



splunk>

Splunk Helping in Customer Issue

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About Me

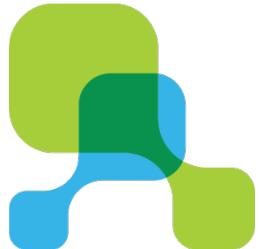
Work



Play



kubernetes



splunk> .conf18

Agenda

- ▶ Overview
 - ▶ Challenges
 - ▶ Journey Lines
 - ▶ Customer Work Flow & Insights
 - ▶ Key Takeaway
 - ▶ Demo
 - ▶ Q & A

Overview

Product Architecture & components



“Identifying Customer issue in minute, Fix it in 10 minutes and release in hour”

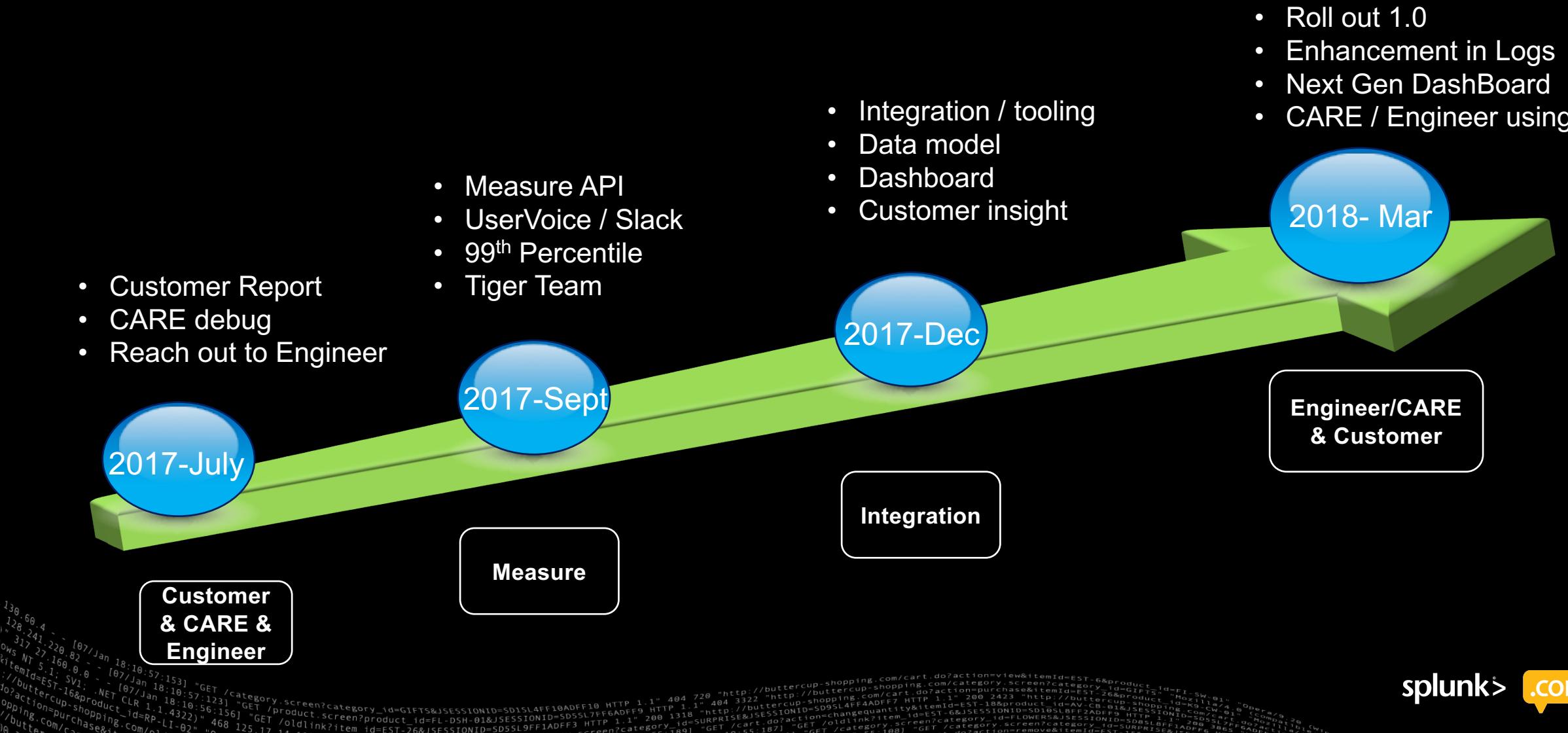
“Improving Customer 99th percentile performance of top flows”

Challenges

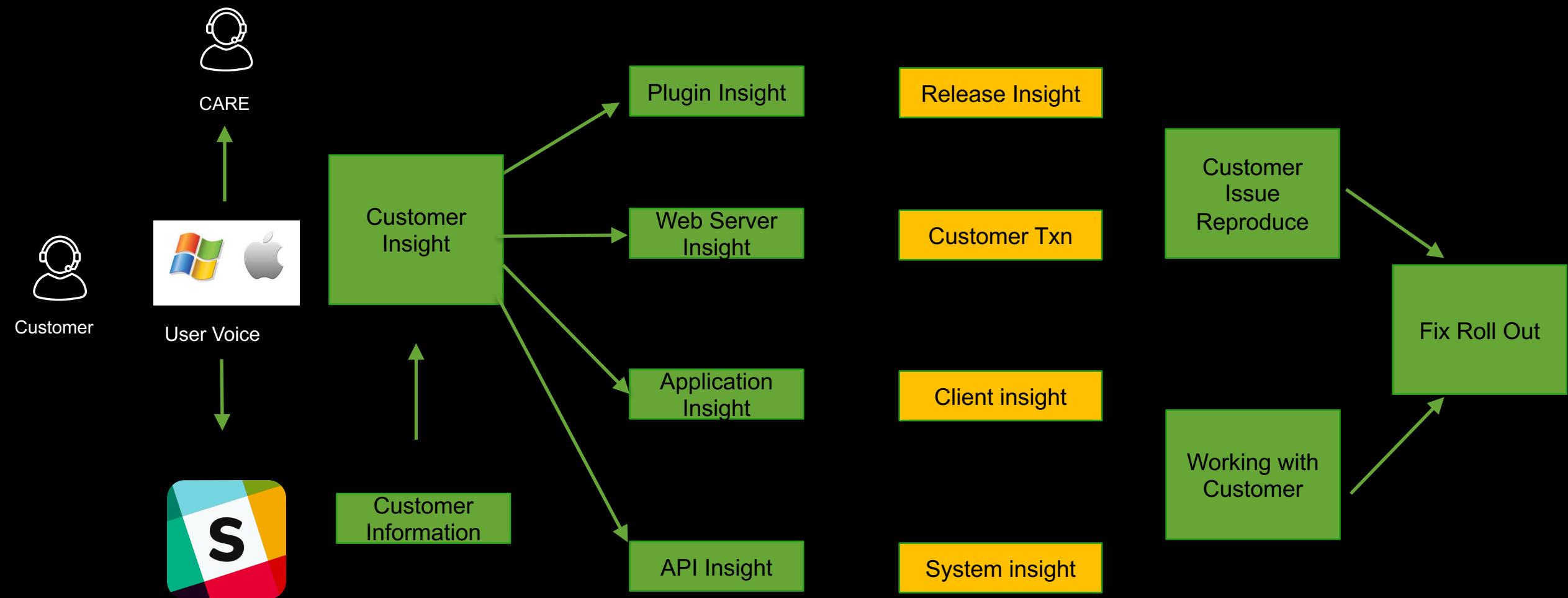
- ▶ Many Data Sources (Json, apache, app, mixed Json)
 - ▶ Overwhelming logs
 - ▶ CARE limited Access and knowledge on application
 - ▶ Engineer not aware Customer Issues
 - ▶ Customer, CARE and Engineer Sync
 - ▶ Speed and efficiency to identify
 - ▶ Relevancy with Releases
 - ▶ Micro service / Monolith
 - ▶ Prod and pre prod setup
 - ▶ Customer Care Call cost

Journey Line

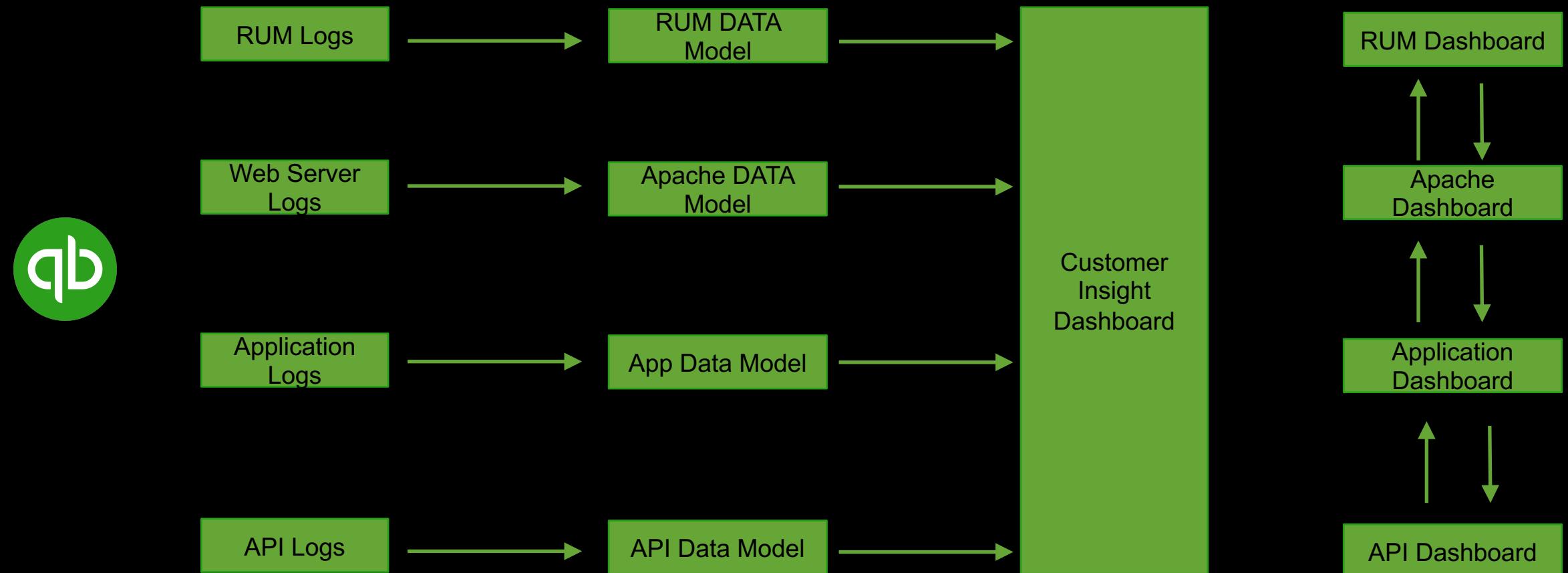
How we started using Splunk for Customer insight



Customer Insight



Splunk Insight

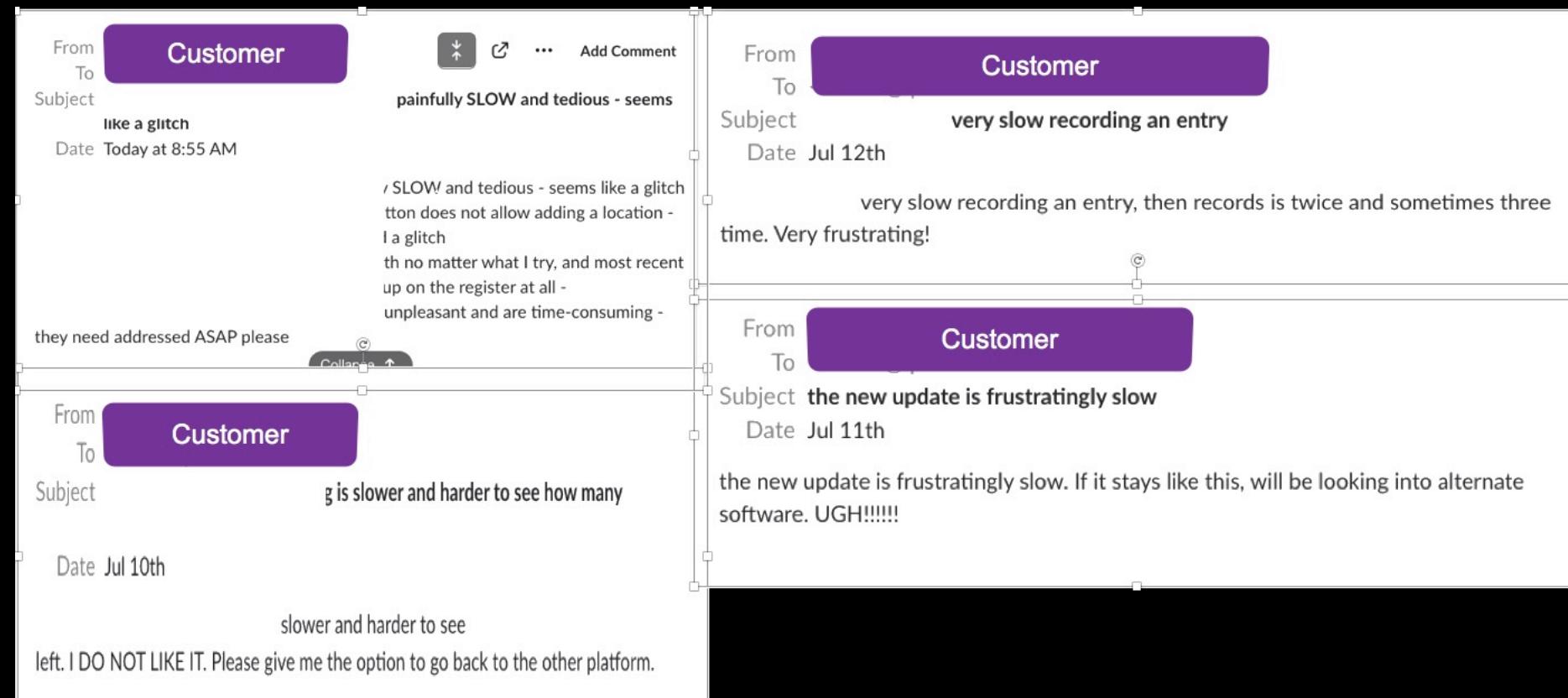


GitHub

GitHub

GitHub

Slack - User Voice for Performance



Customer Info - Splunk

QBO Customer Information

Last 24 hours cluster all

Customer Information Email Submit Hide Filters

Customer and Cluster Information of customer (Clicking below values will take you to Forensic RUM Log)

cluster	intuit_realmid	count	app	insight	rum
22		54	QBO APP	QBO INSIGHT	QBO RUM
1		1	QBO APP	QBO INSIGHT	QBO RUM
27		1	QBO APP	QBO INSIGHT	QBO RUM

Customer ID

Login Information

_time	cluster	intuit_realmid	email	count
2018-07-16 02:35:00	27			1
2018-07-16 03:01:39	22			1
2018-07-16 07:55:00	22			1
2018-07-16 07:55:01	22			1
2018-07-16 08:02:00	22			1

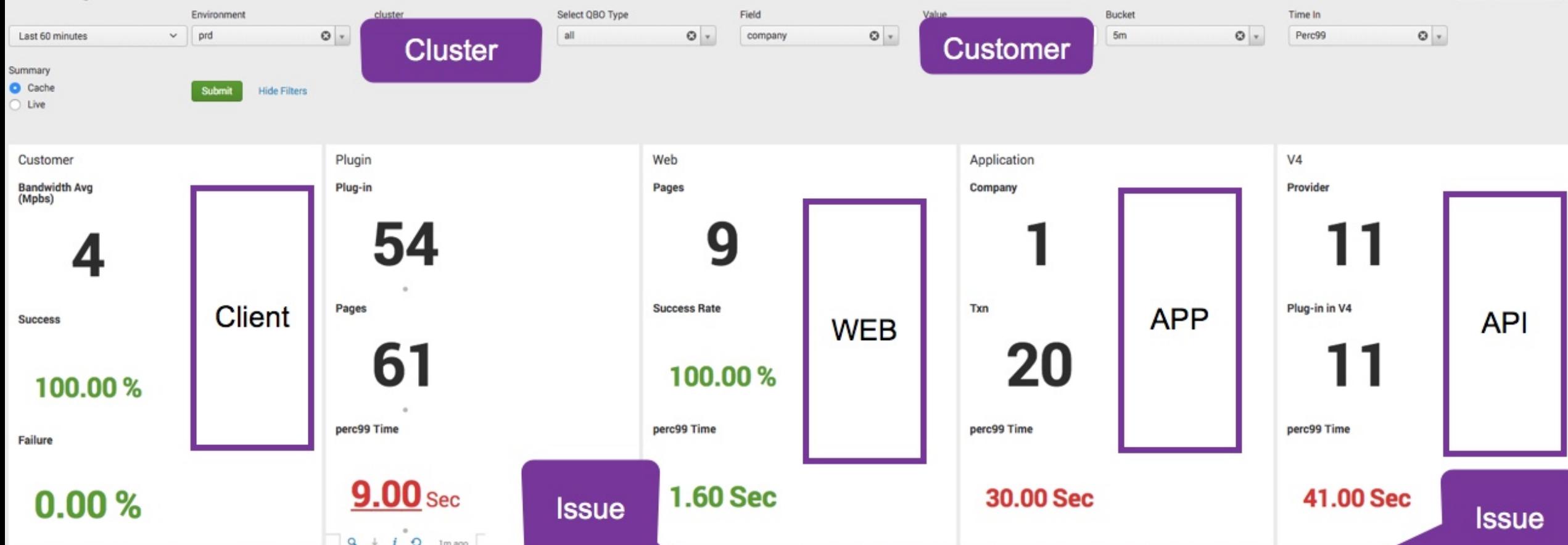
App insight Overall insight Client insight

ID and Session

Insight Dashboard

QBO Insight

Edit Export ▾



Plug-in Time (clicking below will take you to Performance Timing Breakdown dashboard)

company	plugin_id	svcDomain	Total	execTime
331!		cyReport	3	45
331!		actionSave-journal	17	9
331!		save	17	8
331!			3	7

Plug-in Time (clicking below will take you to Performance Timing Breakdown dashboard)

company	svcDomain	count	totaltime	dbtime	networktime	serverprocessingtime	status
331	port	3	45.050				
331	onSave-journal	17	9.005				p
331		17	8.974	0.100	8.460		
331		3	7.133				
331	TIME-LIMIT	4	5.440				

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Insight - Client Dashboard

Performance Timing Breakdown

Time From (event) Browser Page (* for all) Region (* for all) Company Type User ID

Last 60 minutes navigationStart ALL * ALL * ALL *

Region: Shell Version Show Breakdowns Show Backend Authenticated Both Submit Hide Filters

Customer

Timing Breakdown till Shell load

All values are TP99

NavToFetch	FetchToDNSStart	DNSStartToNSEnd	DNSEndToConnectStart	ConnectStartToConnectEnd	ReqStartToResStart	ResStartToResEnd	DomLoadToDomInteractive	DomInteractiveToDomContentLoaded	DomContentLoadedToShellLoad
2.25	0.00	0.00	0.00	0.46	1.47	2.82	2.89	0.01	0.83

First page load

All values are TP99

FirstPageLoad
7.13

Service Time from Key events

Legend:

- FetchToDNSStart
- DNSStartToNSEnd
- DNSEndToConnectStart
- ConnectStartToConnectEnd
- ReqStartToResStart
- ResStartToResEnd
- DomLoadToDomInteractive
- DomInteractiveToDomContentLoaded
- DomContentLoadedToShellLoad

Event	Time (approx.)
FetchToDNSStart	2.25
DNSStartToNSEnd	0.00
DNSEndToConnectStart	0.00
ConnectStartToConnectEnd	0.46
ReqStartToResStart	1.47
ResStartToResEnd	2.82
DomLoadToDomInteractive	2.89
DomInteractiveToDomContentLoaded	0.01
DomContentLoadedToShellLoad	0.83

Insight - Client Dashboard

The screenshot displays the QBO Forensic RUM dashboard, which provides real-time monitoring and analysis of application performance. The top navigation bar includes 'Edit', 'Export', and '...'. Below the header, there are filters for 'Select QBO Type' (all), 'Environment' (prd), 'Field' (company), 'Value' (company), 'Bucket' (5m), and 'Time In' (Perc90). A summary section shows 'Cache' (selected) and 'Live' options, with a 'Submit' button and a 'Hide Filters' link.

The main dashboard features several key performance indicators (KPIs) displayed prominently:

- Cluster**: Company count: 1, Bandwidth (Avg): 5 Mbps.
- Customer**: Success rate: 99.81 %, Failure rate: 0.19 %.

Below these KPIs are detailed time-series charts for various metrics:

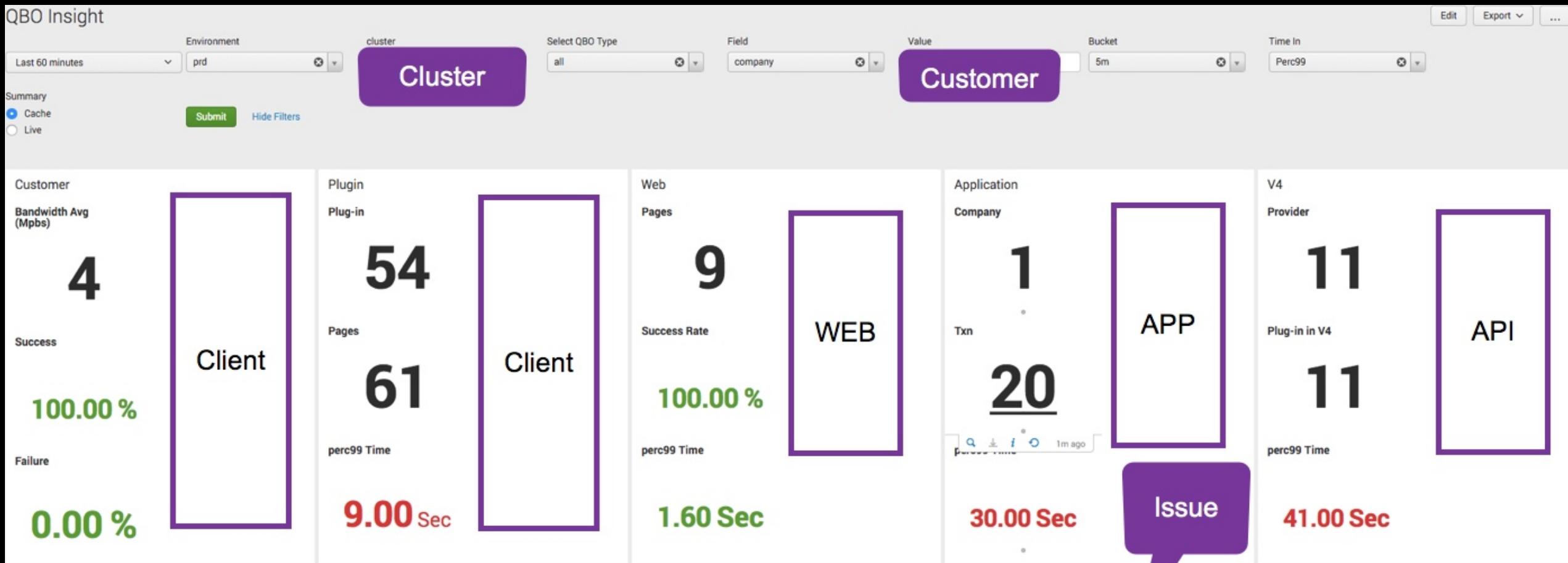
- Bandwidth**: Shows bandwidth usage over time, with three lines representing 'Bandwidth', 'maxBand', and 'minBand'.
- Device Memory**: Shows memory usage over time, with multiple colored lines representing different memory components.
- Total Txn Time**: Shows transaction time distribution over time, with multiple colored lines representing different transaction types.
- Plug-in Time**: Shows plugin execution time over time, with multiple colored lines representing different plugin IDs.

Two purple callout boxes labeled 'Issue' point to specific sections of the dashboard:

- Plugin - Status**: A table showing plugin execution times and counts. One row for 'tips' has a yellow background.
- Page - Status**: A table showing page execution times and counts. One row for 'tips' has a yellow background.

A world map in the bottom right corner shows geographical distribution or event locations. The Splunk logo is visible in the bottom right corner.

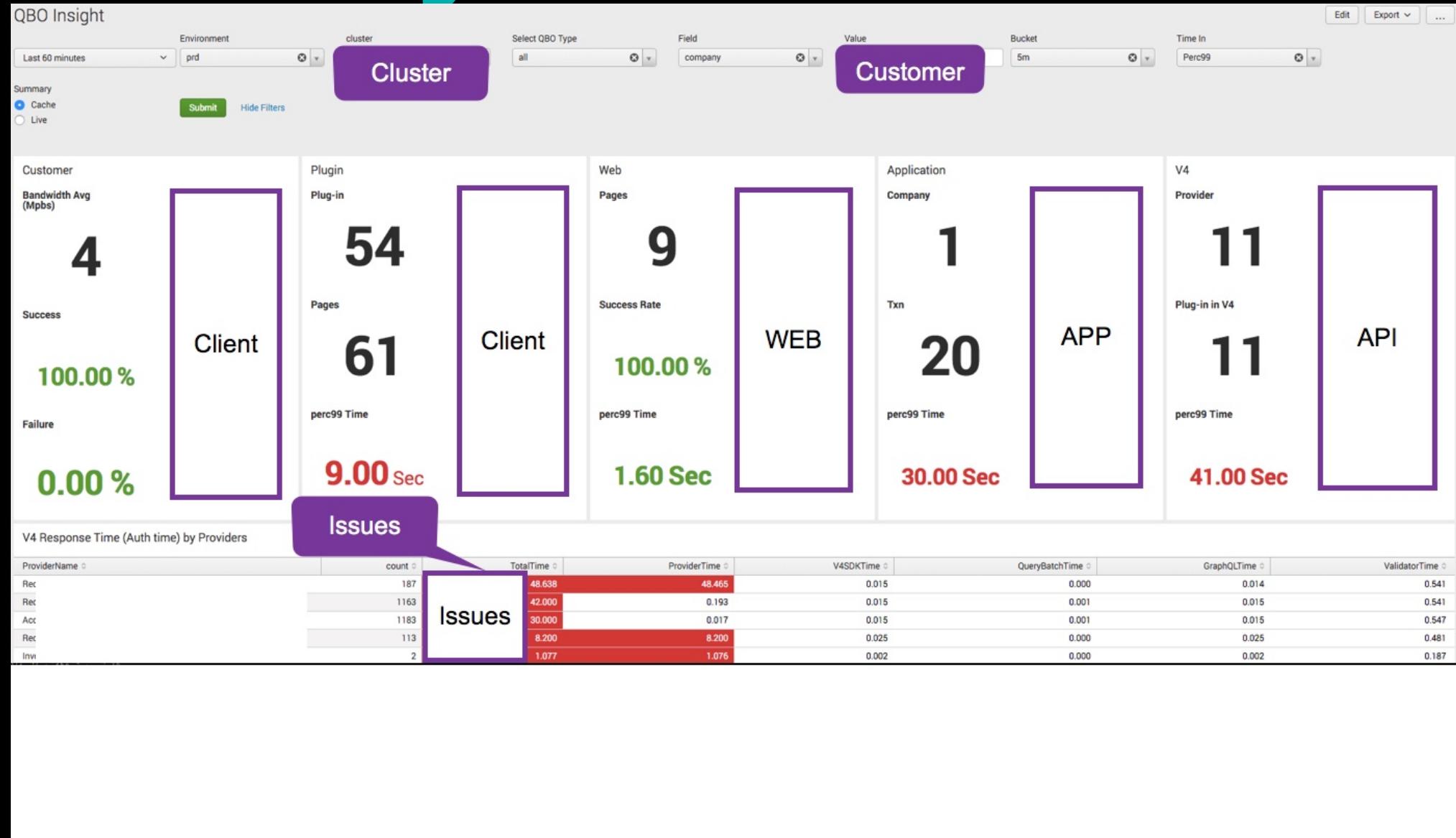
Insight - App Dashboard



App - Status

company	cluster	svcDomain	apiName	uri	intuit_plugin_id	cdom	ccom	Total	PStartTime	PSdftime	time	success	5xx	4xx
331t					ncile-ui	platform	utils	403	42.000	35.000	6.200	403	0	0
331t						platform	utils	10	1.590	0.040	1.560	10	0	0
331t						platform	utils	2	1.080	1.070	0.010	2	0	0

Insight - API Dashboard



Insight – Customer

About

If you want to debug specific company, user, thread, tid please use this DashBoard. If you want to debug exceptions/error Use this dashboard for QBO Forensic FCI. Use this dashboard for QBO Top Issues. Use this dashboard for QBO Forensic. Use this Dashboard for QBO Forensic Exception. Use this DashBoard for QBO TimeSeries. Use This dashboard for QBO GeoLocation Use This dashboard for QBO Prediction Use This dashboard for QBO Exception Prediction Use This dashboard for QBO Forensic RUM Use this dashboard for QBO Forensic V4 Use this dashboard for QBO Insight.

Use this wiki to know more in these dashboards [WIKI](#)

Now using DM_QBO_APP , DM_QBO_WEB, DM_QBO_RUM, DM_QBO_V4

Environment Status -

check the company information [109902443](#)

If you want to know Enviornment Status please use [QBO Environment](#)

Self Service Information ENABLED

Partner App Version Information

Account Name	Account Id	Partner App Version

Data Info

NumTxns	92044
NumCustomers	29
NumVendors	2308
NumEmployees	14
NumItems	6
NumAccounts	266

Takeaways - I

1. Data Model
2. Advance dashboard
3. Drilling and integration
4. Post processing
5. Ease of Use - common value
6. Prod and pre-prod – Reuse
7. Limit Data

Takeaways – II

1. Acceleration only for Global
2. Acceleration require disk space
3. Acceleration only with Permission
4. Model rebuild require Admin
5. Avoid Data model in lookup, if dynamic
6. Acceleration time is fixed
7. Modification is challenge

Q&A

Demo