
title: Pages weight: 5

The Bot Analytics tool includes the following pages:

- [Dashboard](#)
- [Basic](#)
- [Retention](#)
- [Conversation](#)
- [Intents](#)
- [Skill](#)
- [Path flow](#)

The Dashboard page

Use the Dashboard page to see how well your assistant is performing daily.

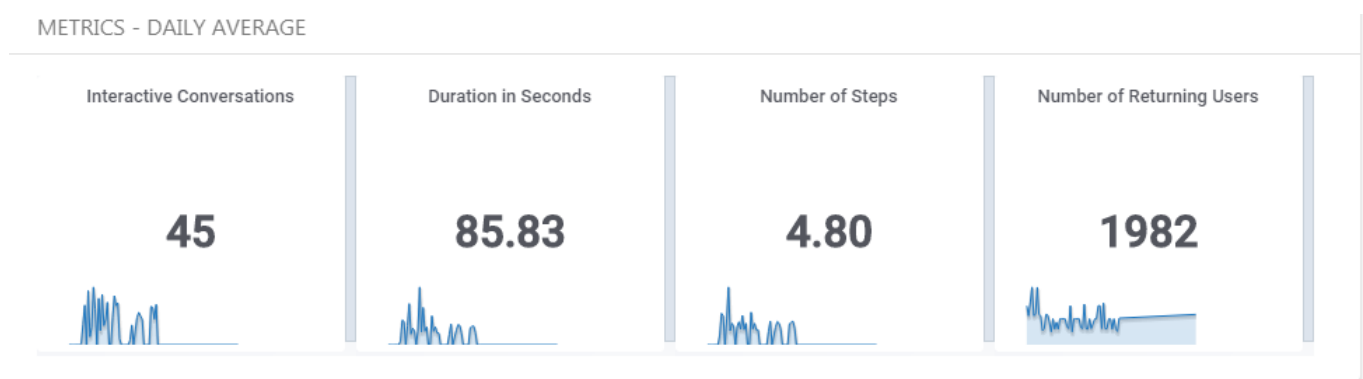
The page includes the following charts:

- **Metrics - daily average:** Presents the average performance of your assistant using key metrics such as the duration of conversations and the number of steps.
- **Metrics - daily rate:** Presents the rate of users who are returning and the rate of conversations that are user initiated (interactive).

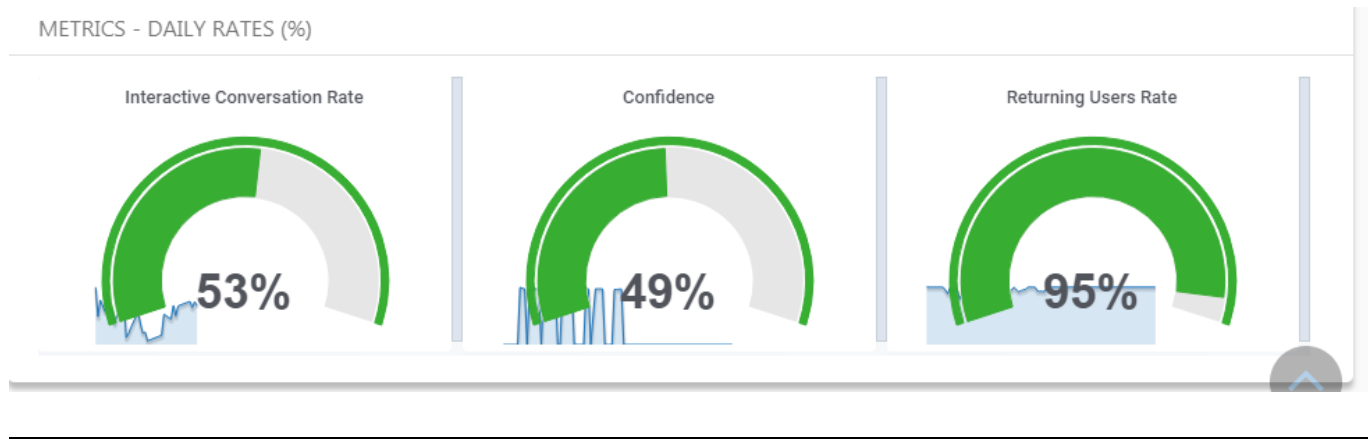
Example

The example shows the performance of the assistant over the last 6 months (180 days).

In figure 1, you can see that conversations were short (85 seconds) with few steps (4 on average).



In figure 2, you can see that slightly more conversations were started from a user or client than by the assistant. Most of users during the 6 months were returning users.



The Basic page

Use the Basic page to view key information about the conversations that a specific skill or intent was involved in.

The page includes the following charts:

- **Number of conversations:** Number of conversations that a skill or intent was involved in per day.
- **Number of utterances:** Number of utterances that the skill or intent that is handled per day.
- **Conversation length:** For the conversations that the skill or intent was involved in per day, the average length of the conversation and the average number of steps involved.

Example

The example shows the performance of the `#transfer` intent on the 3 March, 2018.

Figure 3 shows that the `#transfer` intent was involved in six conversations, all of which were user initiated.

NUMBER OF CONVERSATIONS (SKILL, INTENT)

Daily number of open and interactive conversations, Per Skill and Per Intent

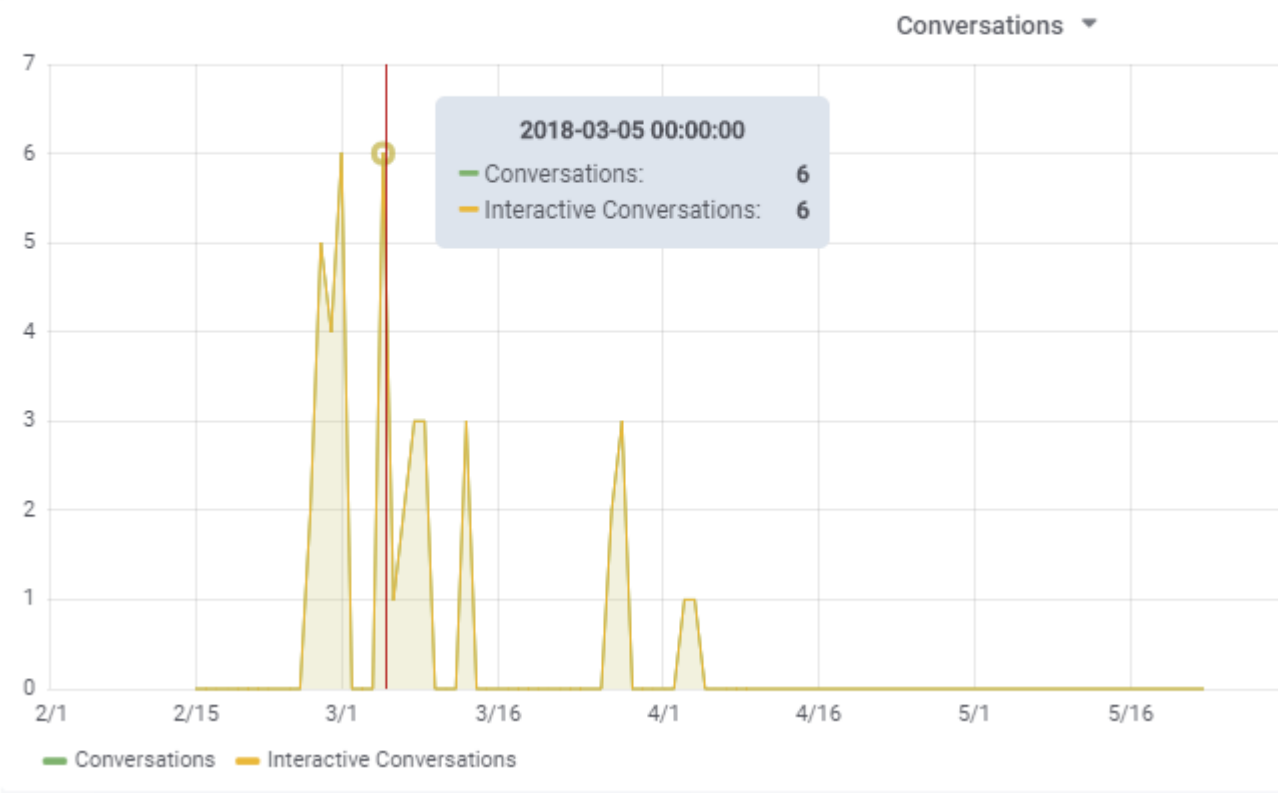


Figure 4 shows that the #transfer intent handled 22 utterances on the day.

Daily number of utterances, Per Skill and Per Intent

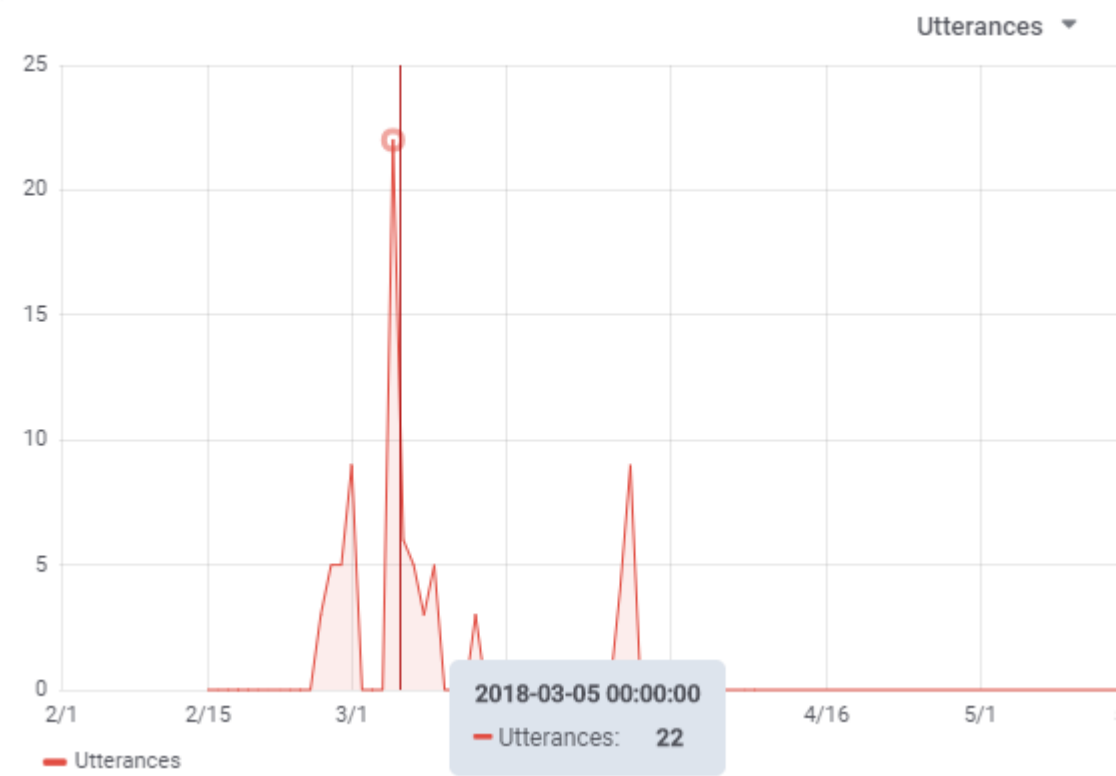
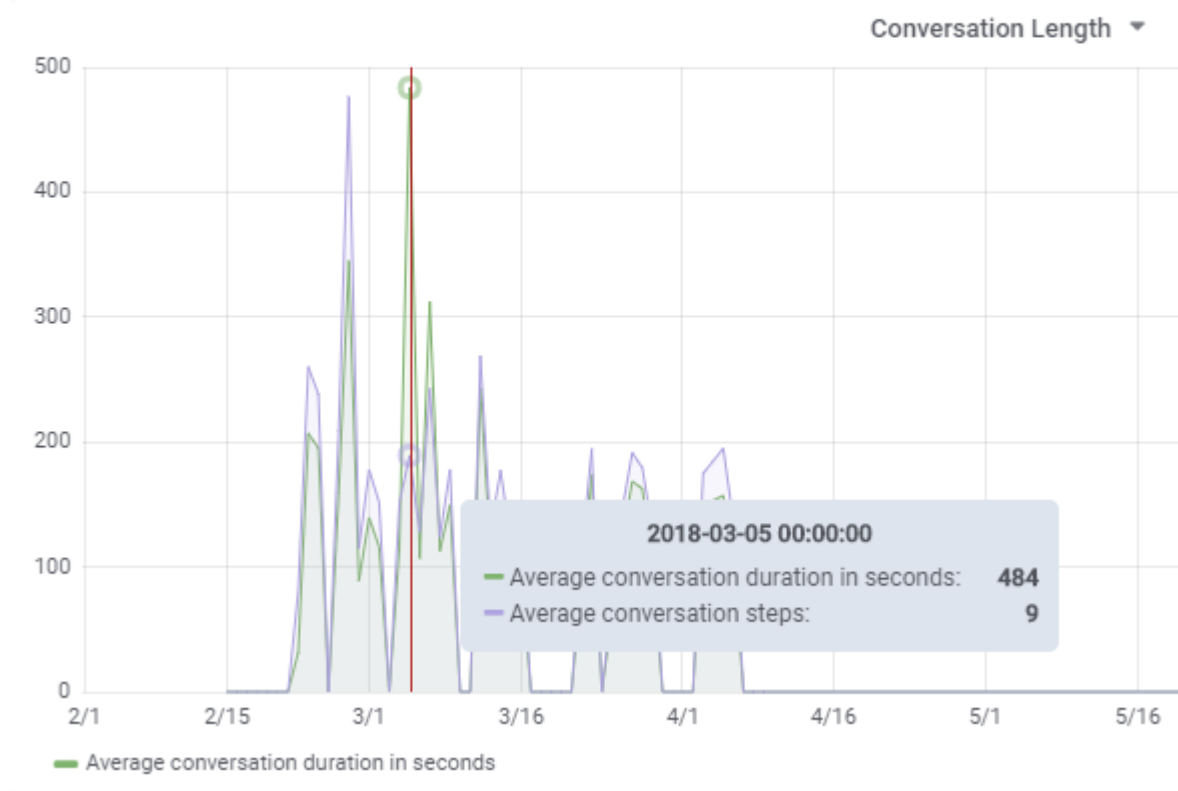


Figure 5 shows that the average conversation length that involved the #transfer intent was 484 seconds and involved nine steps.

CONVERSATION LENGTH

Average conversation length by time and by number of steps.



The Retention page

Use the Retention page to see whether your assistant is attracting new users, and if your assistant is retaining these users over time.

The page includes the following charts:

- **Number of users:** Presents the number of active and new users who accessed your assistant per day.
- **Returning users:** Presents the percentage of users that were returning users per day.
- **Retention matrix:** For each day in the selected date range, displays the number of users that accessed your assistant on a specific day and shows how many of these users returned on following 12 days.

Example

The example examines the number of new and returning users on the 15th of March 2018.

Figure 4 shows that on the 15 March over 2.5 K active users accessed your assistant who is compared to only 529 new users.

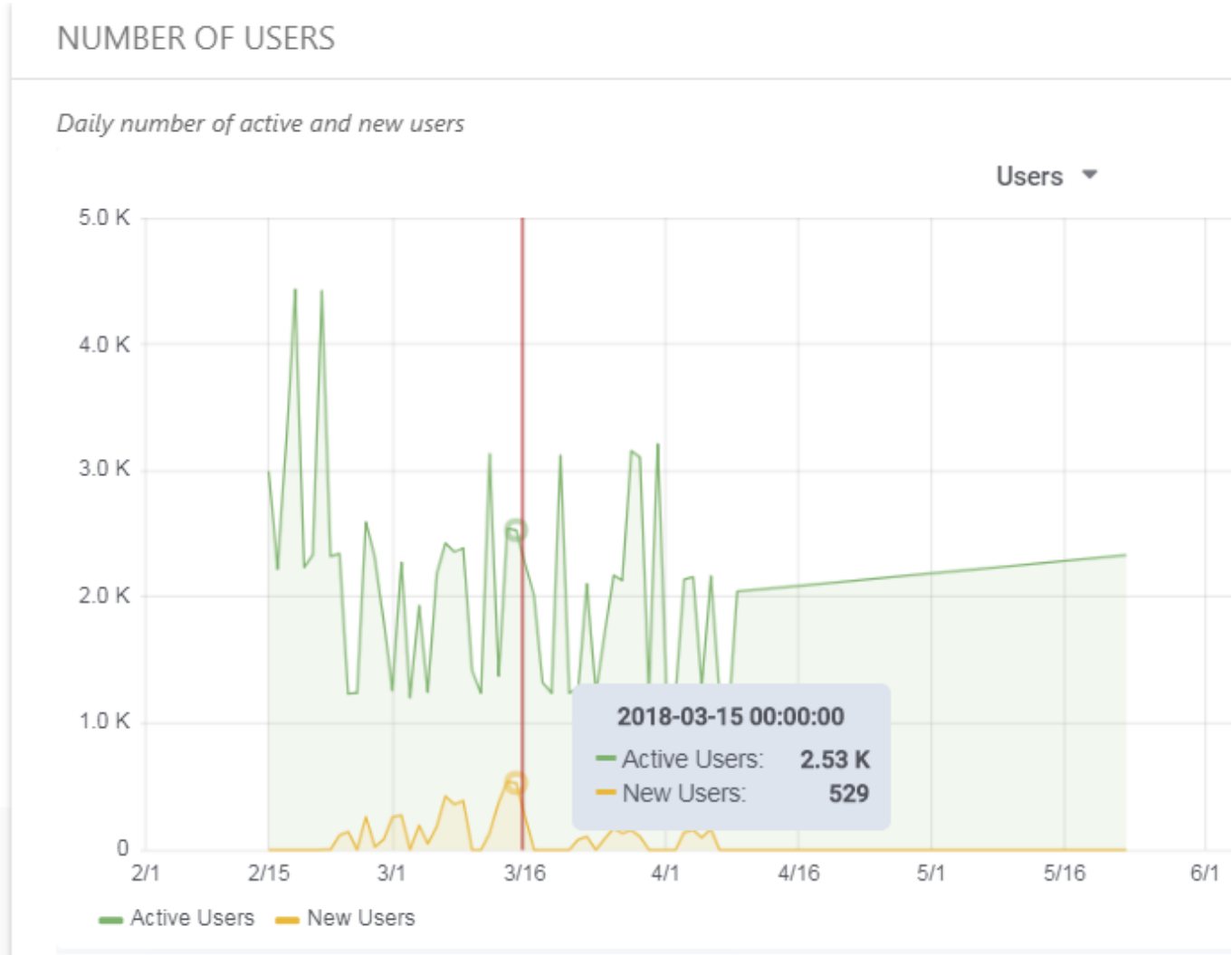
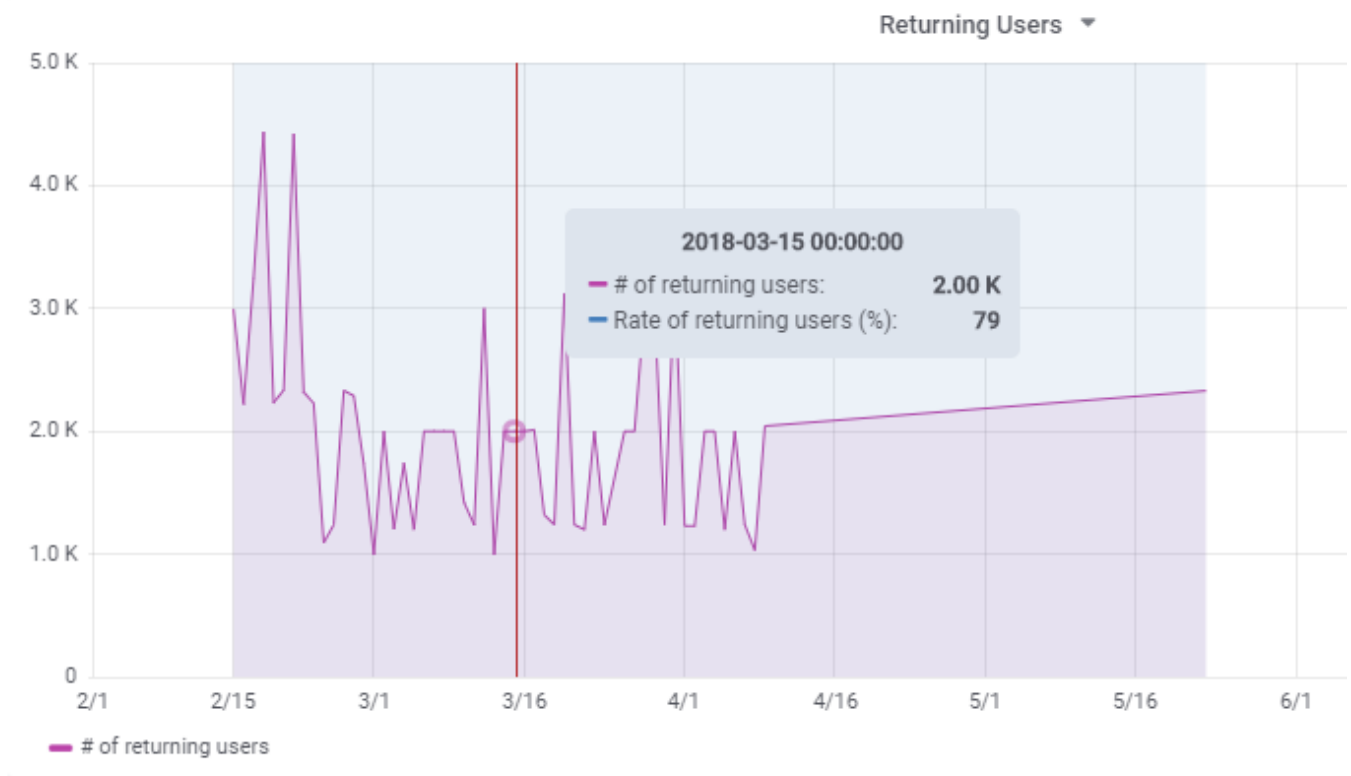


Figure 5 shows that 2.5k active users shown in figure 4 represent 79% of users who accessed your assistant on 15 March .

RETURNING USERS

Daily number of returning users and rate of returning users.



The retention matrix in figure 4 shows that on March 15 the number of active users was 55. The number of these users that returned to access your assistant on each subsequent day declined. By day 12, only 7 of the 55 users returned. By glancing at the shading pattern, you can see the number of users decreasing steadily on subsequent days.

Daily Retention Matrix													
Date	Num of Users	1 Days	2 Days	3 Days	4 Days	5 Days	6 Days	7 Days	8 Days	9 Days	10 Days	11 Days	12 Days
2018-03-15	2.53 K	55	41	44	26	19	22	25	19	12	19	7	7
2018-03-14	2.54 K	47	32	29	32	22	19	29	18	17	18	17	18
2018-03-13	1.38 K	48	40	23	17	22	18	25	16	14	18	11	12
2018-03-12	3.13 K	49	28	34	26	20	31	14	15	23	16	14	16
2018-03-11	1.24 K	69	40	25	28	41	25	21	26	16	16	22	16

The Conversation page

Use the Conversation page to assess the performance of your assistant on a conversation basis, that is, across all skills.

The page includes the following charts:

- Skills and intents per user: Average number of skills and average number of intents that are accessed on average by users per day.
- Average daily confidence: Average confidence score of the skills that processed converse requests.
- Key conversation flows: a graphical representation of the paths through the conversation from the source node to the target node.

You can filter your view to see the same information for either:

- a specific skill

Skills

cards-n-checking

Intents

ALL

- a specific intent

Skills

cards-n-checking

Intents

balance

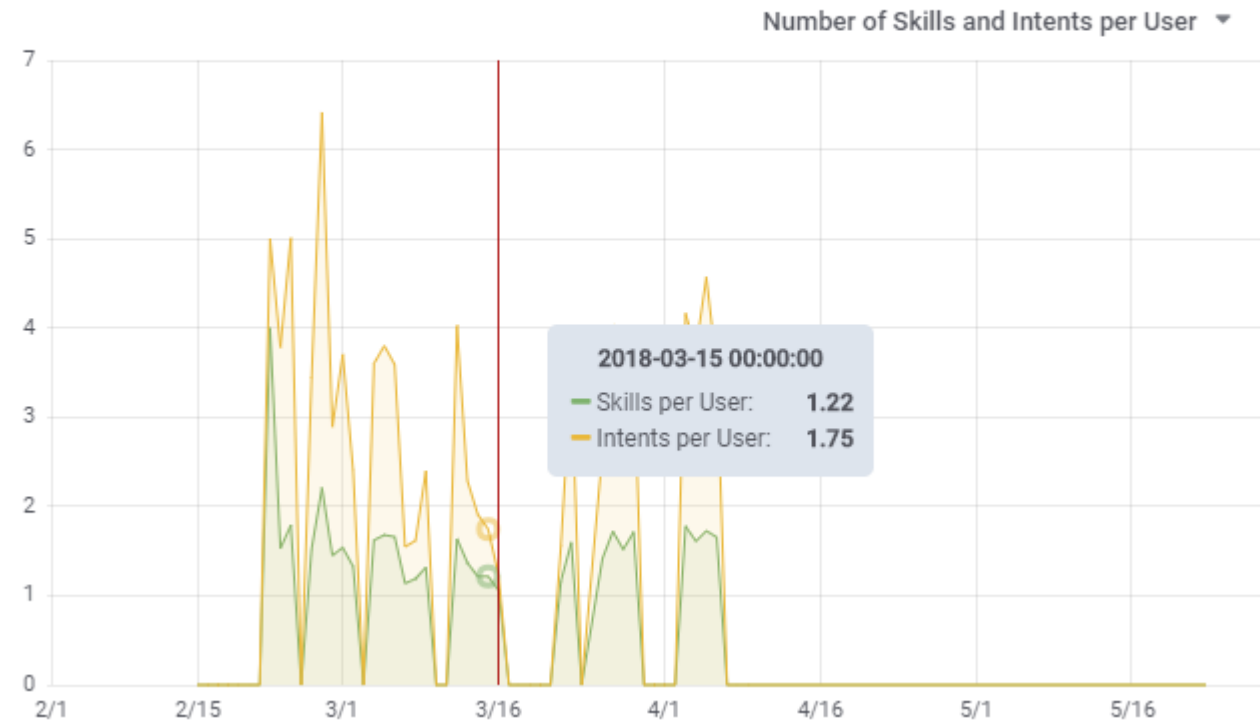
Example

The example looks at the details of conversations that took place with the assistant on the 15 March, 2018.

In figure 6, on the 15 March, users who are only accessed one skill and one intent on average.

SKILLS AND INTENTS PER USER

Compare the number of **Skills** and **Intents** per user on a daily basis.



In figure 7, the average confidence score was high at 90%.

AVERAGE DAILY CONFIDENCE (SKILL, INTENT)

Inspect the average daily **Confidence** of the NLU per Skill and per Intent.

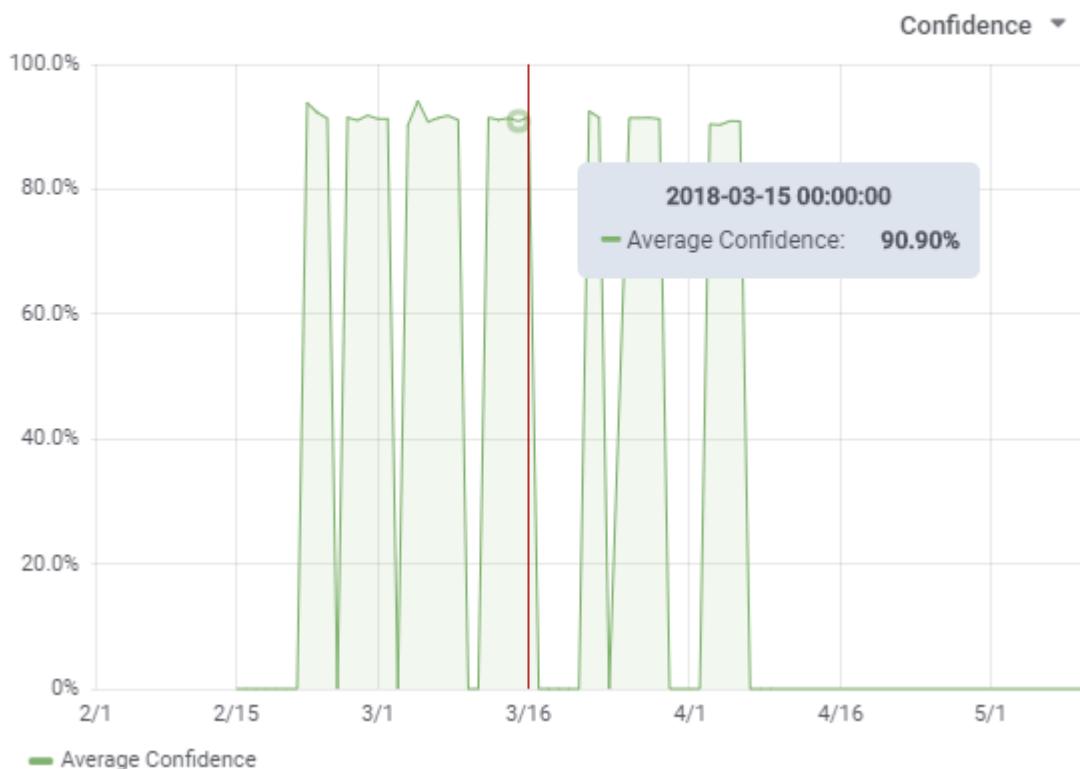


Figure 8 shows the path that the conversations took through the skills. The most common path by users was to access the `Welcome_hear` intent (87.8% of conversations)

Figure 9 shows that by far the most common path from the `session start` intent was to access the `Welcome_hear` intent (87.8% of conversations).

The Intents page

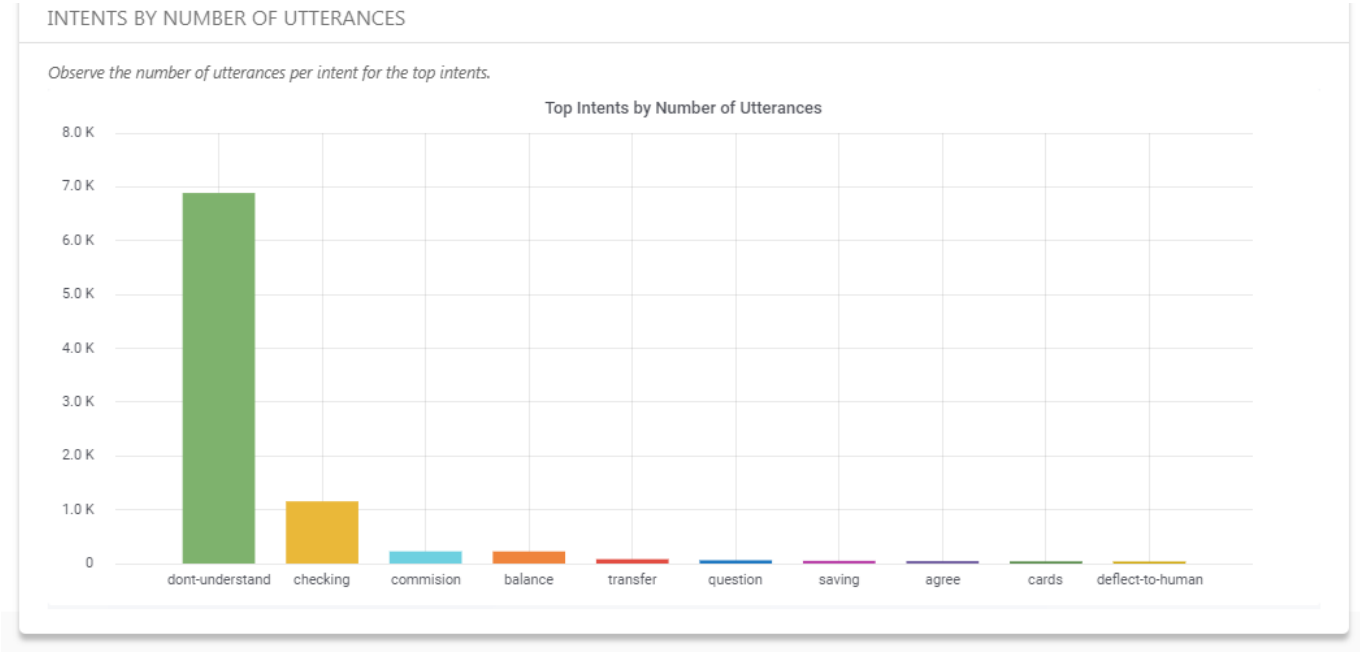
Use the Intents page to compare the performance of intents during the time range.

The page includes the following charts:

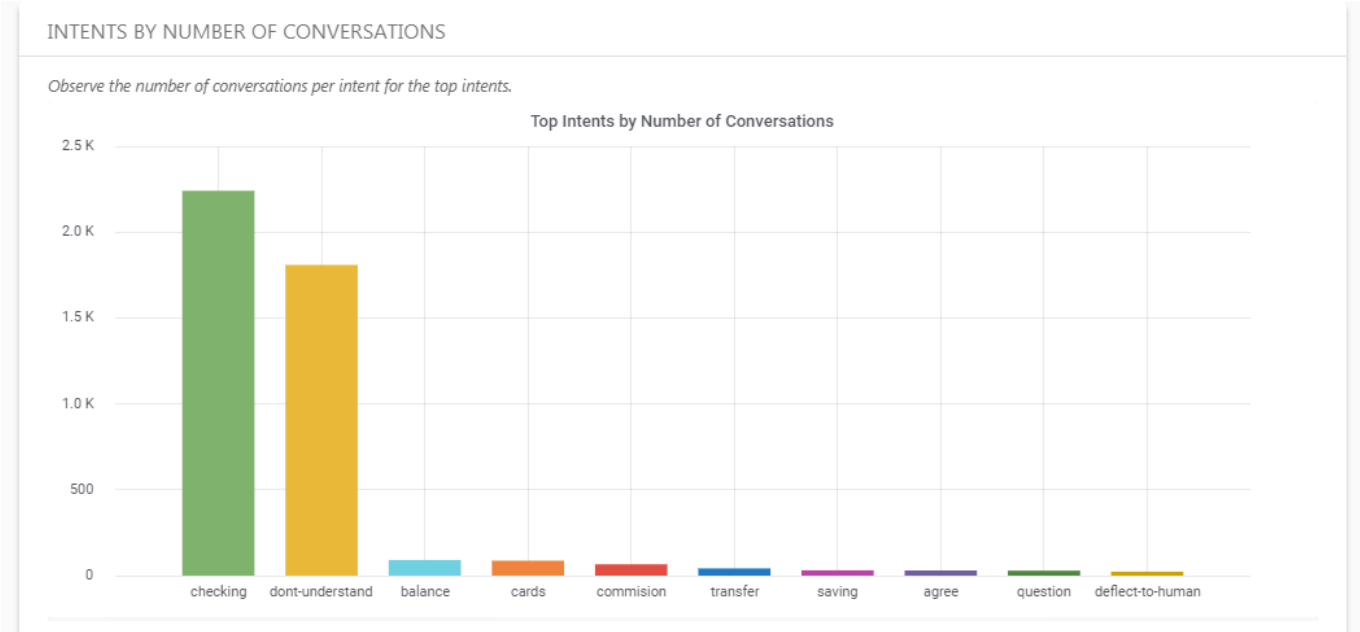
- **Intents by number of utterances:** Presents the intents that captured the most utterances.
- **Intents by number of conversations:** Presents the intents that were involved in the most conversations.
- **Top intents by average confidence - top:** Provides insight into how confident your top performing intents are in matching utterances. See which intents are the most confident.
- **Top intents by average confidence - bottom:** Provides insight into the intents with the lowest confidence scores.

Example

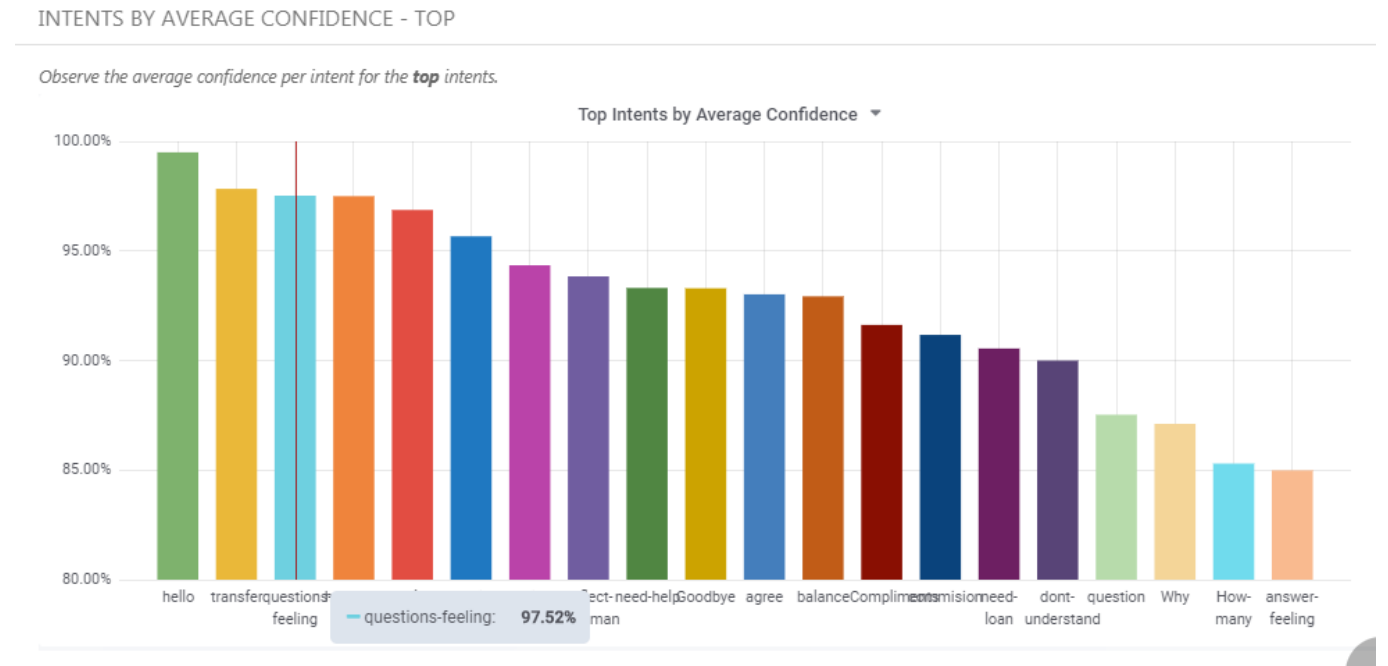
In figure 10, the `#don't understand` intent from the fallback skill handled the most utterances. This chart shows that a high volume of utterances are unhandled.



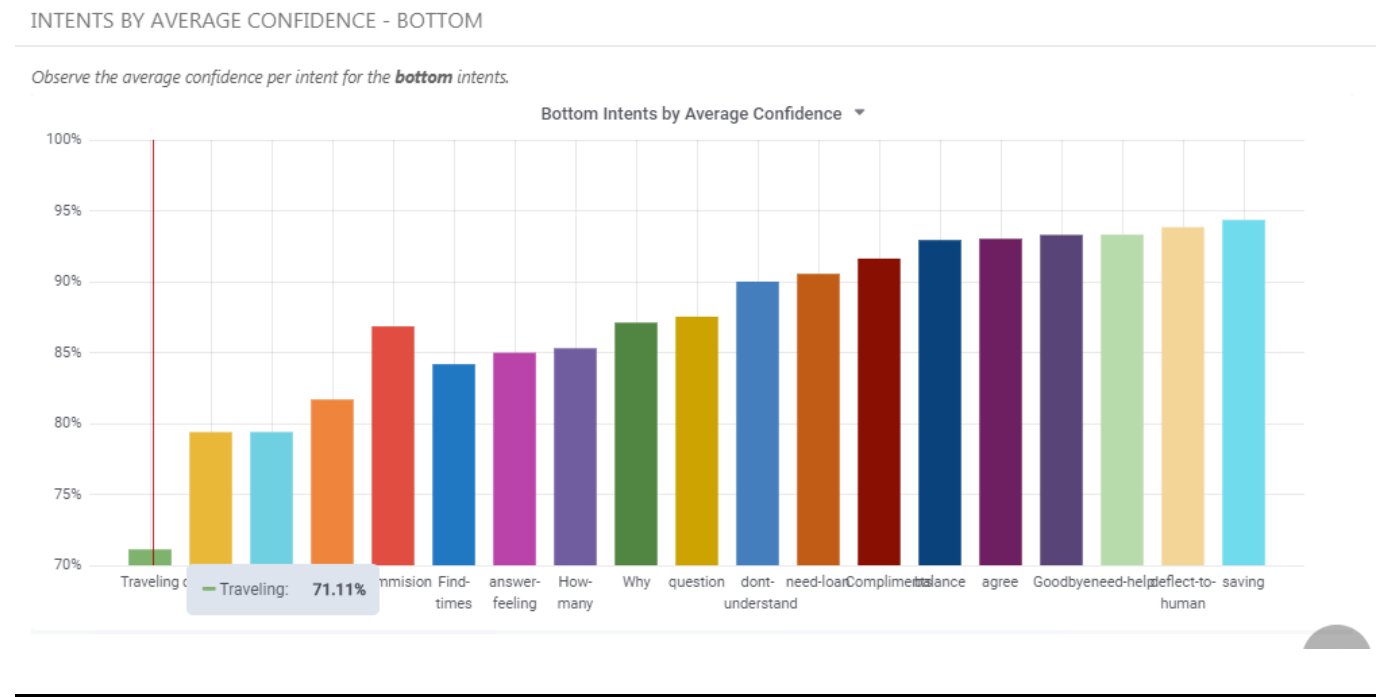
In figure 11, the #checking intent was involved in the most conversations.



In figure 12, of the top performers the #hello_intent had the highest average confidence score. The #quesitons-feeling intent also returned a high confidence score on average at 97.52%.



In figure 13, of the bottom performers, the `#travelling` intent had the poorest average confidence score of under 71%.



The Skill page

Use the Skill page to compare the performance of skills during the time range.

The page includes the following charts:

- **Skills by number of utterances:** Presents the skills that captured the most utterances.
- **Intents by number of conversations:** Presents the skills that were involved in the most conversations.
- **Top skills by average confidence - top:** Provides insight into how confident your top performing skills are in handling utterances. See which intents are the most confident.

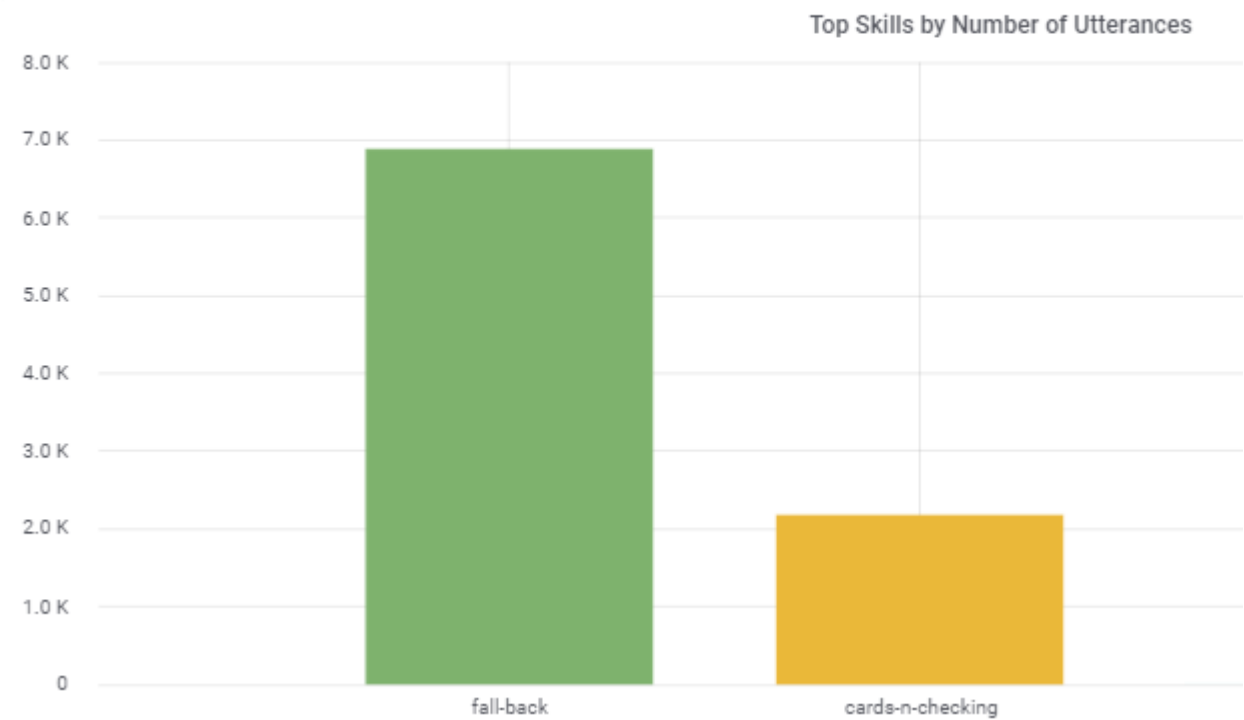
- **Top skills by average confidence - bottom:** Provides insight into the skills with the lowest confidence scores.

Example

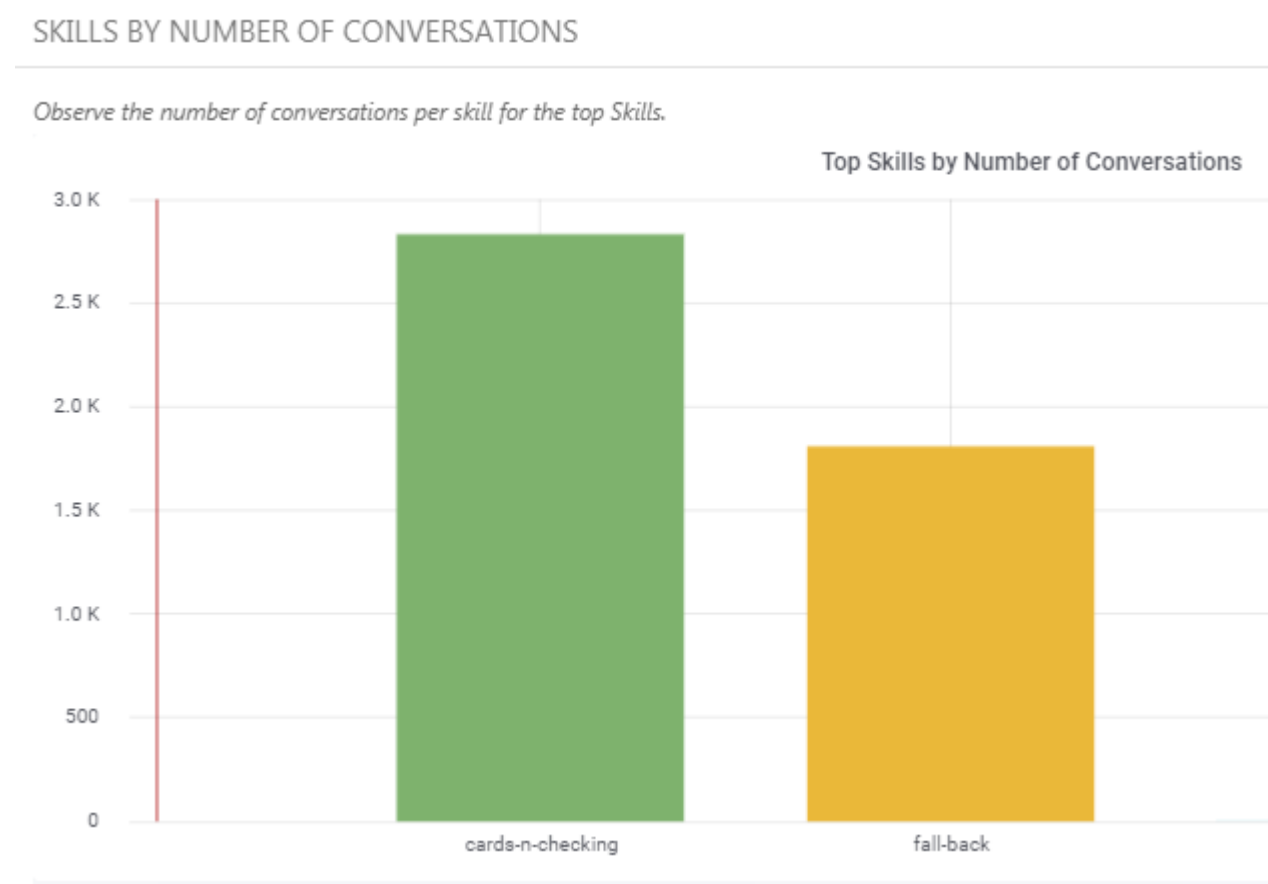
In figure 14, the fallback skill handled the most utterances. ThiThe card checking skill also handled a high volume of intents (over 2k).

SKILLS BY NUMBER OF UTTERANCES

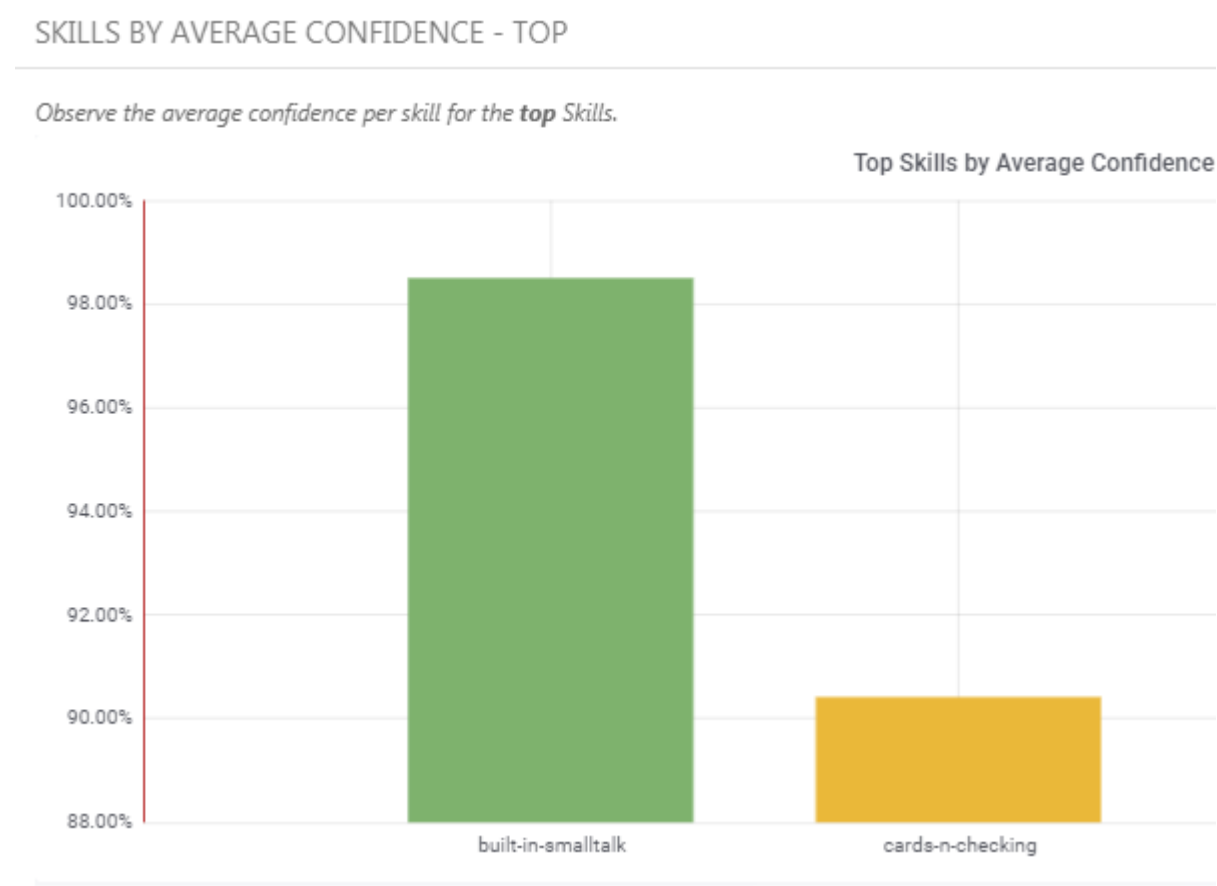
Observe the number of utterances per skill for the top Skills.



In figure 15, the card checking intent was involved in the most conversations.



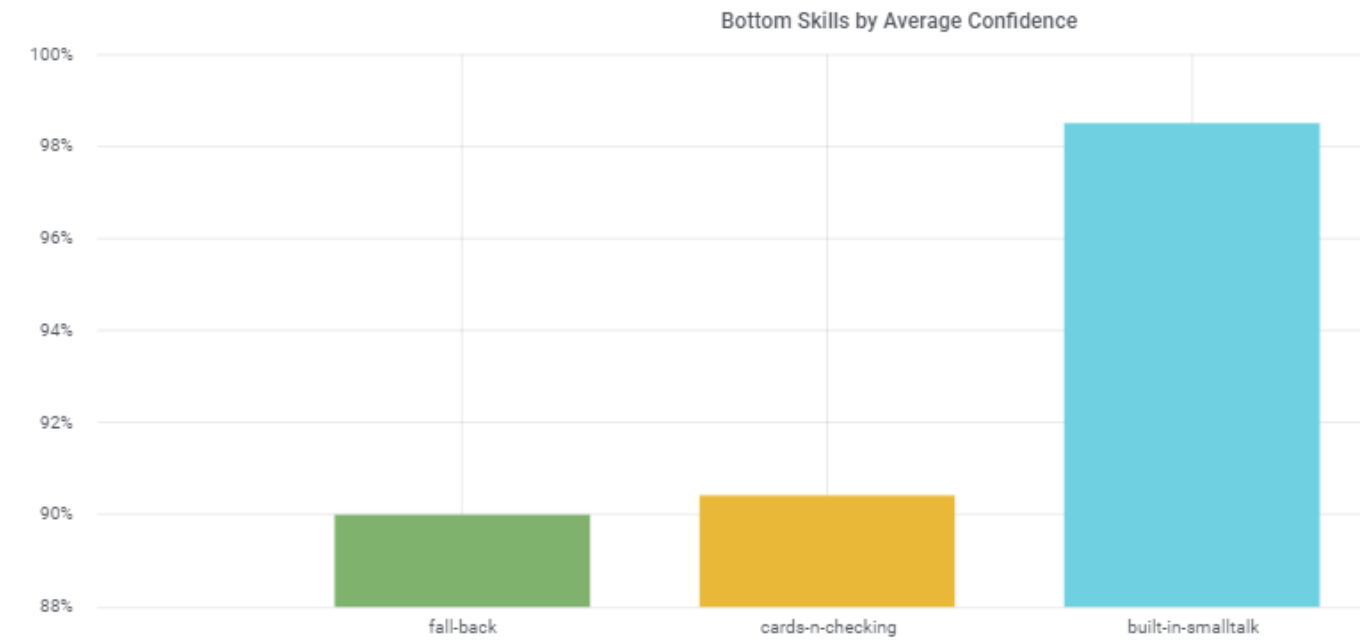
In figure 16, of the top performers, the small talk skill had the highest average confidence score of over 98%.



In figure 17, of the bottom performers, the fallback skill had the poorest average confidence score at 90%. A value of 90% is still high, indicating that the confidence scores of your skill overall were high during the time period.

SKILLS BY AVERAGE CONFIDENCE - BOTTOM

Observe the average confidence per skill for the **bottom** Skills.



Conversation path analysis

Use the Conversation path analysis page to view the conversation paths and exit points across your skill or your intents.

Example

In figure 18, ...

