Nexthink Dashboard Creation and Adding a metric to the Portal

Nexthink is a digital experience (DEX) management platform that helps organizations gain insights into the digital workplace, enabling IT teams to monitor, diagnose, and resolve issues before users even report them. It offers real-time analytics, automation, and employee feedback tools to enhance the digital workplace experience.

Core Platform Features:

Real-time Monitoring and Analytics: Nexthink collects and analyzes data from employee devices, providing visibility into application performance, network connectivity, and user interactions.

Automated Remediation: The platform can automatically fix issues and deploy solutions based on predefined policies, reducing the need for manual intervention.

Employee Engagement: Nexthink allows IT teams to engage with employees through surveys, notifications, and feedback mechanisms, ensuring that they are aware of any potential issues and can contribute to their resolution.

Integration with Other Tools: Nexthink can integrate with various third-party IT tools, enabling IT teams to leverage existing systems and streamline their processes.

Al-Powered Insights: The Nexthink Infinity platform utilizes Al to perform root-cause analysis, provide global cloud insights, and offer step-by-step guidance for resolving or preventing issues.

Digital Workplace Observability: Nexthink provides comprehensive visibility into the digital workplace, enabling IT teams to proactively prevent issues and resolve critical disruptions, ultimately driving workforce efficiency.

Nexthink architecture is designed for scalability and ease of deployment, focusing on a core set of software components. The system is comprised of the collector, Engine, portal, finder and library.

Nexthink Components

1.Collector: This agent, installed on end-user devices, gather hardware and software information, monitor system activity, and engages with employees for feedback.

2.Engine: This component processes data from Collectors, providing re and a foundation for Nexthink's core functionality

3. Portal: The Portal aggregates Engine data and provides dashboards, reporting, and long-term trending analytics.

4. Finder: A rich client application that allows users to search and analyze data stored in the Engines.

5. Library: A cloud knowledge database that provides access to a wealth of information and resources.

6. Mobile Bridge: This component captures mobile device information from Microsoft Exchange.

7. Web Console: Installed alongside the Portal or Engine, the Web Console helps manage appliances and configure settings.

8. Appliance: A virtual or physical machine that hosts either the Portal or Engine, as well as the web console.

9. Chatbot SDK: An optional component that adds nexthink intelligence to chatbots through REST API.

10. Event connector: An optional component that adds nexthink intelligence to serviceNow or splunk instances

11. Collaboration Experience: Monitors call quality issues in applications like Microsoft teams and zoom, offering dashboards and alters.
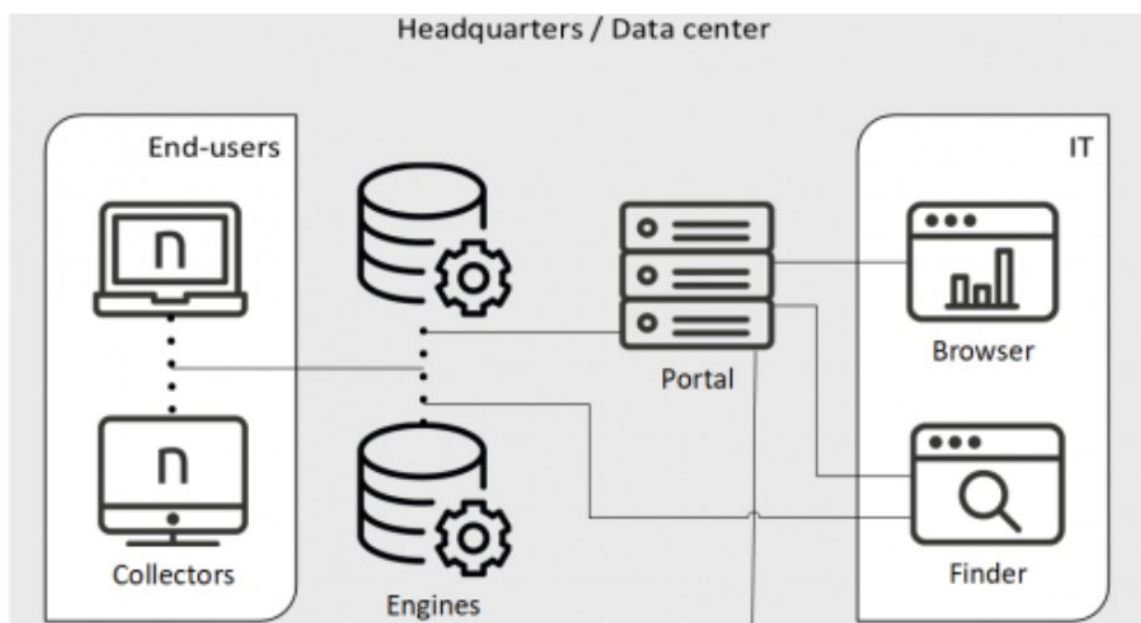
Key Features:

Lightweight: They are designed to have a minimal impact on local desktop performance.

Silent Installation: They can be installed silently and remotely.

Low Network Impact: They are designed to minimize network traffic. [2]

Centralized Management: Nexthink provides tools to manage and update Collectors. [Z]

Scalability: They can be deployed on a large scale across various operating systems.

Components of the Collector (V6):

Kernel Driver:A kernel-mode driver that detects network connections.

Services: A set of services that perform various tasks, including data collection and communication with the Engine.

Libraries: Libraries that provide functionality for specific tasks, such as data gathering for business applications.
Nexthink Application Experience: A Mac daemon for specific data collection.

Installation and Deployment:

Supported Operating Systems: Collectors are available for Windows and macOS.

Deployment Methods: They can be deployed using tools like SCCM and Active Directory GPO.

Updates: Updates can be managed automatically by Nexthink.
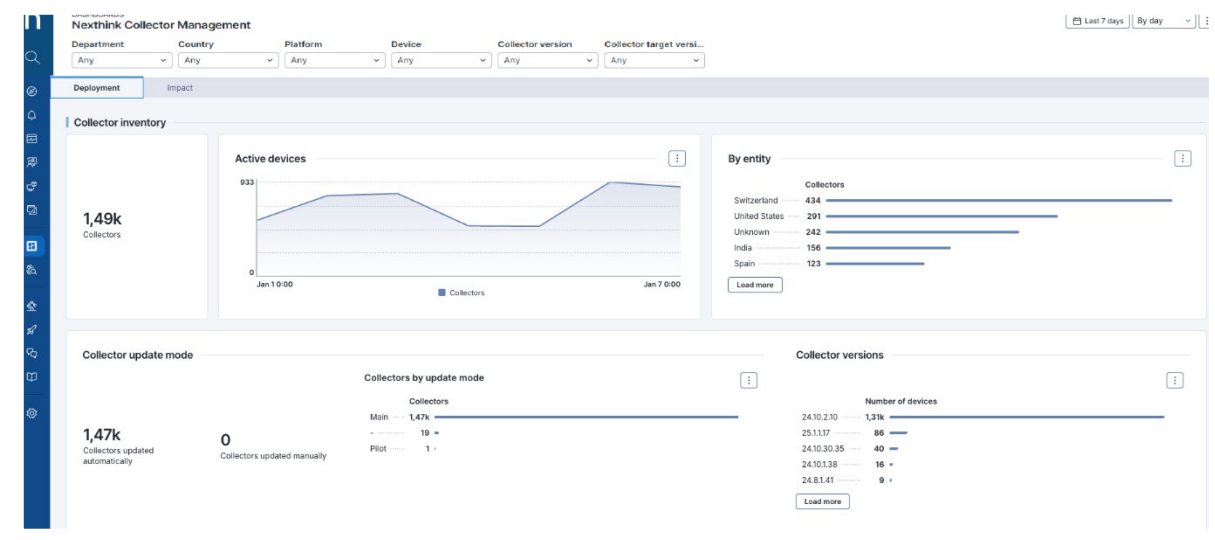
Creating Nexthink Dashboard

Creating a custom dashboard from scratch allows you to monitor specific types of data and application usage according to your own needs and use cases.

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.
3. Enter a meaningful name for the dashboard and click **Save**.
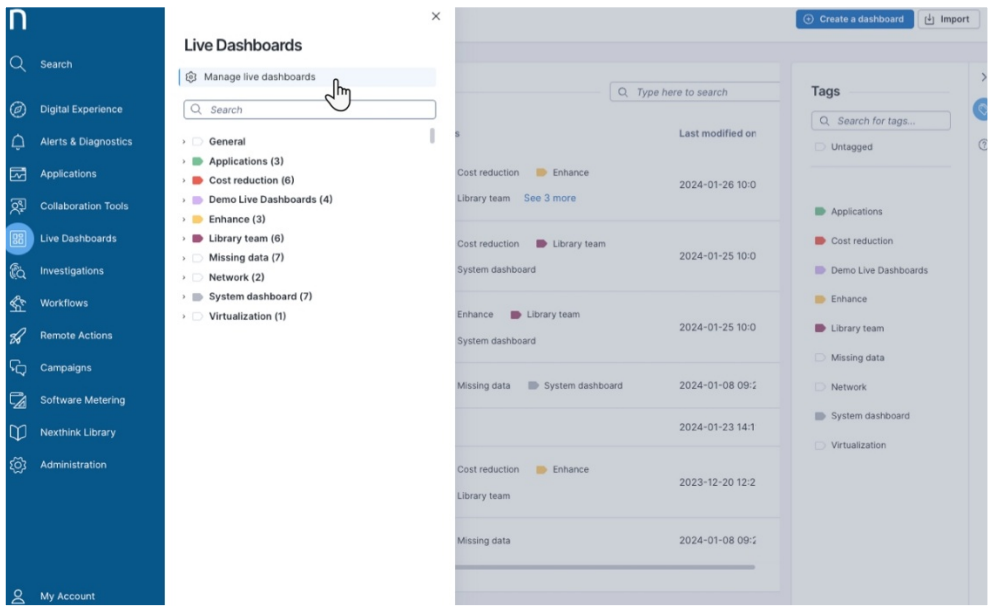
After you save your first dashboard, create new dashboards:

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

Use the Live dashboards main menu or the Dashboards page to access available dashboards.
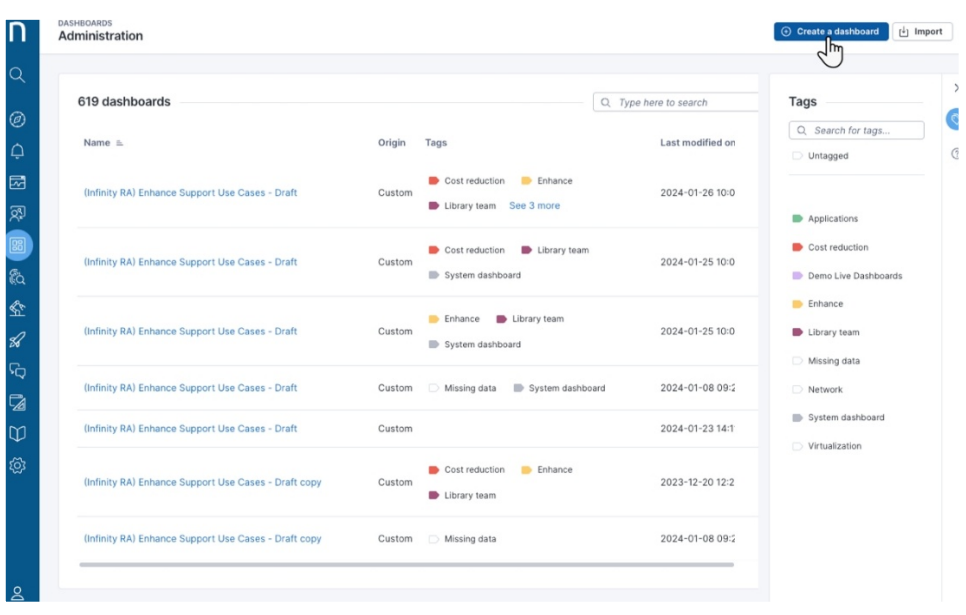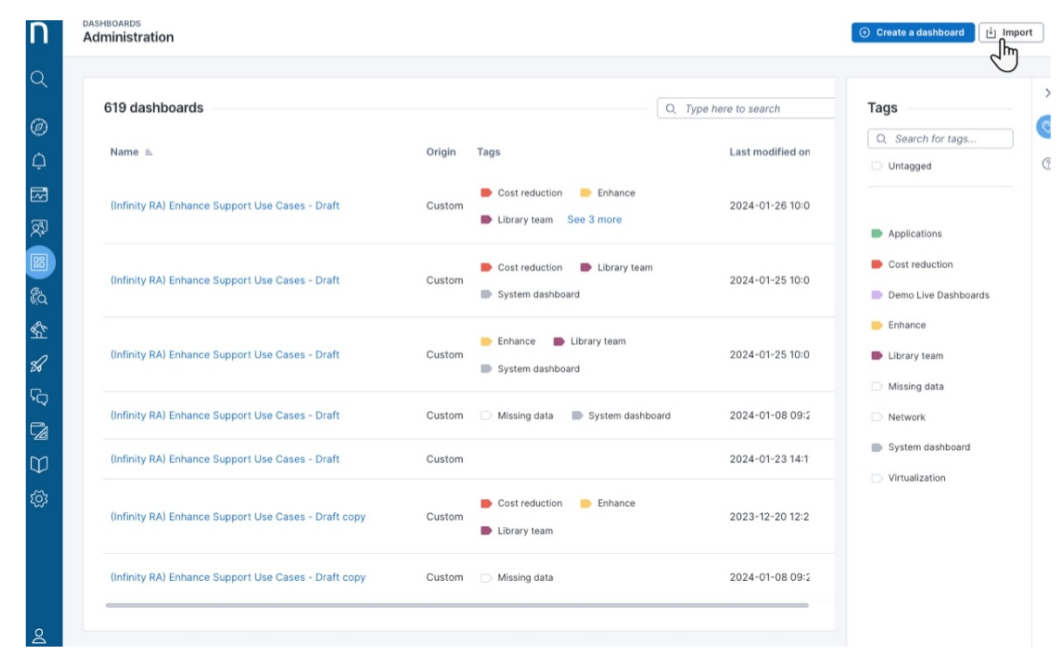
Importing Dashboards

To import custom live dashboards into Nexthink:

1. **Go to** the **Live Dashboards > Manage live dashboards** page.
2. **Click** the **Import** button in the top-right corner.
3. **Select or drag** one or more **JSON files** from your local device.
4. Imported dashboards will appear under **custom content**.

This allows you to reuse dashboards exported earlier or use pre-built ones from the **Nexthink Library**.

Tagging Dashboards

Tagging in Nexthink dashboards helps organize and filter dashboards easily:

- Open the Tags panel to search or filter dashboards by tags.
- To add tags:
  - Go to Live dashboards > Manage live dashboards.
  - Hover over a dashboard, click Manage tags.
  - Add a new or existing tag.
- You can also:
  - Delete a tag (only from that dashboard).
  - Change tag color.
  - Bulk-manage tags by selecting multiple dashboards.

This makes it quicker to find and manage related dashboards.
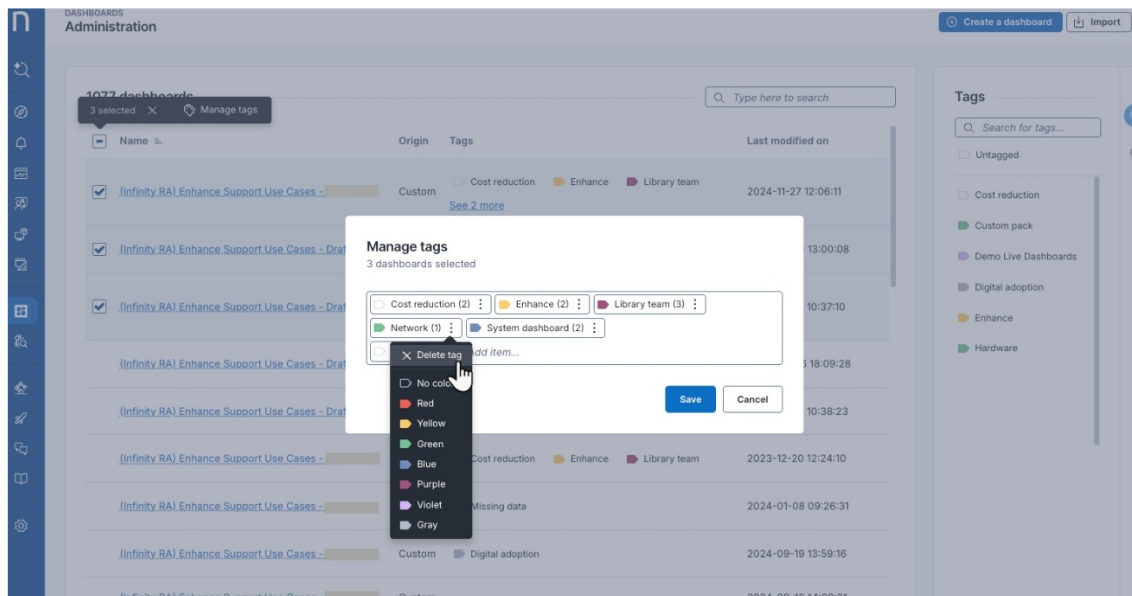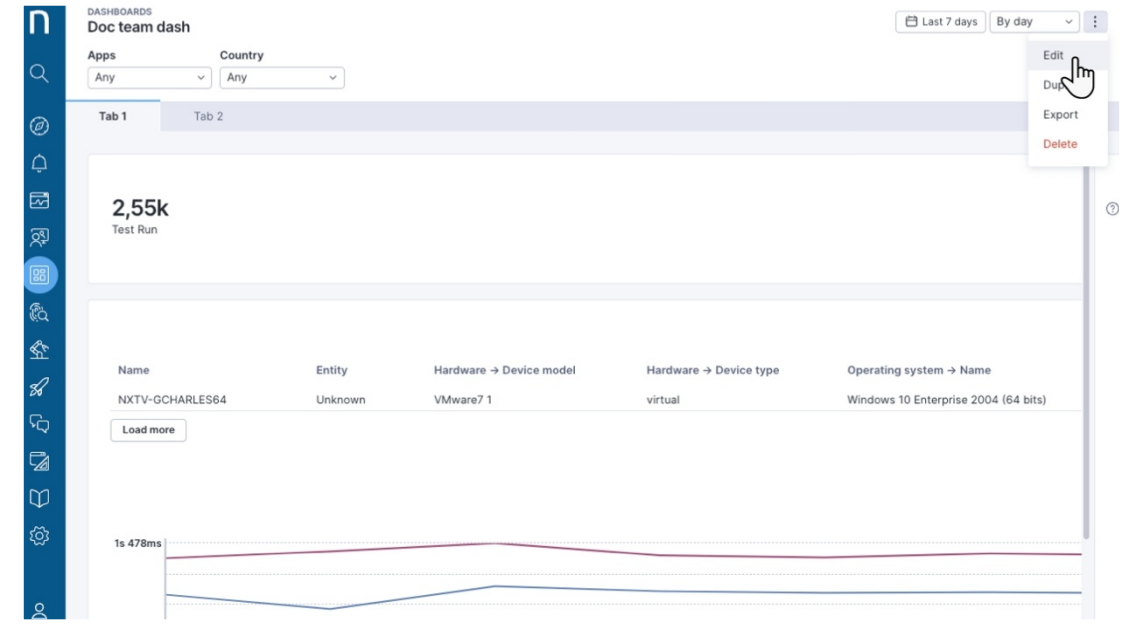
Managing dashboards

To edit a dashboard, click on a dashboard's name from the Live Dashboards main menu or navigate to the Dashboards page by clicking the Manage live dashboards button.
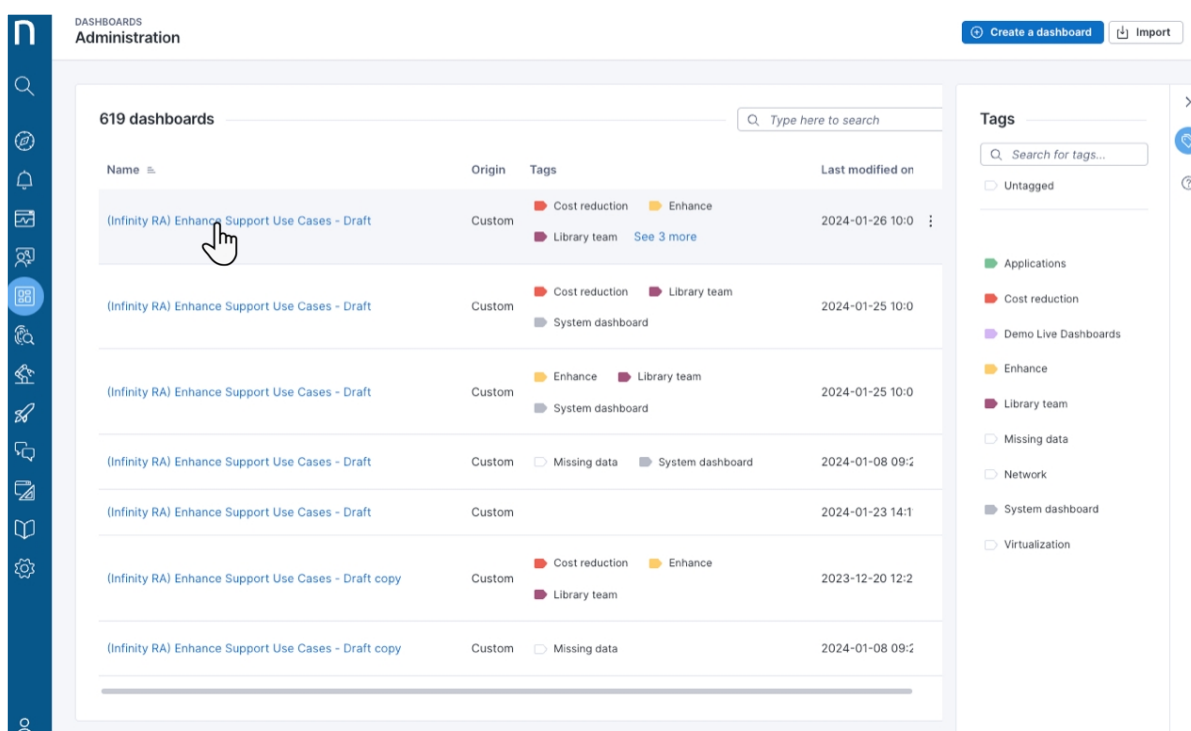
Use the action menu in the top-right corner of the page to:

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

Editing Dashboard Content

To **edit a dashboard** in Nexthink:

- Click **Edit** from the action menu on the dashboard's details page.
- In **edit mode**, you can:
    - Add or manage **widgets** and **filters**
    - Add or manage **tabs** and their descriptions
   - **Rename** the dashboard and change its properties

Editable elements appear in **light blue**, making them easy to identify and update.
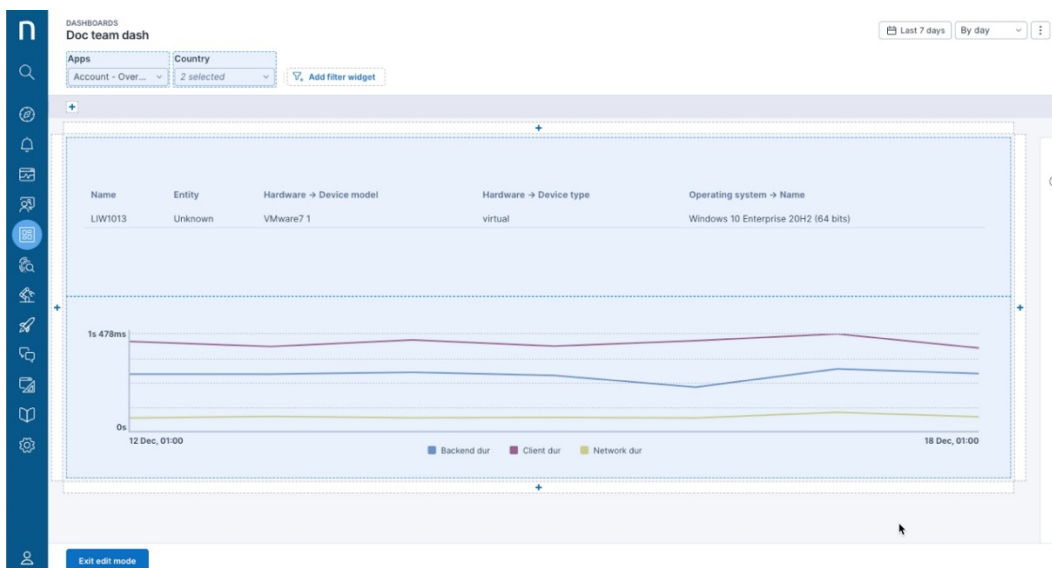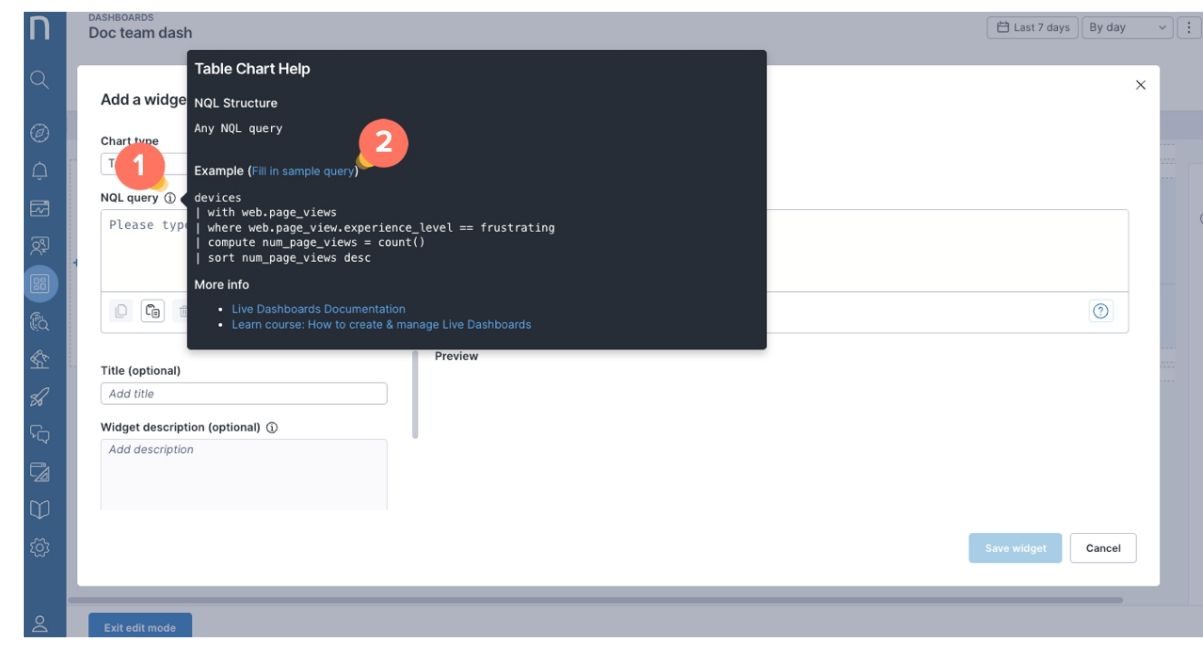
Adding widgets

To add widgets in edit mode:

1. Click on the + icon to add a new widget.
2. Select the widget type you want to add:
    - o   Visualizations to present data as a line chart, bar chart, gauge chart, table or other type of visualization.
    - o   Heading to enter the name of the new section or a group of widgets on your dashboard.
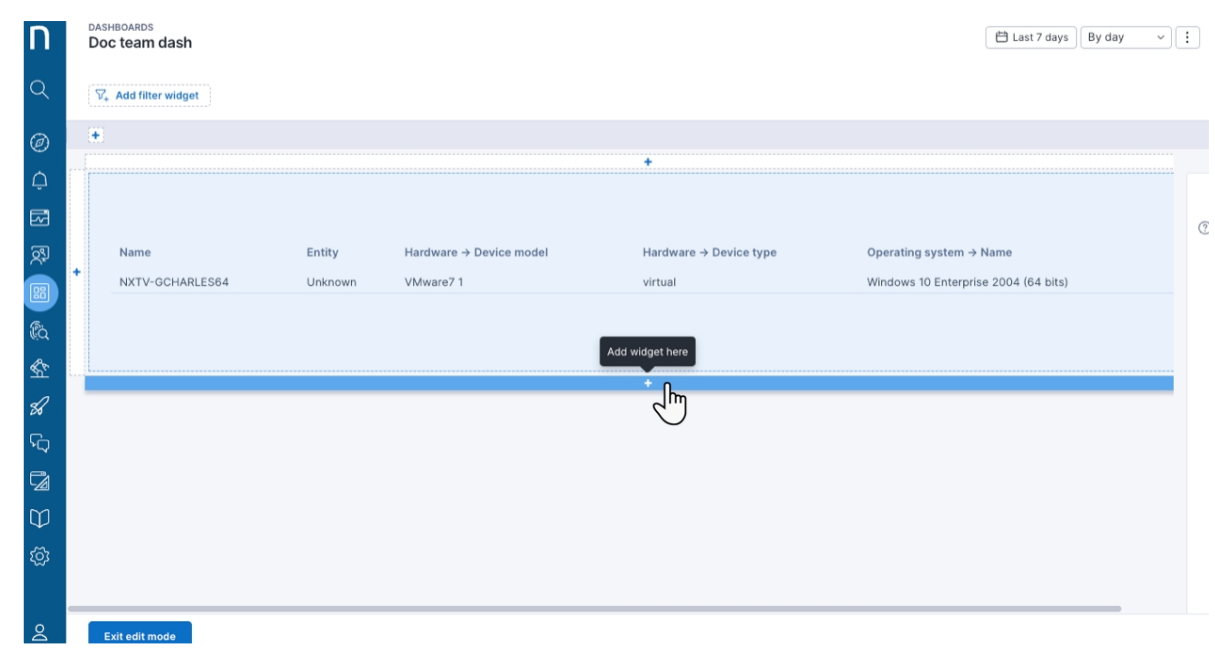
3.Fill in the Visualization fields in the **Add a widget** pop-up.
4.Click **Save widget**.

Managing widgets

To manage widgets in edit mode:

1. Hover over an existing widget to open the action menu.
2. Select the **Edit**, **Delete** or **Group with right/left/top/bottom** option.
3. Click **Exit edit mode** to save changes.

The **Edit** option allows you to modify the Visualization field of the widget.

The **Group with right/left/top/bottom** option clusters adjacent widgets under the same section or heading.
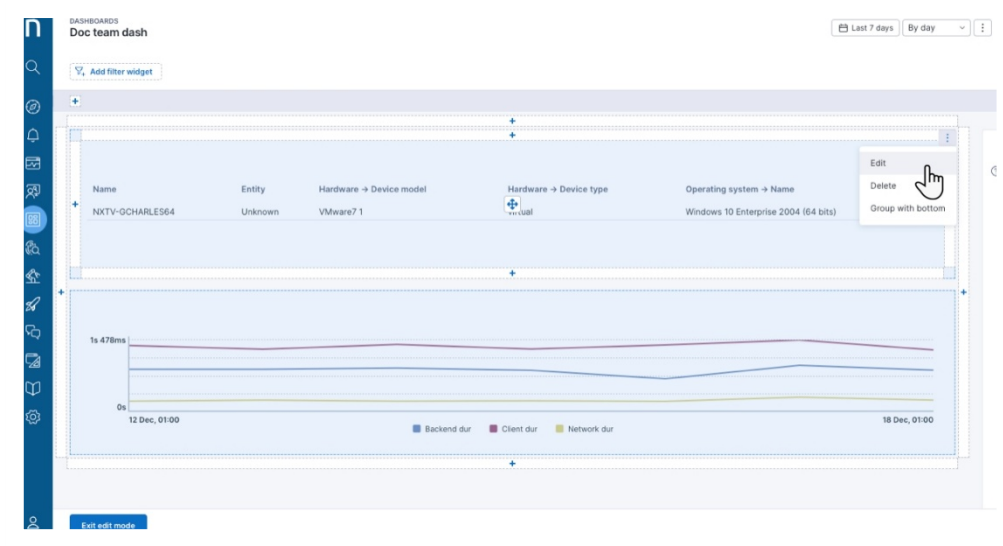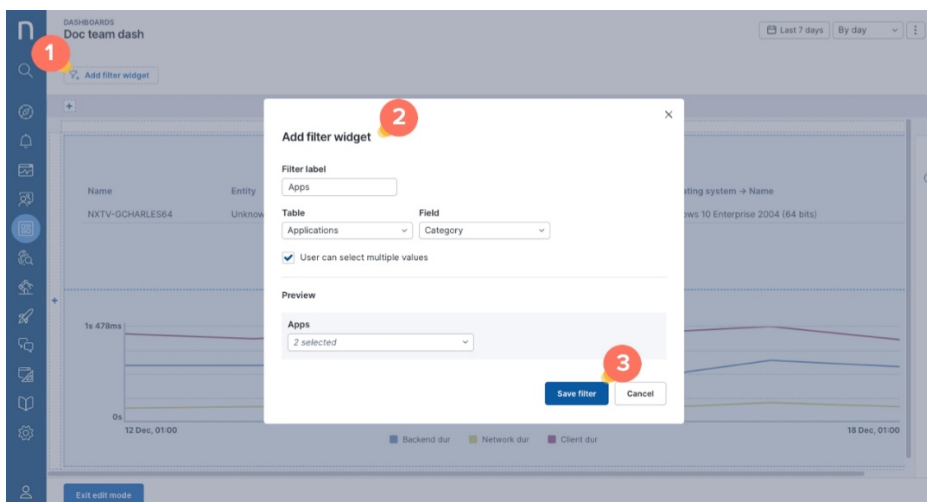

Adding widget filters

Widget filters in Nexthink help narrow down data shown in a dashboard by specific field values (e.g., strings, Booleans, versions).

To add a filter in **edit mode**:

1. Click **Add filter widget** (top-right).
2. In the popup:
   o Set a **filter label**.
   o Choose the **NQL table and field**.
   o Enable **multi-select** if needed.
3. Click **Save filter**, then **exit edit mode** to start using it.

This allows users to interactively refine dashboard data.

Managing widget filters

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

When managing tabs, consider the following:

- Deleting the last remaining tab removes the tab, but keeps all widgets/visualizations.
- If there are multiple tabs, deleting a tab deletes all widgets on that tab and removes the tab.
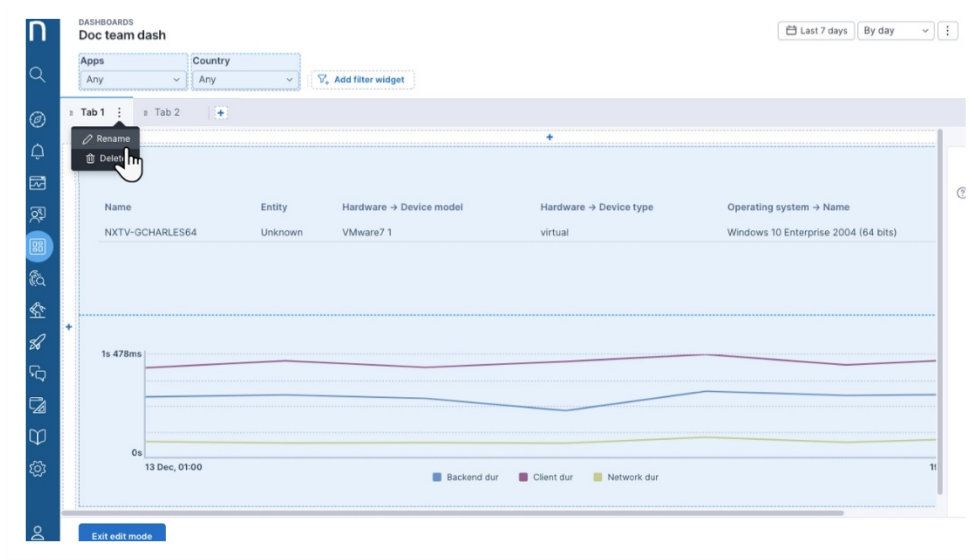
## Adding tab descriptions

To add tab descriptions in edit mode:

1. Click on the **question mark** on the right side of the Nexthink web interface.

2.After the bar expands, click **Edit** to add text.

3.Save the tab description.

4.Click **Exit edit mode** to save changes.
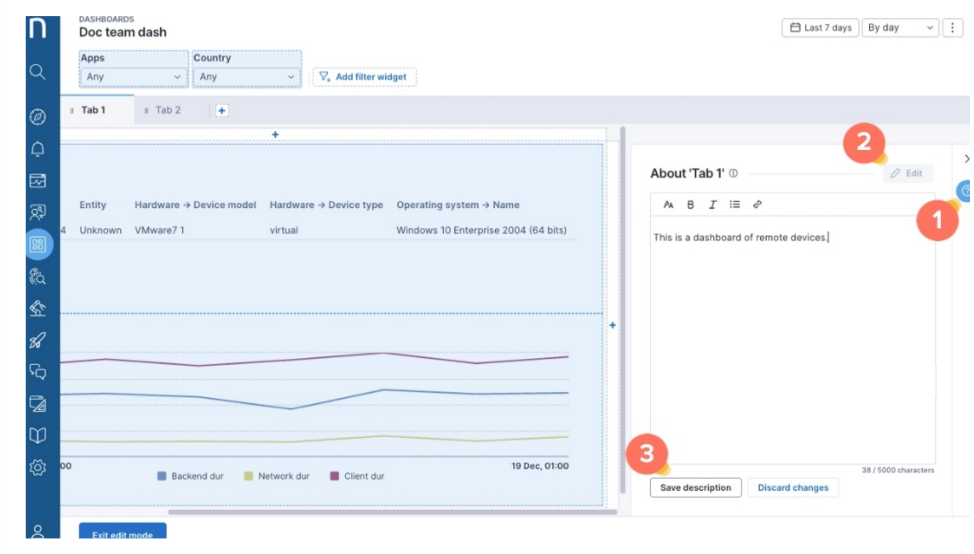
Renaming a dashboard and changing its properties

To rename a dashboard or one of its properties in edit mode:

1. Hover and click on the action menu in the top-right corner of the page.

2.Choose the **Edit properties** option.
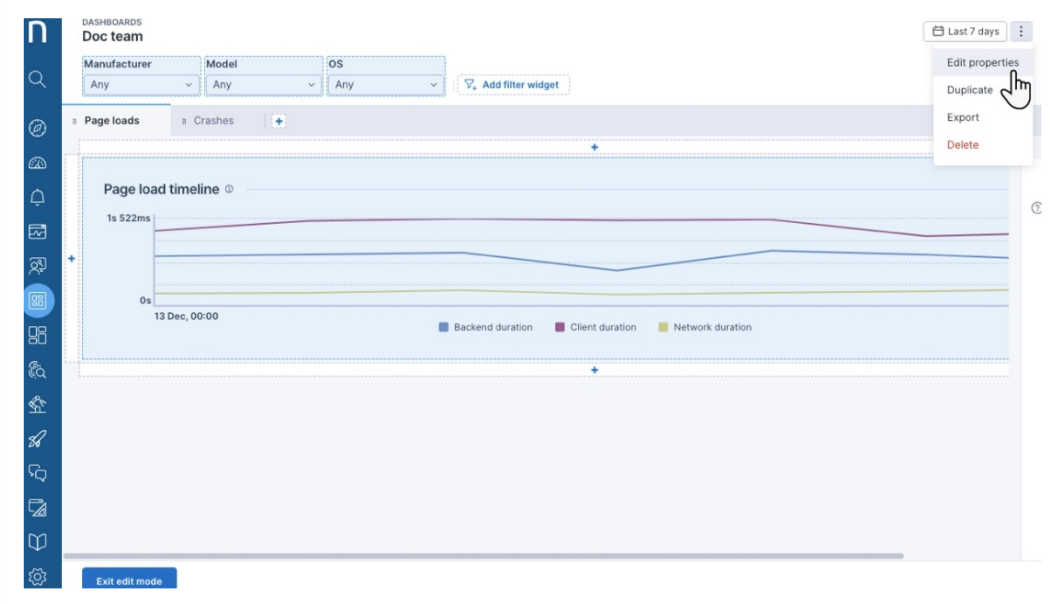
3.Fill in the fields in the **Dashboard properties** pop-up:
- o **Name**: This field allows you to rename the dashboard.
- o **Default timeframe and graularity**: This drop-down allows you to set the default timeframe and granularity to apply when a user opens and loads the dashboard. The global default timeframe is **Last 7 days**.
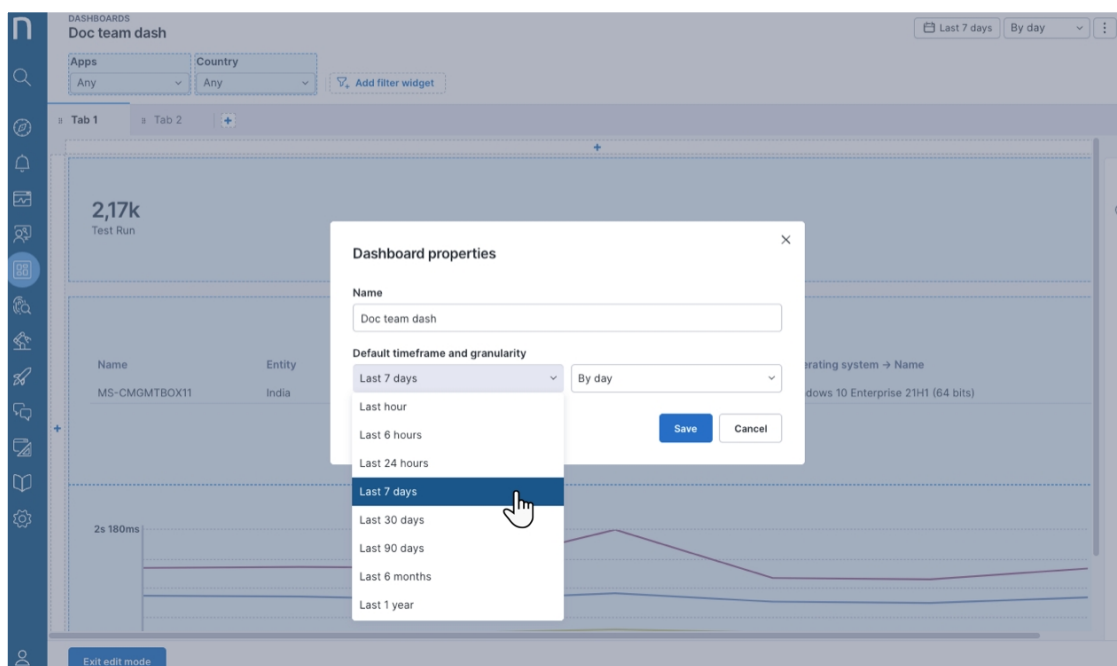
Exporting an existing dashboard

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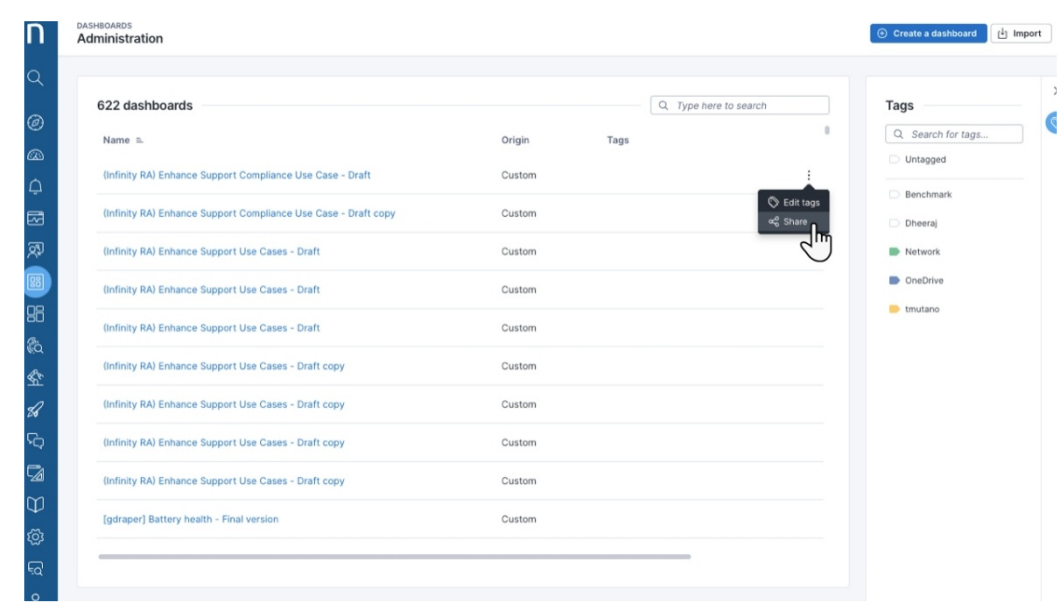
From the dashboard page:

1. Click on the action menu in the top-right corner of the page.

2. Choose the **Export** option from the action menu. The system exports dashboards as JSON files.
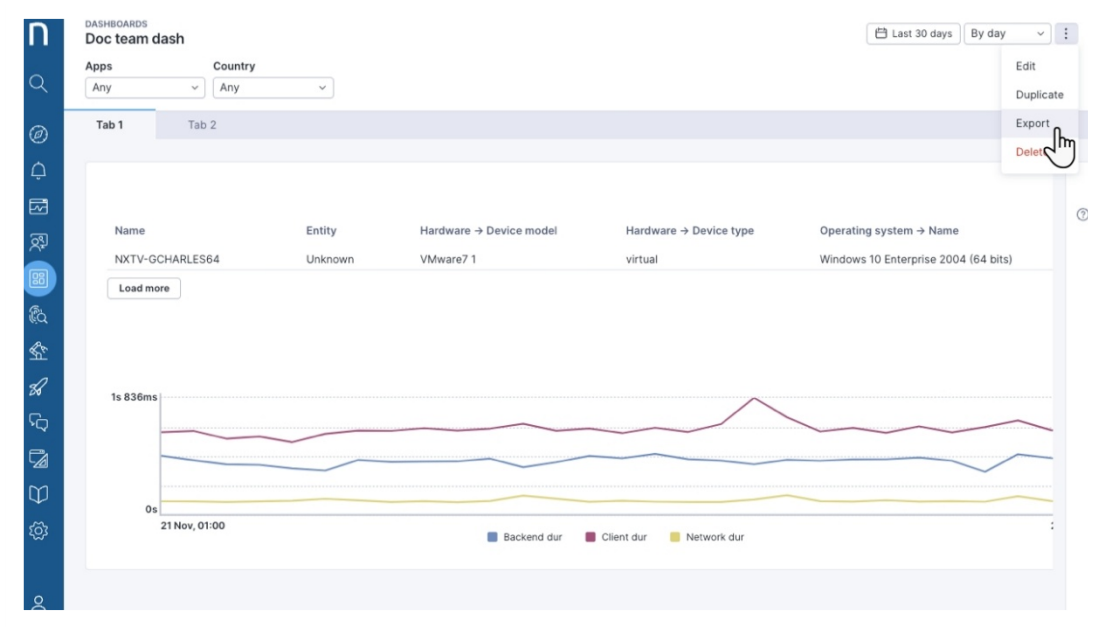
## Sharing dashboards

To share a dashboard:

1. Navigate to **Live Dashboards** > **Manage live dashboards**.

2. Hover over a dashboard to reveal the action menu on the right side of the table.

3. Choose the **Share** option.

4. Fill in the **Share dashboard** pop-up:
   o Add the profile you wish to share

the dashboard with.

- o Select permissions for the profile from the drop-down menu. The options are **View** or **Edit**.
- o Click **Grant permissions** to add them to the dashboard list.
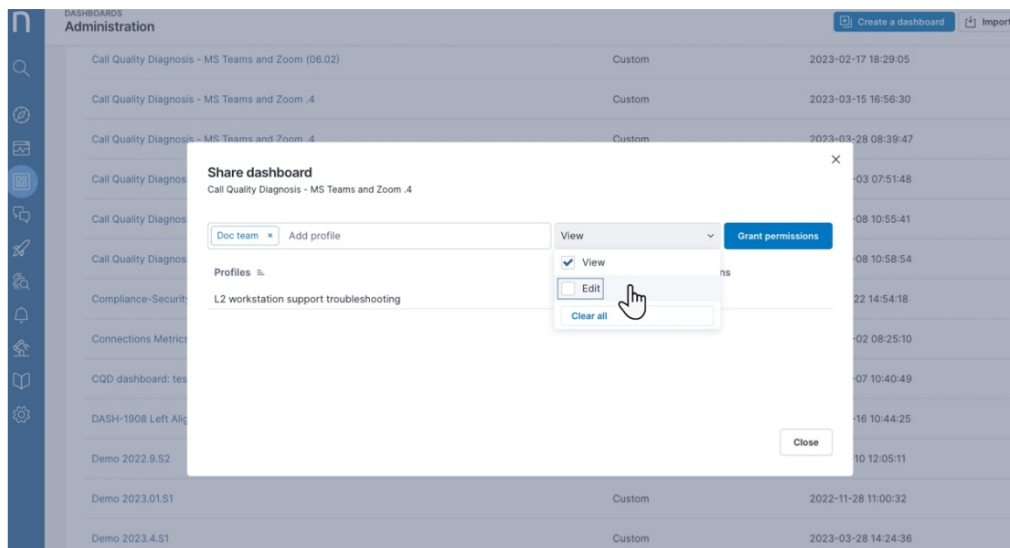
In the **Share dashboard** pop-up, you can view the profiles with access to the dashboard. To remove permissions for a specific profile:

- Hover over the permissions column of a profile to reveal the action menu.
- Click **Remove all permissions**.
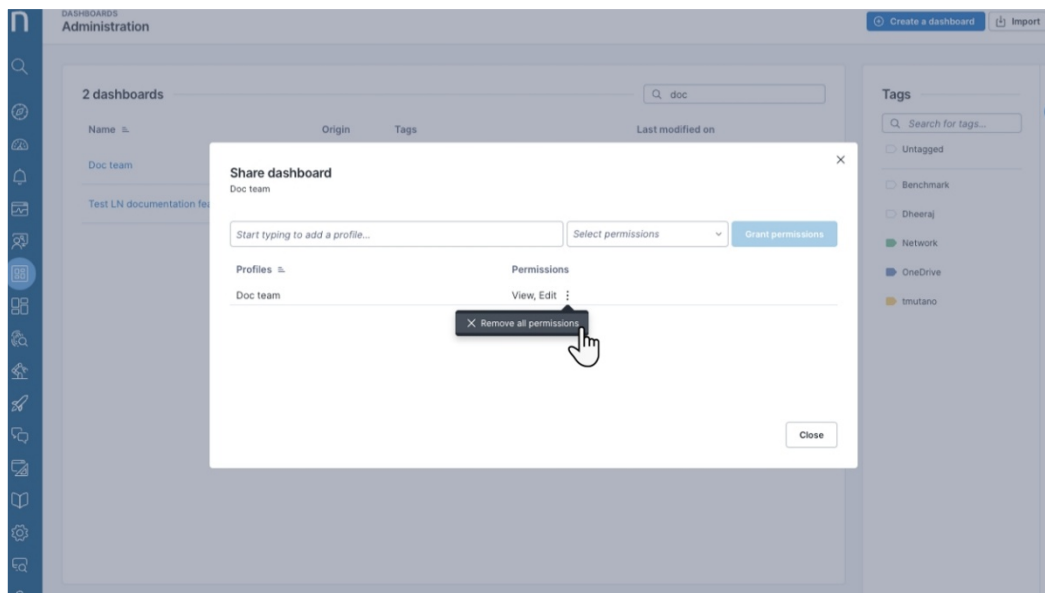
Adding a metric to the Portal

To add a metric, you need to insert it into a **dashboard within a Basic module**:

Creating a New Basic Module and Dashboard

1. Click the **menu icon** (three bars) on the top-right.
2. Select **Create new module…**
3. Choose **Basic** as the module type.
4. An empty dashboard appears — rename it if needed using the **Rename…** option.

Using an Existing Dashboard

- Open the **module navigation tool** on the top-left.
- Under **My content > PERSONAL**, select or create a Basic module.
- If none exists, click **"here"** in *"No personal module…"* message to create one.
- Alternatively, copy a published dashboard using **Copy module to my content**.

Adding a Metric

1. Click the **menu icon**, choose **Edit content** under DASHBOARD.
2. Click a **plus sign** to add a widget.
3. Select the widget type: **KPI, Table, Line chart, or Bar chart**.
4. In the widget settings:
   - (Optional) Add a **title**.
   - Click **Add metrics** > choose the metric > **Add**.
   - Adjust **Display options** if needed.
   - Add more metrics if desired.
5. Click **Done** to save the widget.
6. Click the **check mark** (replaces menu icon) to exit edit mode and save the dashboard.

This process helps you visually track and organize your metrics within the Nexthink Portal.