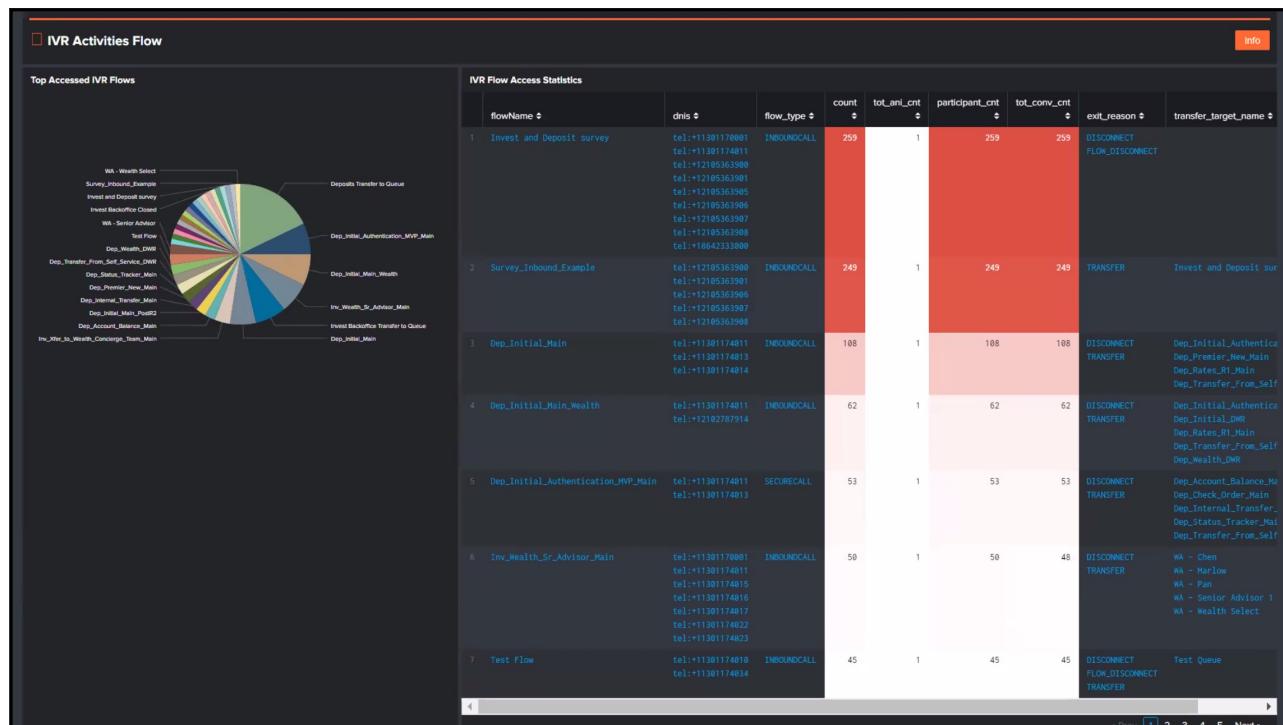
Top Accessed IVR Flows

IVR Flow Access Statistics

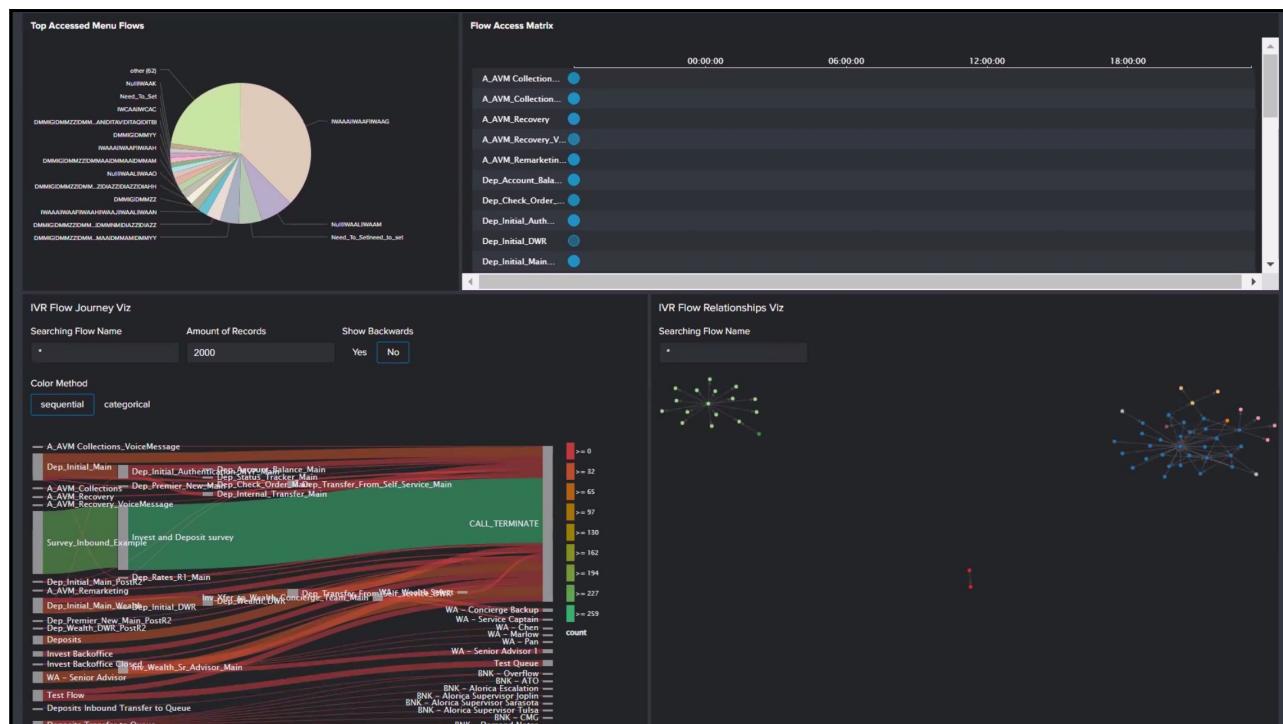
flowName	dnis	flow_type	count	tot_ani_cnt	participant_cnt	tot_conv_cnt	exit_reason	transfer_target_name
Invest and Deposit survey	tel:+11381178801	INBOUNDCALL	259	1	259	259	DISCONNECT	FLOW_DISCONNECT
	tel:+121053635000							
	tel:+121053633981							
	tel:+121053633985							
	tel:+121053633996							

Info

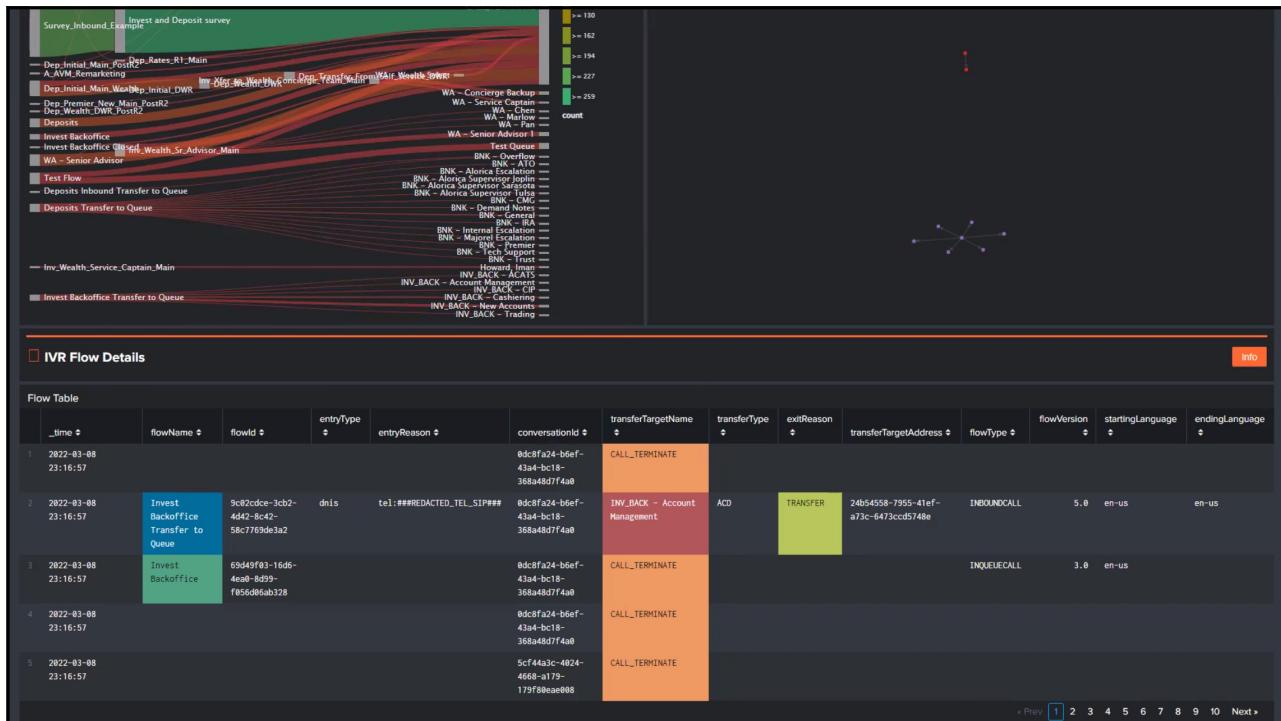
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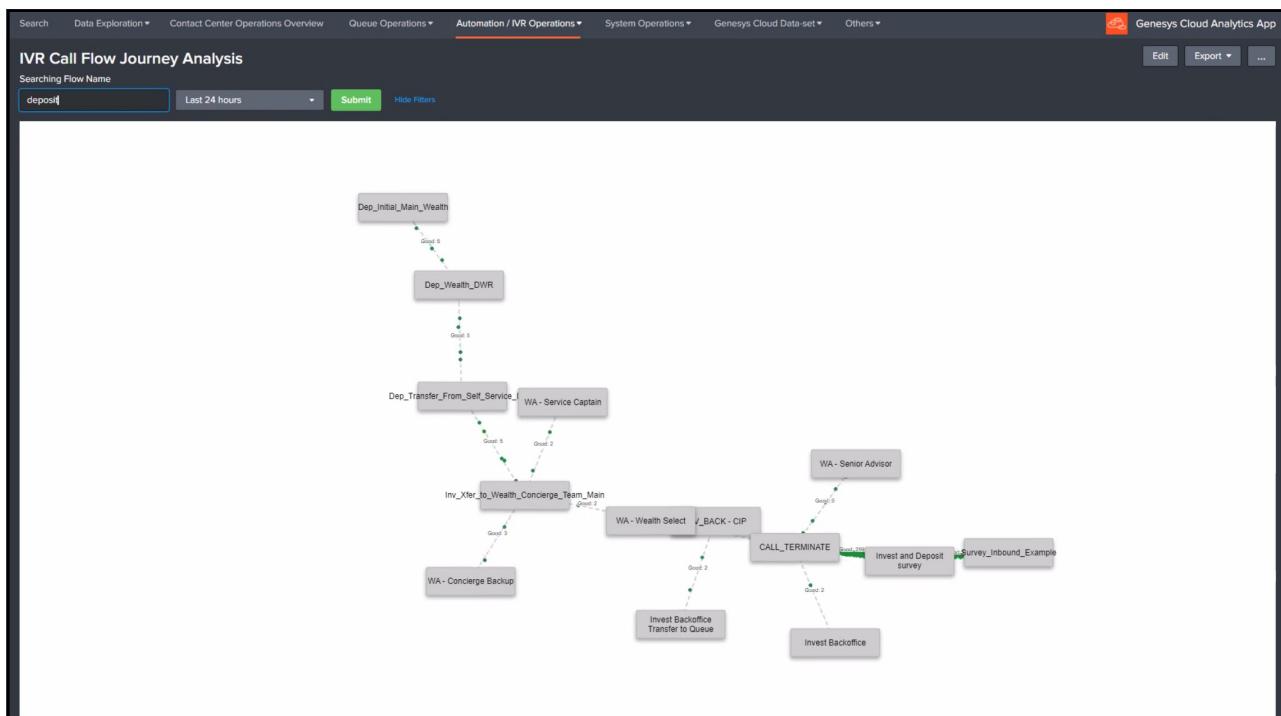
21



22



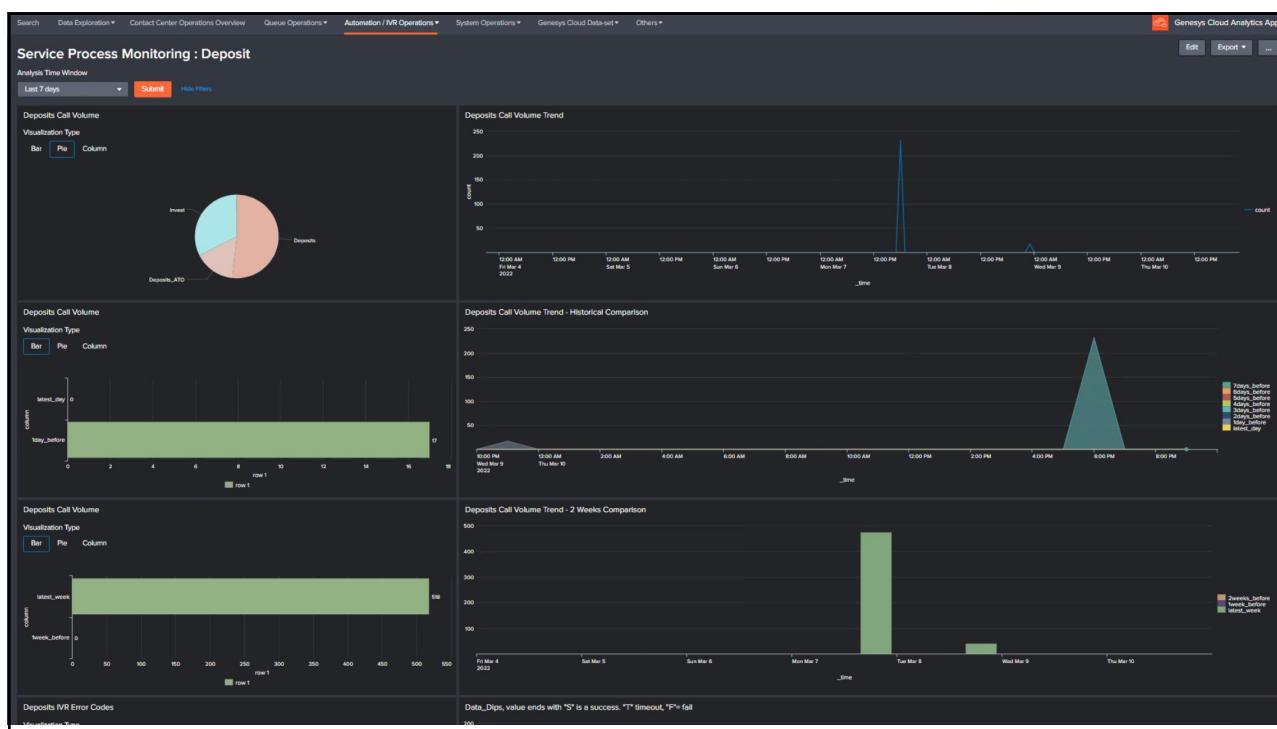
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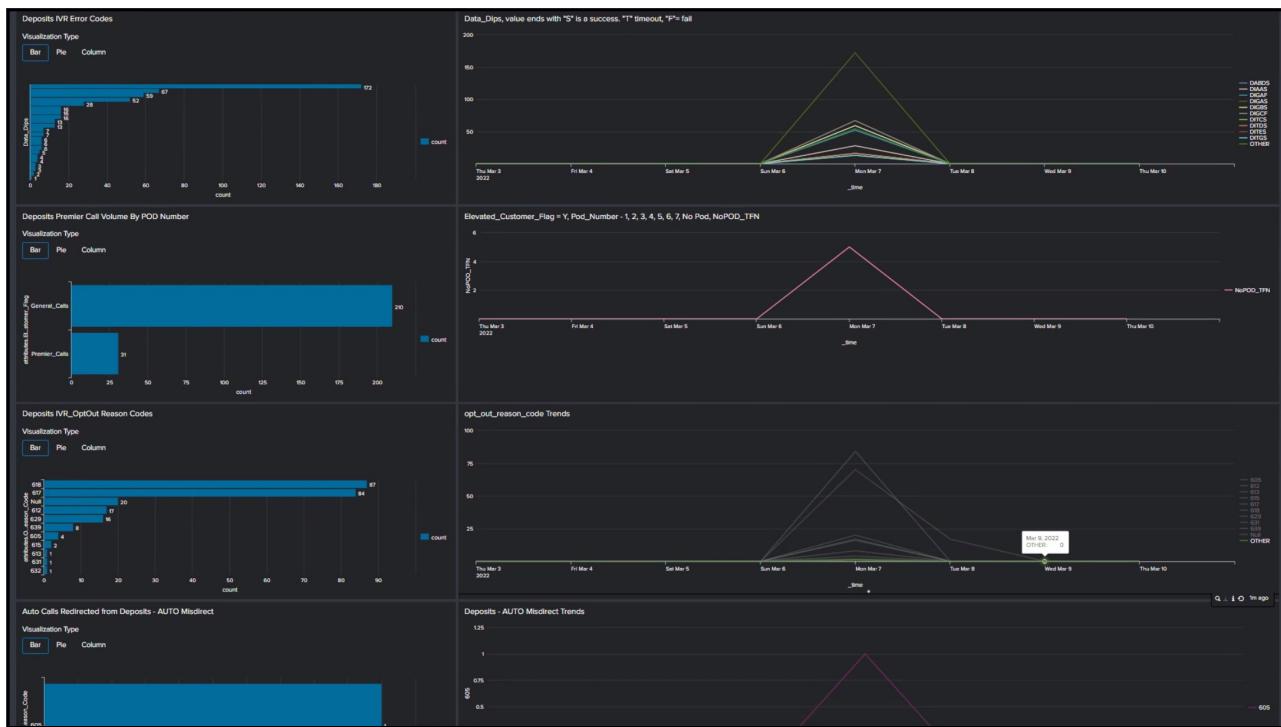
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26



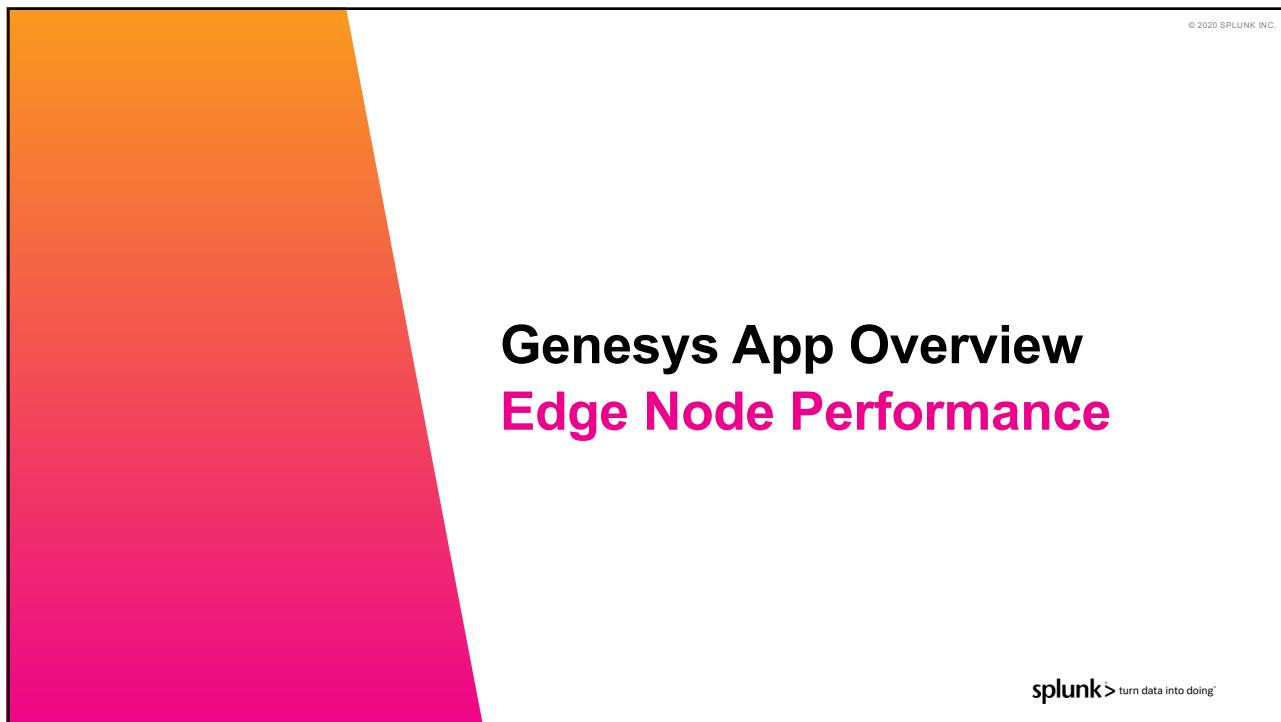
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Genesys Cloud Edge Performance

Select Edge Host: ALL Analysis Window: Last 24 hours Submit Hide Filters

Overall Edge Performance Metrics

Host Performance KPIs

Active Edges Trunks: 2 Number of Trunks	Enabled Edges Trunks: 0 0% Number of Trunks	Total amount of Inbound Calls: 0 N/A Total inbound Calls	Total amount of Outbound Calls: 0 Total Outbound Calls	Active Alerts: No results found.	No results found.	No results found.
---	---	--	--	----------------------------------	-------------------	-------------------

Per Edge Performance Details System Performance Details

Per Edge Performance Details

Total Call Trends : By \$SPLIT_BY_1\$

Split By Condition: Entire org Could not create search.

Inbound Call Trends : Per Trunks

Select Metric: Inbound Calls Split By Condition: edge_trk_name Could not create search.

Per Trunk Call Volume Summary Statistics

Edge Trunk Name	edge_name	edge_trk_optionsEnabledStatus	calls_inboundCallCount_sum	calls_inboundCallCount_avg	calls_outboundCallCount_sum	calls_outboundCallCount_avg
Tie trunk between Edge 17e6a195-aef2-46f7-a023-923e1e6fa707 and Edge 362e487c-5853-4b0f-8320-8016c77a3432	satioamvp150.ally.corp	ENABLED	0 Calls	0.00 Average Calls	0 Calls	0.00 Average Calls

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Total Call Trends : By \$SPLIT_BY_1\$

Split By Condition: Entire org Could not create search.

Inbound Call Trends : Per Trunks

Select Metric: Inbound Calls Split By Condition: edge_trk_name Could not create search.

Per Trunk Call Volume Summary Statistics

Edge Trunk Name	edge_name	edge_trk_optionsEnabledStatus	calls_inboundCallCount_sum	calls_inboundCallCount_avg	calls_outboundCallCount_sum	calls_outboundCallCount_avg
Default SIP Phone Connection Trunk 8d0429c8-ddf8-498f-978b-1fa4992d8ac	satioamvp150.ally.corp	NOT_SUPPORTED	0 Calls	0.00 Average Calls	0 Calls	0.00 Average Calls
Default WebRTC Phone Connection Trunk b90c17e5-cf24-4cc3-aac6-b75d799a261	satioamvp150.ally.corp	ENABLED	0 Calls	0.00 Average Calls	764 Calls	0.16 Average Calls
Mod1 Ribbon SBC Trunk 1d4b30d7-b777-46f5-b8ed-c11acef82fd6	satioamvp150.ally.corp	ENABLED	77 Calls	0.02 Average Calls	286 Calls	0.06 Average Calls
Mod1 Session Manager Trunk 96d202a3-269b-48b9-8c8d-8eab429f366	satioamvp150.ally.corp	ENABLED	0 Calls	0.00 Average Calls	0 Calls	0.00 Average Calls
Tie trunk between Edge 17e6a195-aef2-46f7-a023-923e1e6fa707 and Edge 17e6a195-aef2-46f7-a023-923e1e6fa707	satioamvp150.ally.corp	ENABLED	0 Calls	0.00 Average Calls	0 Calls	0.00 Average Calls
Tie trunk between Edge 17e6a195-aef2-46f7-a023-923e1e6fa707 and Edge 362e487c-5853-4b0f-8320-8016c77a3432	satioamvp150.ally.corp	ENABLED	0 Calls	0.00 Average Calls	0 Calls	0.00 Average Calls
Default SIP Phone Connection Trunk f4a173db-cf58-45bd-948f-28a6148dc595	satioamvp151.ally.corp	NOT_SUPPORTED	0 Calls	0.00 Average Calls	0 Calls	0.00 Average Calls
Default WebRTC Phone Connection Trunk f7fcf161-9d4c-4a21-933a-111a111a111a	satioamvp151.ally.corp	NOT_SUPPORTED	0 Calls	0.00 Average Calls	0 Calls	0.00 Average Calls

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Data Exploration and Analysis

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Genesys Cloud Data Catalog

Search Windows Last 24 hours Hide Filters

Genesys Could Queue Configuration

_time	acwSettings.timeoutMs	acwSettings.wrapupPrompt	autoAnswerOnly	createdBy	dateCreated	dataModified	division_id	division.selfUrl	enableManualAssignment	enableTranscri
2022-03-10 13:18:42	OPTIONAL	false	35353533-	b5fc-e495-	2021-12-07T21:45:29.752Z	2022-01-25T19:32:09.283Z	679e78dc-35b3-4bda-	/api/v2/scripts/679e78dc-	6740784b-	Invest
			a51-	9a3111c5d988a			35b3-4bda-bda9-	e31978df1a1f	12fe-4b4c-	12fe-4b4c-91fa-9e6ad818fe1c
							e31978df1a1f	91fa-	9e6ad818fe1c	
2022-03-10 13:18:42	OPTIONAL	false	2e55726b-	3e0c-4205-	2021-12-14T16:25:39.828Z	2022-01-25T19:32:18.863Z	679e78dc-35b3-4bda-	/api/v2/scripts/679e78dc-	6740784b-	Invest
			b469-	a77fe33e884			35b3-4bda-bda9-	e31978df1a1f	12fe-4b4c-	12fe-4b4c-91fa-9e6ad818fe1c
							e31978df1a1f	91fa-	9e6ad818fe1c	
2022-03-10 13:18:42	OPTIONAL	false	2e55726b-	3e0c-4205-	2021-12-14T16:23:44.965Z	2022-01-25T19:33:22.592Z	679e78dc-35b3-4bda-	/api/v2/scripts/679e78dc-	6740784b-	Invest
			b469-	a77fe33e884			35b3-4bda-bda9-	e31978df1a1f	12fe-4b4c-	12fe-4b4c-91fa-9e6ad818fe1c
							e31978df1a1f	91fa-	9e6ad818fe1c	

User List

_time	id	name	email	username	version	state	chat.jabberId	acdAutoAnswer	selfUrl	division_id	division.name	division.selfUrl
2022-03-10 13:18:42	6a6443df-	cc01-4a4b-	931f-	9e6ad818fe1549	2	active		false	/api/v2/users/6aa43df-	f8acc316-	/api/v2/authorization/divisions/f8acc316-	
								cdd-4a4b-93ef-	91fa-	4fa1-4ab4-a70c-cfd625ca18		
								a59-				
								9e6ad818fe1549				
2022-03-10 13:18:42	2b0013d3-	f91d-4f99-	a5fc-	5843eb0de146c	1	active		false	/api/v2/users/2b0013d3-	f91d-4f99-46c-	/api/v2/authorization/divisions/0760b3a2-	
								9843eb0de146c-	913f-	db2e-499f-911f-7b22410a8c8a		
2022-03-10 13:18:42	daa93bfe-	2211-41c2-	9b04-	d91ad0e809d28	4	active		false	/api/v2/users/daa93bfe-	8766b3a2-	/api/v2/authorization/divisions/0760b3a2-	
								2211-41c2-9b04-	913f-	db2e-499f-911f-7b22410a8c8a		
								081ad0e809d28				

Edge Trunk Metrics

_time	sourceType	edge_trk_calls_inboundCallCount	edge_trk_calls_inboundCallCount_avg	edge_trk_calls_inboundCallCount_sum	edge_trk_calls_outboundCallCount	edge_trk_calls_outboundCallCount_avg	edge_trk_calls_outboundCallCount_sum	edge_trk_id_com	edge_trk_logicalInterface
2022-03-11 03:15:09	genesys:cloud:api:edge_trunks_metrics	0	0	0	0	0	0	0	0

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The screenshot shows the Splunk Enterprise interface with the 'Genesys Cloud Analytics App' selected. In the center, there is a modal window titled 'Genesys Cloud Data Catalog' with a sub-section titled 'Genesys Cloud Stats Definition'. This section is highlighted with a pink border. Below it is another section titled 'Rerencial Data'. On the left side of the main interface, there is a 'Statistics Table' with two columns: 'Metric Pattern' and 'Description Pattern'. Underneath this is a table titled 'Conversation Aggregate Metrics' with 23 rows, each containing a metric ID, name, and description.

Metric #	Description #
1	nBlindTransferred
2	nCobrowseSessions
3	nConnected
4	nConsult
5	nConsultTransferred
6	nError
7	nOffered
8	nOutbound
9	nOutboundAbandoned
10	nOutboundAttempted
11	nOutboundConnected
12	nOverSla
13	nStateTransitionError
14	nTransferred
15	oExternalMediaCount
16	oMediaCount
17	oServiceLevel
18	oServiceTarget
19	tAbandon
20	tAbd
21	tAcw
22	tAgentResponseTime
23	tAlert

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Data Exploration & Analysis Conversation Aggregates

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Conversation Aggregate Metrics 1

Queue Observation Metrics

Conversation Details - Notification

Participant Attributes : Queue Only Sessions

Participant Attributes : IVR+Queue

Pivot to stats

Analytics

_time	anid	conversationId	direction	mediaType	metric	originatingDirection	purpose	stats.count
2022-03-07 20:25:34	###REDACTED_ANI##	5162b61b-24fa-4e4e-9008-4455304dd841	outbound	voice	nError	outbound	agent	1
2022-03-07 20:25:34	###REDACTED_ANI##	fe6308fd-805c-43b8-942b-2521013bddf3	outbound	voice	nOutbound	outbound	agent	1
2022-03-07 20:25:34	###REDACTED_ANI##	fe6308fd-805c-43b8-942b-2521013bddf3	outbound	voice	nError	outbound	agent	1
2022-03-07 20:25:34	###REDACTED_ANI##	fe6308fd-805c-43b8-942b-2521013bddf3	outbound	voice	nOutbound	outbound	agent	1

Selected Metric: n*

Visualization Type: Area

Split By: metric

Visualization Type: pie

Top N count: 15

N Count Statistics: 1.000

N Count Statistics: nOverSla

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Conversation Aggregate Metrics

Data Exploration Tool for Genesys Conversation Aggregate Metrics : N, T, O Stats

Searching Conversation ID Searching ANI Searching Queue Name Searching Division

Last 7 days Submit Hide Filters

Statistics Navigator

N Stats : Counts

Select Count Metric Type: ALL

N Count Statistics

_time	anid	conversationId	direction	mediaType	metric	originatingDirection	purpose	stats.count
2022-03-07 20:25:34	###REDACTED_ANI##	5162b61b-24fa-4e4e-9008-4455304dd841	outbound	voice	nError	outbound	agent	1
2022-03-07 20:25:34	###REDACTED_ANI##	5162b61b-24fa-4e4e-9008-4455304dd841	outbound	voice	nOutbound	outbound	agent	1
2022-03-07 20:25:34	###REDACTED_ANI##	fe6308fd-805c-43b8-942b-2521013bddf3	outbound	voice	nError	outbound	agent	1
2022-03-07 20:25:34	###REDACTED_ANI##	fe6308fd-805c-43b8-942b-2521013bddf3	outbound	voice	nOutbound	outbound	agent	1

Selected Metric: n*

Visualization Type: Area

Split By: metric

Visualization Type: pie

Top N count: 15

N Count Statistics: 1.000

N Count Statistics: nOverSla

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Statistics Navigator

N Stats : Counts T Stats : Time and Duration O Stats : Service Levels

Select Count Metric Type: ALL

N Count Statistics

_time	ani	conversationId	direction	mediaType	metric	originatingDirection	purpose	stats.count
2022-03-07 20:25:34	###REDACTED_ANI##	516261b-24fa-4e4e-9008-4455304dd841	outbound	voice	nError	outbound	agent	1
2022-03-07 20:25:34	###REDACTED_ANI##	516261b-24fa-4e4e-9008-4455304dd841	outbound	voice	nOutbound	outbound	agent	1
2022-03-07 20:25:34	###REDACTED_ANI##	fe6308fd-805c-43b8-942b-2521013bddf3	outbound	voice	nError	outbound	agent	1
2022-03-07 20:25:34	###REDACTED_ANI##	fe6308fd-805c-43b8-942b-2521013bddf3	outbound	voice	nOutbound	outbound	agent	1

Selected Metric: n*, applying timechart sum(stats.count) by metric

Visualization Type: Area

N Count Statistics

Selected Metric: n*, applying stats sum(stats.count) by metric

Split By: metric

Visualization Type: pie

Top N count: 15

N Count Statistics

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Analysis

Queue and agent analysis – Conversation Aggregates

- Connected – Total amount of call connected

Statistics Navigator

Selected Metrics:

1. **Selected Count Metric Type: ALL**
2. **Split By: metric**

N Count Statistics

_time	ani	conversationId	direction	mediaType	metric	originatingDirection	purpose	stats.count
2022-03-07 20:25:34	###REDACTED_ANI##	516261b-24fa-4e4e-9008-4455304dd841	outbound	voice	nError	outbound	agent	1
2022-03-07 20:25:34	###REDACTED_ANI##	516261b-24fa-4e4e-9008-4455304dd841	outbound	voice	nOutbound	outbound	agent	1
2022-03-07 20:25:34	###REDACTED_ANI##	fe6308fd-805c-43b8-942b-2521013bddf3	outbound	voice	nError	outbound	agent	1
2022-03-07 20:25:34	###REDACTED_ANI##	fe6308fd-805c-43b8-942b-2521013bddf3	outbound	voice	nOutbound	outbound	agent	1

Selected Metric: n*, applying timechart sum(stats.count) by metric

Visualization Type: Area

N Count Statistics

Selected Metric: n*, applying stats sum(stats.count) by metric

Split By: metric

Visualization Type: pie

Top N count: 15

N Count Statistics

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Analysis

Queue and agent analysis – Conversation Aggregates

- Wait - Average wait times, Split by Queue / Agent

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metric
ani
conversationid
direction
mediaType
originatingDirection
purpose
Queue name
queueId
requestedRoutingSkillId
userId
division.name
filter
purpose

splunk > turn data into doing

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Analysis

Queue and agent analysis – Conversation Aggregates

- Abandon - Total abandon, Split by Queue / Agent

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metric
ani
conversationid
direction
mediaType
originatingDirection
purpose
Queue name
queueId
requestedRoutingSkillId
userId
division.name
filter
purpose

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Analysis

Queue and agent analysis – Conversation Aggregates

- Handle time - Average handle time, Split by Queue / Agent

The screenshot shows the Splunk interface for conversation analysis. The top navigation bar has tabs for 'ALL Stats', 'Filter', and 'Info'. Below the navigation is a 'Statistics Navigator' with tabs for 'N Stats : Counts', 'T Stats : Time and Duration' (which is selected), and 'O Stats : Service Levels'. A dropdown menu under 'Selected Time/Duration Metric Type' shows 'All Stats' (selected) and 'purpose'. To the right of the navigator is a table titled 'Time/Duration Statistics' with columns for 'Time ID', 'src IP', 'conversationID', 'metric', 'purpose', 'status.count', 'status.max', 'status.min', 'status.sum', 'direction', 'mediaType', 'originatingDirection', 'qualifier', and 'queueId'. The table contains several rows of data. Below the table is a chart titled 'Stats Avg' with a pink box around it. The chart has a legend with 'Stats Avg' (selected), 'Stats Sum', 'Stats Min', 'Stats Max', and 'Count'. The chart area shows some data points. To the right of the chart is a pie chart. On the far right is a sidebar with various metrics and filters, many of which are highlighted with pink boxes. Step numbers 1, 2, and 3 are overlaid on the interface to indicate specific actions.

Selected Metric: purpose

Queue name: queueId

requestedRoutingSkillId

userId

division.name

filter

purpose

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Analysis

Queue and agent analysis – Conversation Aggregates

- IVR time spent – Total time spent on IVR, Split by Queue / Agent

The screenshot shows the Splunk interface for conversation analysis. The top navigation bar has tabs for 'ALL Stats', 'Filter', and 'Info'. Below the navigation is a 'Statistics Navigator' with tabs for 'N Stats : Counts', 'T Stats : Time and Duration' (which is selected), and 'O Stats : Service Levels'. A dropdown menu under 'Selected Time/Duration Metric Type' shows 'All Stats' (selected) and 'purpose'. To the right of the navigator is a table titled 'Time/Duration Statistics' with columns for 'Time ID', 'src IP', 'conversationID', 'metric', 'purpose', 'status.count', 'status.max', 'status.min', 'status.sum', 'direction', 'mediaType', 'originatingDirection', 'qualifier', and 'queueId'. The table contains several rows of data. Below the table is a chart titled 'Stats Avg' with a pink box around it. The chart has a legend with 'Stats Avg' (selected), 'Stats Sum', 'Stats Min', 'Stats Max', and 'Count'. The chart area shows some data points. To the right of the chart is a pie chart. On the far right is a sidebar with various metrics and filters, many of which are highlighted with pink boxes. Step numbers 1, 2, and 3 are overlaid on the interface to indicate specific actions.

Selected Metric: purpose

Queue name: queueId

requestedRoutingSkillId

userId

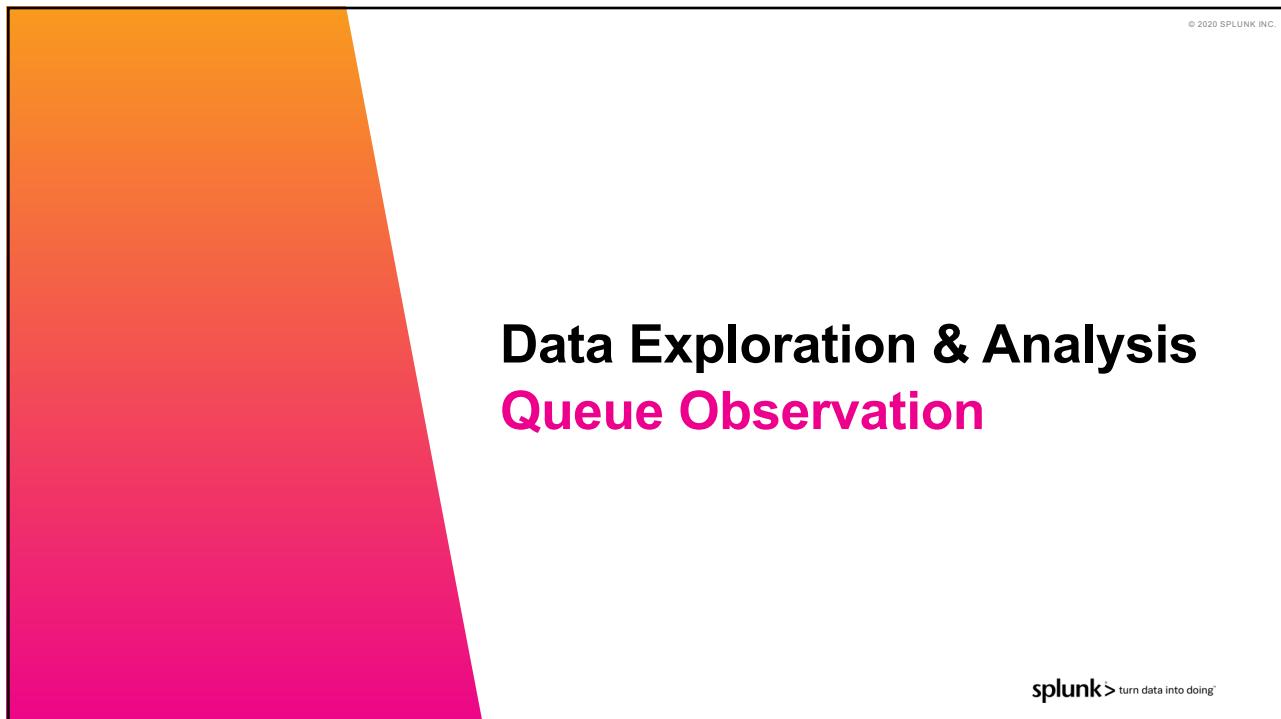
division.name

filter

purpose

splunk > turn data into doing

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The screenshot shows the Genesys Cloud Analytics App interface. The top navigation bar includes "Search", "Data Exploration" (highlighted with a red box), "Contact Center Operations Overview", "Queue Operations", "Automation / IVR Operations", "System Operations", "Genesys Cloud Data-set", "Others", and the "Genesys Cloud Analytics App" logo.

The main content area displays "Conversation Aggregate Metrics" and "Queue Observation Metrics". The "Queue Observation Metrics" section is highlighted with a red box and has a circled '1' next to it. Below it are sections for "Conversation Details - Notification", "Participant Attributes : Queue Only Sessions", and "Participant Attributes : IVR+Queue".

A sidebar on the left shows "Pivot to stats" and "Analytics". The "Analytics" section lists data points:

	eventBody.group.queueId	metadata.CorrelationId	qualifier	stats.count	stats.denominator	stats.max	stats.min	stats.numerator	stats
21:48:48	a2639a8e-d9fa-4caa-946e-3e4275d61a96	c3187cc5-830f-42e4-85c2-24e3d3ffe2e0		3.0					
2022-03-07 21:48:48	genesys:cloud:notification:queue_observation	oMemberUsers	a2639a8e-d9fa-4caa-946e-3e4275d61a96	c3187cc5-830f-42e4-85c2-24e3d3ffe2e0		3.0			
2022-03-07 21:48:48	genesys:cloud:notification:queue_observation	oUserRoutingStatuses	a2639a8e-d9fa-4caa-946e-3e4275d61a96	c3187cc5-830f-42e4-85c2-24e3d3ffe2e0	INTERACTING	1.0			
2022-03-07 21:48:48	genesys:cloud:notification:queue_observation	oOnQueueUsers	a2639a8e-d9fa-4caa-946e-3e4275d61a96	c3187cc5-830f-42e4-85c2-24e3d3ffe2e0	INTERACTING	1.0			
2022-03-07 21:48:48	genesys:cloud:notification:queue_observation	oUserRoutingStatuses	a2639a8e-d9fa-4caa-946e-3e4275d61a96	c3187cc5-830f-42e4-85c2-24e3d3ffe2e0	OFF_QUEUE	2.0			

At the bottom, there's a "Query Builder" button and a "Help" button.

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Queue Observation Metrics

Data Exploration Tool for Genesys Queue Observation Metrics : N.O stats

Searching Conversation ID Searching ANI

Last 7 days Hide Filters

Statistics Navigator

O Stats : Service Observations

Select Metric Type

O Service Level Statistics

_time	sourceType	metric	eventBody.group.queueId	metadata.CorrelationId	qualifier	stats.count	stats.denominator	stats.max	stats.min	stats.numerator	stats
2022-03-07 21:48:48	genesys:cloud:notification:queue_observation	oActiveUsers	a2639a8e-d9fa-4caa-946e-3e4275d61a96	c3187cc5-830f-42e4-85c2-24e3d3ffe2e0		3.0					
2022-03-07 21:48:48	genesys:cloud:notification:queue_observation	oMemberUsers	a2639a8e-d9fa-4caa-946e-3e4275d61a96	c3187cc5-830f-42e4-85c2-24e3d3ffe2e0		3.0					
2022-03-07 21:48:48	genesys:cloud:notification:queue_observation	oUserRoutingStatuses	a2639a8e-d9fa-4caa-946e-3e4275d61a96	c3187cc5-830f-42e4-85c2-24e3d3ffe2e0	INTERACTING	1.0					
2022-03-07 21:48:48	genesys:cloud:notification:queue_observation	oOnQueueUsers	a2639a8e-d9fa-4caa-946e-3e4275d61a96	c3187cc5-830f-42e4-85c2-24e3d3ffe2e0	INTERACTING	1.0					
2022-03-07 21:48:48	genesys:cloud:notification:queue_observation	oUserRoutingStatuses	a2639a8e-d9fa-4caa-946e-3e4275d61a96	c3187cc5-830f-42e4-85c2-24e3d3ffe2e0	OFF_QUEUE	2.0					

< Prev 2 3 4 5 6 7 8 9 10 Next >

Query Builder

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Service Level Statistics

_time	sourceType	metric	eventBody.group.queueId	metadata.CorrelationId	qualifier	stats.count	stats.denominator	stats.max	stats.min	stats.numerator	stats
2022-03-07 21:48:48	genesys:cloud:notification:queue_observation	oActiveUsers	a2639a8e-d9fa-4caa-946e-3e4275d61a96	c3187cc5-830f-42e4-85c2-24e3d3ffe2e0		3.0					
2022-03-07 21:48:48	genesys:cloud:notification:queue_observation	oMemberUsers	a2639a8e-d9fa-4caa-946e-3e4275d61a96	c3187cc5-830f-42e4-85c2-24e3d3ffe2e0		3.0					
2022-03-07 21:48:48	genesys:cloud:notification:queue_observation	oUserRoutingStatuses	a2639a8e-d9fa-4caa-946e-3e4275d61a96	c3187cc5-830f-42e4-85c2-24e3d3ffe2e0	INTERACTING	1.0					
2022-03-07 21:48:48	genesys:cloud:notification:queue_observation	oOnQueueUsers	a2639a8e-d9fa-4caa-946e-3e4275d61a96	c3187cc5-830f-42e4-85c2-24e3d3ffe2e0	INTERACTING	1.0					
2022-03-07 21:48:48	genesys:cloud:notification:queue_observation	oUserRoutingStatuses	a2639a8e-d9fa-4caa-946e-3e4275d61a96	c3187cc5-830f-42e4-85c2-24e3d3ffe2e0	OFF_QUEUE	2.0					

< Prev 2 3 4 5 6 7 8 9 10 Next >

Query Builder

Calculate Function Calculate Function Split By

Visualization Type Area Show Top N 10

O - Service Level Statistics

O - Service Level Statistics

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Analysis

Queue and agent analysis – Queue Observations

- Active agents on queue

The Statistics Navigator interface displays service level statistics for queue observations. The left sidebar shows various metrics like 'oActiveUsers', 'oMemberUsers', etc. The main area shows a table of data with columns for time, source type, metric ID, and event body. The right side shows a detailed view of the 'purpose' metric, with a table of values for 'queueId' and 'requestedRoutingSkillId'. The bottom right corner features the Splunk logo with the tagline 'turn data into doing'.

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Data Exploration & Analysis

Conversation Details

The slide features a large orange-to-red gradient graphic on the left side. The text 'Data Exploration & Analysis' is at the top in black, and 'Conversation Details' is below it in pink. The bottom right corner features the Splunk logo with the tagline 'turn data into doing'.

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Data Exploration (highlighted with a pink box) Contact Center Operations Overview Queue Operations Automation / IVR Operations System Operations Genesys Cloud Data-set Others Genesys Cloud Analytics App

Conversation Aggregate Metrics

Assigned to a queue)

Total Records Limit: 1000 Purpose: Customer X, IVR X, ACD X, External X, Agent X

Include Custom Attributes: Yes (radio button) Ended Participants: Yes (radio button)

Conversation Details - Notification (highlighted with a pink box and a circled '1')

Participant Attributes : Queue Only Sessions

Participant Attributes : IVR+Queue

Pivot to stats

Analytics

held	id	metadata.CorrelationId	muted	provider	purpose	queue.id	recording	recordingState	script.id	state
false	ada93965-43bf-4528-9a8c-966287bf77d5	26d1fee2-cccd3-48ef-b5c6-7e92dfad3081	false	Edge agent	efb55c83-b8bd-47d6-814b-f89f6dd22587	false	none	b08a0ee4-7e42-4abd-8981-3af4466f577d	cont:	
false	ada93965-43bf-4528-9a8c-966287bf77d5	49d013a4-2a09-4338-a52f-47af6bf9d6fa	false	Edge agent	efb55c83-b8bd-47d6-814b-f89f6dd22587	false	none	b08a0ee4-7e42-4abd-8981-3af4466f577d	dial:	

Query Builder

Calculate Function: id_conversation Calculate Function: Count Split By: address

Visualization Type

51

Data Exploration Tool for Conversation Detail Events : Notification API (Real-time, For only conversations assigned to a queue)

Searching Conversation ID: 5162b61b-24fa-4e4e-9008-4455304dd841 Searching Address: Other Custom Filters: Total Records Limit: 1000 Purpose: Customer X, IVR X, ACD X, External X, Agent X

Include Custom Attributes: Yes (radio button) Ended Participants: No (radio button)

All time Submit Hide Filters

Detailed Contact Record Information

_time	id_conversation	address	confined	direction	held	id	metadata.CorrelationId	muted	provider	purpose	queue.id	recording	recordingState	script.id	state
2022-03-10 19:31:03	5162b61b-24fa-4e4e-9008-4455304dd841	sip:###REDACTED_TEL_SIP##	false	outbound	false	ada93965-43bf-4528-9a8c-966287bf77d5	26d1fee2-cccd3-48ef-b5c6-7e92dfad3081	false	Edge agent	efb55c83-b8bd-47d6-814b-f89f6dd22587	false	none	b08a0ee4-7e42-4abd-8981-3af4466f577d	cont:	
2022-03-10 19:31:03	5162b61b-24fa-4e4e-9008-4455304dd841	sip:###REDACTED_TEL_SIP##	false	outbound	false	ada93965-43bf-4528-9a8c-966287bf77d5	49d013a4-2a09-4338-a52f-47af6bf9d6fa	false	Edge agent	efb55c83-b8bd-47d6-814b-f89f6dd22587	false	none	b08a0ee4-7e42-4abd-8981-3af4466f577d	dial:	

Query Builder

Calculate Function: id_conversation Calculate Function: Count Split By: address

Visualization Type

52

Detailed Contact Record Information

_time	id_conversation	address	confined	direction	held	id	metadata.CorrelationId	muted	provider	purpose	queue_id	recording	recordingState	script.id	state
2022-03-10 19:31:03	5162b61b-24fa-4e4e-9008-4455304dd841	sip:##REDACTED_TEL_SIP##	false	outbound	false	ada93965-43bf-4528-9a8c-9662876f77d5	26d1fee2-ccd3-48ef-b5c6-7e92fad3081	false	Edge agent	eftb55c83-b8bd-47d6-814b-f89f6dd22587	false	none	b08a0ee4-7e42-4abd-8981-3af4466f577d	cont	
2022-03-10 19:31:03	5162b61b-24fa-4e4e-9008-4455304dd841	sip:##REDACTED_TEL_SIP##	false	outbound	false	ada93965-43bf-4528-9a8c-9662876f77d5	49d013a4-2a09-4338-a52f-47af6b9d6fa	false	Edge agent	eftb55c83-b8bd-47d6-814b-f89f6dd22587	false	none	b08a0ee4-7e42-4abd-8981-3af4466f577d	dial	

Query Builder

Calculate Function: id_conversation Count: address

Visualization Type: Area

O - Service Level Statistics

Y-axis: SIP address (sip:##REDACTED_TEL_SIP##) from 1 to 3. X-axis: _time from 2022-03-10 19:31:03 to 2022-03-10 19:31:03. Legend: sip:##REDACTED_TEL_SIP## (blue).

Visualization Type: bar

O - Service Level Statistics

Y-axis: address (sip:##REDACTED_TEL_SIP##) from 0 to 2. X-axis: count[id_conversation] from 0 to 2. Legend: count[id_conversation] (green).

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Analysis

Conversation level analytics – Conversation Details

- Call statistics by various fields
 - address, disconnectType, errorInfo.code, errorInfo.message
 - Name, purpose, recordingState, screenRecordingState, script.id, state, user.id

name	peer	provider	purpose	queueId	recording	recordingState	screenRecordingState	script.id	startAcwTime	state	topicName	user.id	wrapup.code	wrapup.durationSeconds	wrapup.endTime	wrapup.notes	wr
7b62e888-4411-47c2-a71f-98e3cff1221b	Edge	agent	fa21596d-43bf-4624-9384-094142b3c774	False	none	66991683-5140-4286-ac3471ab94558	alerting	v2_meeting_queues_fa21596d-b142-4024-8981-084142b3c774.conversations.calls	user.id	2e557284-b60c-4269-b46c-a77ee3e884	2e557284-b60c-4269-b46c-a77ee3e884	opt					

Query Builder

Calculate Function: id_conversation Count: state

Visualization Type: Area

O - Service Level Statistics

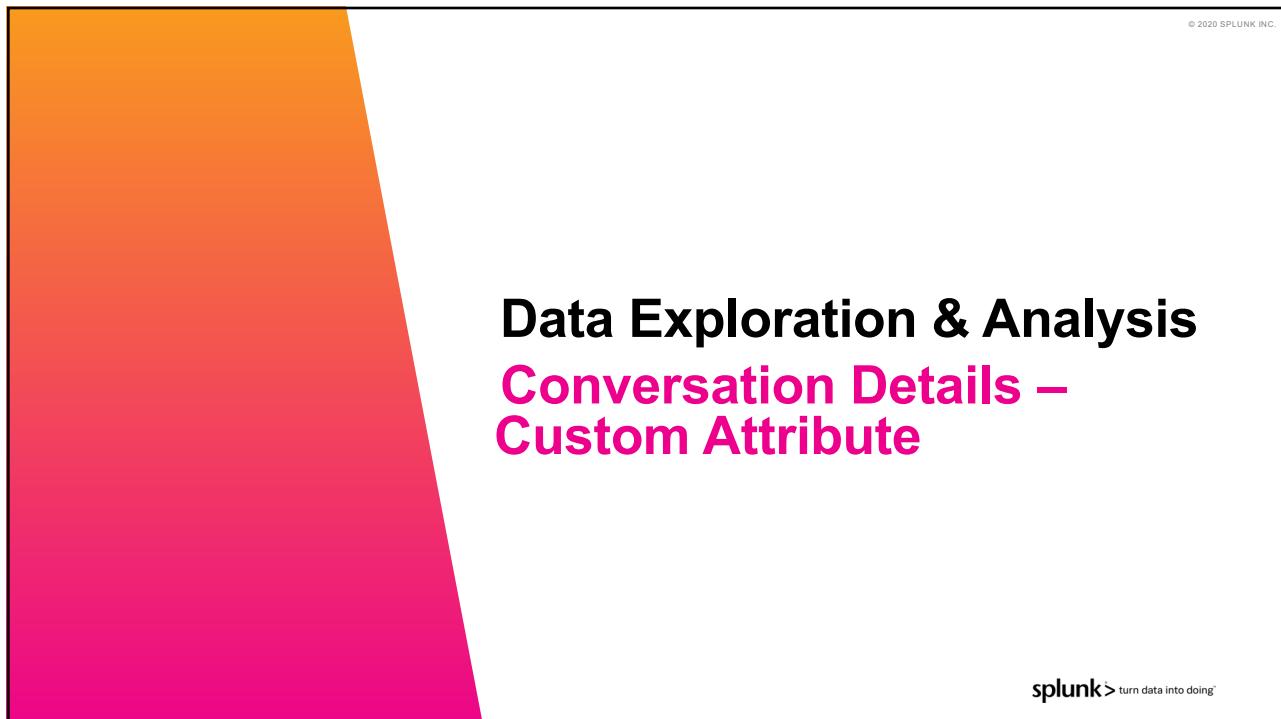
Y-axis: state (terminated, connected, disconnected, alerting, offering) from 0 to 750. X-axis: _time from Fri Mar 11 2022 to Sat Mar 12 2022. Legend: terminated (blue), connected (orange), disconnected (green), alerting (red), offering (purple).

Visualization Type: bar

O - Service Level Statistics

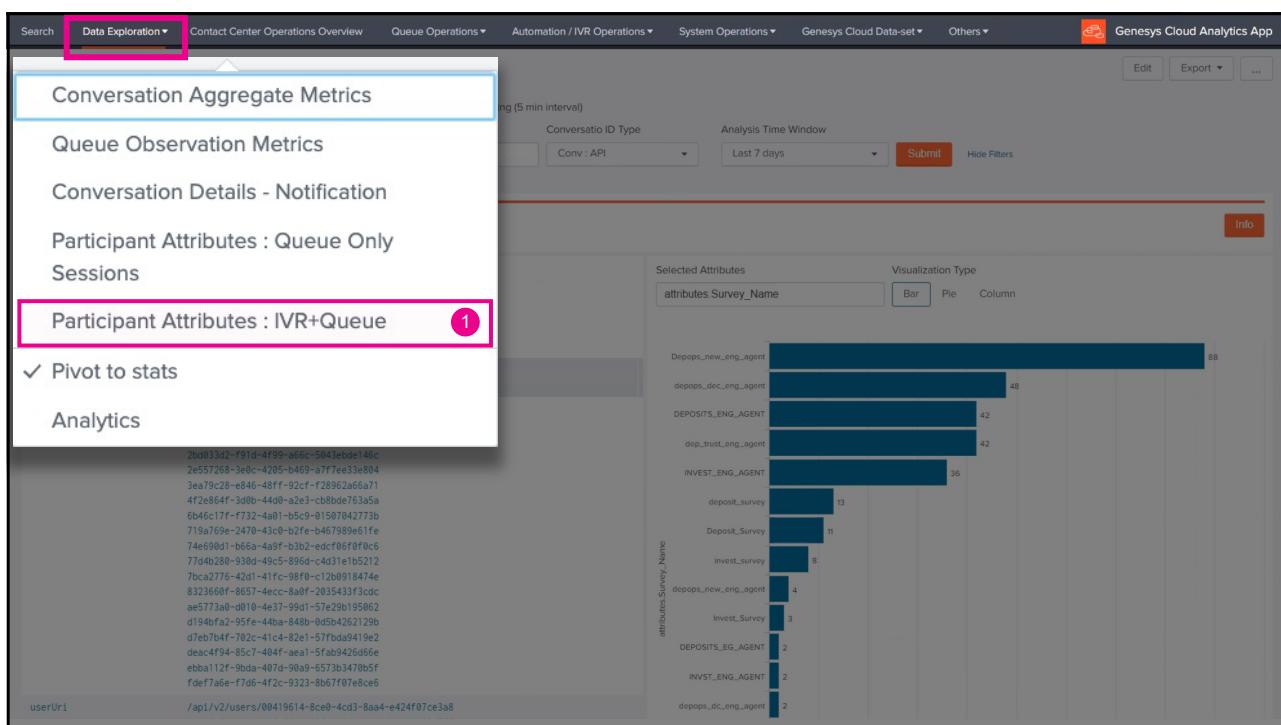
Y-axis: state (terminated, connected, disconnected, alerting, offering) from 0 to 700. X-axis: count[id_conversation] from 0 to 700. Legend: count[id_conversation] (green).

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The slide features a large orange-to-red gradient graphic on the left. On the right, the text "Data Exploration & Analysis" is in black, "Conversation Details –" is in pink, and "Custom Attribute" is also in pink. The Splunk logo and tagline "turn data into doing" are at the bottom right.

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The screenshot shows the Genesys Cloud Analytics App interface. The top navigation bar includes "Data Exploration" (highlighted with a red box), "Contact Center Operations Overview", "Queue Operations", "Automation / IVR Operations", "System Operations", "Genesys Cloud Data-set", "Others", and the "Genesys Cloud Analytics App" logo.

The main area displays "Conversation Aggregate Metrics" with sections for "Queue Observation Metrics", "Conversation Details - Notification", "Participant Attributes : Queue Only Sessions", and "Participant Attributes : IVR+Queue" (highlighted with a red box). A tooltip with the number "1" appears over the "Participant Attributes : IVR+Queue" section.

Below these sections are filters for "Conversation ID Type" (set to "Conv : API") and "Analysis Time Window" (set to "Last 7 days"). Buttons for "Submit" and "Hide Filters" are present.

The "Participant Attributes : IVR+Queue" section contains a table of participant IDs:

2bd0d13d2-f91d-4f99-a6fc-5043eb0e146c
2e557268-3e0d-4205-b469-a77ee3e884
3ea79c28-e840-48ff-92cf-f28962a66a71
4f2e864f-3d00-440b-a2e3-cb88de763a5a
6b46c17f-f732-4a01-b5c9-01507842773b
719a769e-2470-43c6-b2fe-b467389e61fe
74e69001-b66a-4a9f-b3b2-edc106f0f0c6
77d40280-930d-49c5-896d-c4331e1b5212
7bc2776-42d1-41fc-98f0-c12b0918474e
832360bf-6657-4ecc-8a0f-2035433f3cc0
ae5773a0-0810-4e37-99d1-57e29b195062
d1940fa2-95fe-44ba-848b-005b4262129b
d7eb7b4f-702c-41c4-82e1-57fbda9419e2
deacaf94-85c7-404f-aea1-5tab9426d66e
ebba112f-9d0a-407e-90e9-65730347005f
fdef7a6e-f7d6-4f2c-9323-8b67f07e8ce6

The bottom of the table shows "userUri" and the URL "/api/v2/users/00419614-8ce0-4cd3-8aa4-e424f07e3e8".

To the right of the table is a bar chart titled "Selected Attributes" with "Survey_Name" as the visualization type. The chart shows the count of participants for various survey names:

Survey Name	Count
Depops_new_eng_agent	88
depops_dc_eng_agent	48
DEPOSITS_ENG_AGENT	42
dop_trust_eng_agent	42
INVEST_ENG_AGENT	36
deposit_survey	13
Deposit_Survey	11
Invert_Survey	9
depops_new_eng_agent	4
Invest_Survey	3
DEPOSITS_ENG_AGENT	2
INVEST_ENG_AGENT	2
depops_dc_eng_agent	2

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Participant Attributes : IVR+Queue

Data Exploration Tool for Custom Attributes in Conversation Detail Events : Individual conversation polling (5 min interval)

Searching Path Searching Conversation ID Searching ANI Conversation ID Type Analysis Time Window

* * * Conv : API Last 7 days Submit Hide Filters

IVR Custom Attribute Exploration

Selected Attributes Visualization Type

attributes.Survey_Name Bar Pie Column

Survey Name	Count
Depops_new_eng_agent	88
depops_doc_eng_agent	48
DEPOSITS_ENG_AGENT	42
dep_trust_eng_agent	42
INVEST_ENG_AGENT	36
deposit_survey	13
Deposit_Survey	11
invest_survey	8
depops_new_eng_agent	4
Invest_Survey	3
DEPOSITS_ENG_AGENT	2
INVEST_ENG_AGENT	2
depops_doc_eng_agent	2

Distinct Filter Size : 20

Attribute Name : Value :

Attribute Name : Value :

Attribute Name	Value
userId	00419614-8ce0-4cd3-8aa4-e424f07ce3a8 123a22d1-066d-41de-9ecc-31c16c22c5f3 261f2ef7-b7fd-a26e-95da-60f8c52b77f7 2bd03d32-f91d-4f99-a6c6-5043bede146c 2e557268-3ebc-4205-b469-a7f7ee3e804 3ea79c28-e84d-48ff-92cf-f28962a66671 4f2e864f-30b0-44d9-a2e3-cb88de6763a5a 6b46c17f-f732-4a01-b5c9-01507042773b 719a769e-2470-43cb-b2fe-b46789861fe 7469801-b66a-4a9f-b2b2-edc108f0fc6 77d4b280-930d-49c5-896d-c4d31e1b5212 7bc2776-42d1-41fc-98f0-c12b0918474e 8323600f-8657-4ecc-8a0f-2035431f3cdc ae5773a0-0010-4e37-99d1-57e2b0195062 d1940fa2-95fe-44ba-84b8-005b42621396 d7eb704f-702c-41c4-82e1-57fbda9419e2 deac4934-85c7-404f-aea1-5fab9426606e ebba112f-9bda-407d-90a9-6573b3470b5f fdef7a6e-7f0d-4f2c-9323-8b67f07e8ce6
userUri	/api/v2/users/00419614-8ce0-4cd3-8aa4-e424f07ce3a8

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IVR Participant Details

Selected Attributes Selected Input Value

state connected

Selected Attributes Visualization Type Distinct Filter Size :

Select... Bar Pie Column 20

field_name : count

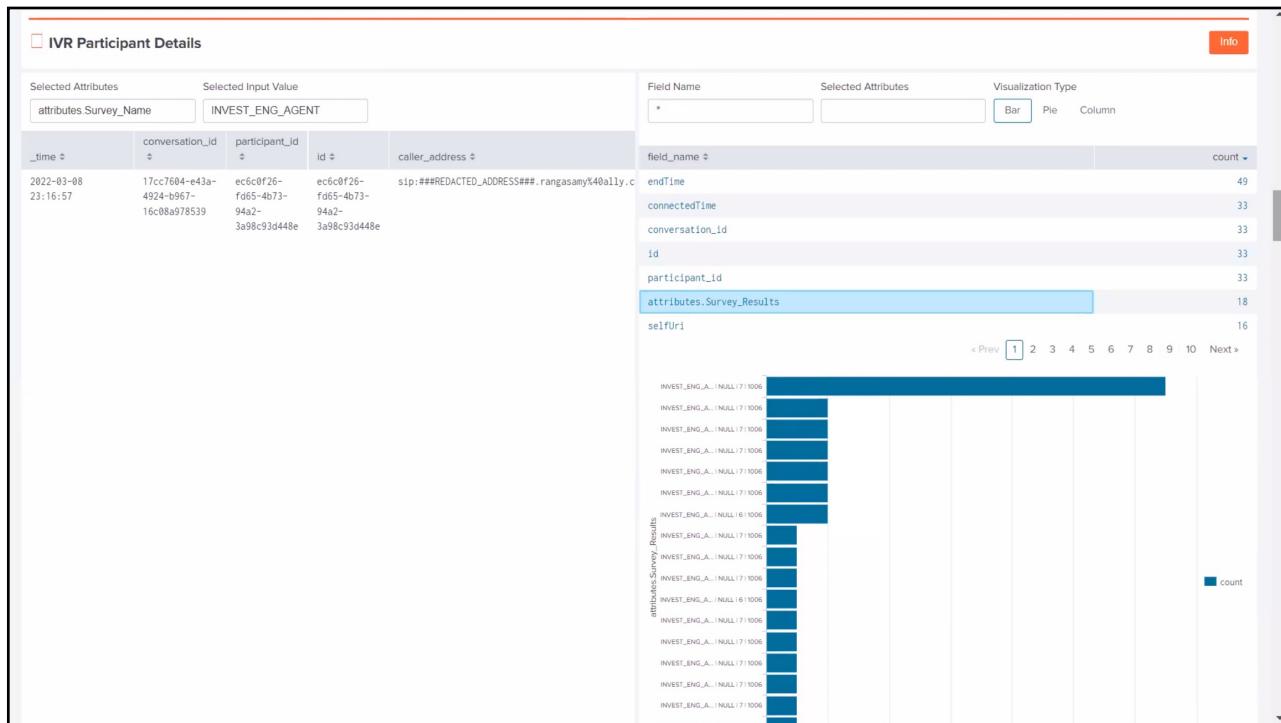
Disconnect Type	Count
client	17
peer	8
transfer.noanswer	7
transfer	6
connectedTime	4
user.id	4
id	3
endTime	3
connectedTime	2
user.id	2
id	2
connectedTime	1

Selected Attributes

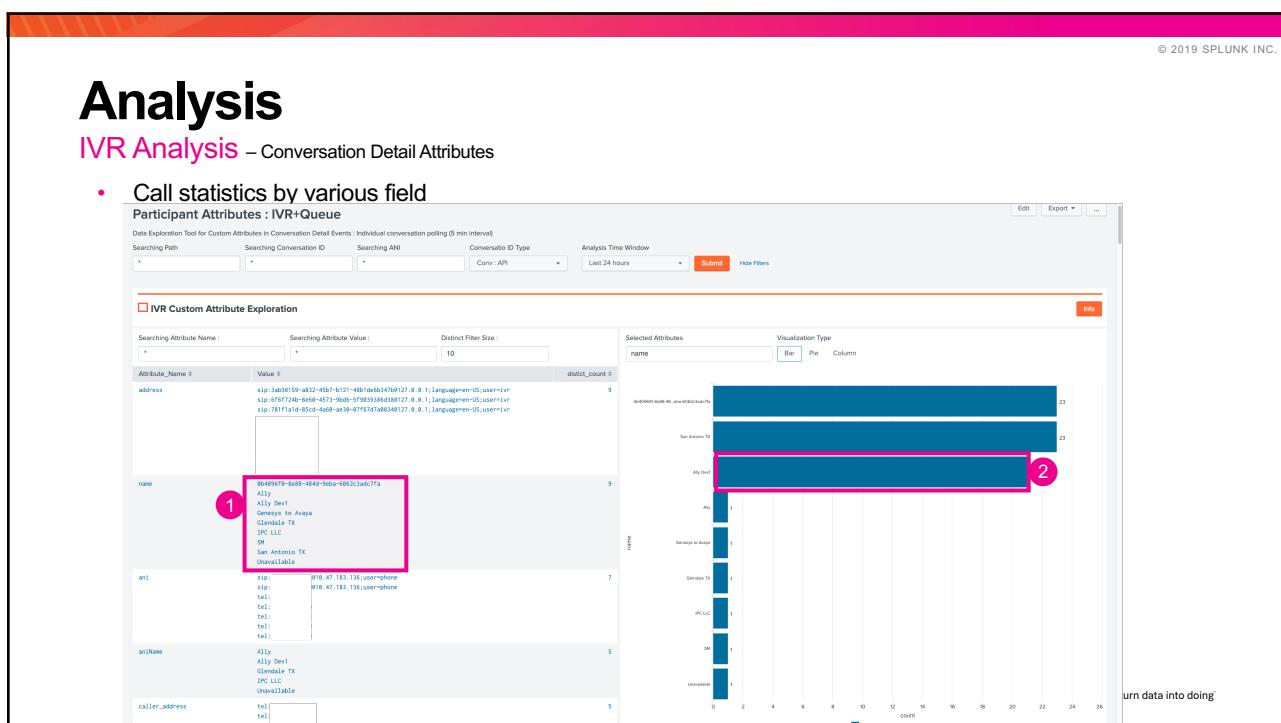
_time : id_conversation : metadata.CorrelationId : topicName : address : field_name : count

_time	id_conversation	metadata.CorrelationId	topicName	address	field_name	count
2022-03-10 19:31:03	b11d64ac-1479-4971-8fe5-b0b5b6fa048b	d4e76408-88d0-48d4-a1b5-c56fe641b6d	v2.routing.queues.3859637c-a3d7-	sip:###REDACTED_T	metadata.CorrelationId	17
2022-03-10 19:31:03	b11d64ac-1479-4971-8fe5-b0b5b6fa048b	6d70f348-84ef-4035-b40e-6565610396da	v2.routing.queues.3859637c-a3d7-	sip:###REDACTED_T	id	8
2022-03-10 19:31:03	b11d64ac-1479-4971-8fe5-b0b5b6fa048b	8522134ba231.conversations.calls			endTime	7
2022-03-10 19:31:03	b11d64ac-1479-4971-8fe5-b0b5b6fa048b	0d5baa19-5b43-4050-94e3-ae99690ef3be	v2.routing.queues.3859637c-a3d7-	sip:###REDACTED_T	connectedTime	6
2022-03-10 19:31:03	b11d64ac-1479-4971-8fe5-b0b5b6fa048b	8522134ba231.conversations.calls			disconnectType	4
2022-03-10 19:31:03	b11d64ac-1479-4971-8fe5-b0b5b6fa048b	0d5baa19-5b43-4050-94e3-ae99690ef3be	v2.routing.queues.3859637c-a3d7-	sip:###REDACTED_T	user.id	4
2022-03-10 19:31:03	b11d64ac-1479-4971-8fe5-b0b5b6fa048b	8522134ba231.conversations.calls			id_conversation	3
2022-03-10 19:31:03	b11d64ac-1479-4971-8fe5-b0b5b6fa048b	0d5baa19-5b43-4050-94e3-ae99690ef3be	v2.routing.queues.3859637c-a3d7-	sip:###REDACTED_T	client	17
2022-03-10 19:31:03	b11d64ac-1479-4971-8fe5-b0b5b6fa048b	8522134ba231.conversations.calls			peer	8
2022-03-10 19:31:03	b11d64ac-1479-4971-8fe5-b0b5b6fa048b	81d83eac-2a13-4b7e-a262-67c14e54bc18	v2.routing.queues.3859637c-a3d7-	sip:###REDACTED_T	transfer.noanswer	7
2022-03-10 19:31:03	b11d64ac-1479-4971-8fe5-b0b5b6fa048b	8522134ba231.conversations.calls			transfer	6
2022-03-10 19:31:03	b11d64ac-1479-4971-8fe5-b0b5b6fa048b	6ed2e30e-8863-4e9c-9d2d-9832c551d0cd	v2.routing.queues.3859637c-a3d7-	sip:###REDACTED_T	connectedTime	1
2022-03-10 19:31:03	b11d64ac-1479-4971-8fe5-b0b5b6fa048b	8522134ba231.conversations.calls				

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Analysis

IVR Analysis – Conversation Detail Attributes

- Call statistics by various fields

_time	conversation_id	participant_id	id	caller_address	address	endTime	selfUri
2022-03-10 09:45:32.152	C1B4545F-AB9E-43C3-B05B-6FB02186108	Fdb27230-0844-45f0-8c55-08f119c5a008	0844-45f0-8c55-	0844-45f0-8c55-	0844-45f0-8c55-	2022-03-10T09:45:48.547Z	https://api.conversation.v1.splunk.com/conversations/19788-46-48-5472

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Agenda, Day 1 COMPLETED

- Genesys Cloud App Overview (15 min)
 - Data Catalog
 - Data Exploration / Stats Definition
 - Queue and Agent operation
 - IVR operation
 - Deposit Dashboard
- Review major data types from Genesys cloud (15 min)
 - Conversation Aggregate
 - Queue Observations
 - Conversation Details
 - Conversation Details, Attribute analysis
 - Conversation Details : Flow & segments
- Access data from Splunk (15 min)
 - Data Exploration - Formatted data

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Agenda, Day 2

- SPL Basics for Geney's (20 min)
 - Fields exploration
 - Explorer geney's data using search
 - Analysis command
- Exploring data from Splunk (15 min)
 - Splunk Search - Raw data
 - → Conversation Aggregates, Details, Attributes, Queue observations
- Analysis (20 min)
 - Queue and agent analysis
 - Connected – Total amount of call connected
 - Wait - Average wait times, Split by Queue / Agent
 - Abandon - Total abandon, Split by Queue / Agent
 - Handle time - Average handle time, Split by Queue / Agent
 - Queue Observations
 - Active agents on queue
 - Conversation level analytics
 - Call statistics by various fields

• Dashboarding & Alerting (15 min)

- Queue and agent operation dashboard
 - Singles view
 - Trending
 - Stats
- Alerting based on analysis and threshold
 - Based on patterns
 - Based on total count
 - Based on calculation stats, like average

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End of the session!
Thank you!



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