

Einstein Bot Metrics Installation Guide

[AppExchange Package Link To V.0.1](#)

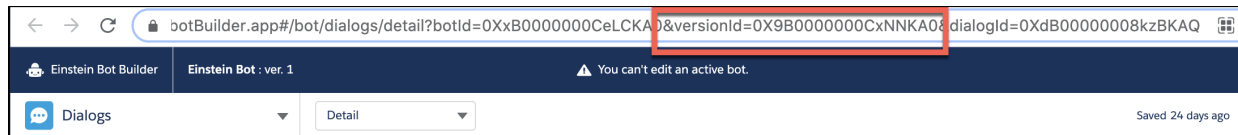
Installation

1. Confirm that you have Einstein Bots on in your org. If not, follow the steps in [Get Started with Einstein Bots](#).
2. Install the package listed above into your org.
 - a. Select **Enable For All Users**.
3. Navigate to **Reports** Object
4. Click **All Folders**, find **Einstein Bot Reports**
5. View all 10 reports, 5 based on hourly data over the last day, and 5 based on daily data over the last 30 days.

FAQs

How can I filter the report by bot?

- Select report you wish to filter and click **Save As**.
- Create a new name for the bot specific report.
- Add a filter for the Bot Version ID field.
 - Note: You can find the Bot version ID in the URL of the bot builder when viewing a specific version of a bot.



How far back does the data go, and how long does it last in the org?

- Bot Event data will start populating in table when Spring 21' is available in your org.
- Hourly Metrics are stored for 14 days
- Daily Metrics are stored for the last 180 days

What if I want to store the data longer?

- You can navigate to a report and under the menu drop down and select **Export**.

What are the different metric types?

- Action Executed: An action dialog step (Flow, Apex, Send Email, Object Search) completed.
- Confusion: The bot is confused by the customer's text input.
- Choice Selected: The customer selected a choice in a Question dialog step.
- Dialog Opened: The bot opened a dialog.
- Dialog Closed: The bot closed a dialog.
- Escalation: A request to transfer to an agent.
- Exception: The bot encountered an error.
- NLP Intent Called: The bot identified an intent.

- Sessions Started: The bot session started.
- Sessions Ended: The bot session ended.
- Transferred: The bot transferred the session to an agent or another bot.

What are the different reports?

- All Bot Sessions Last 30 Days: All bot sessions by day for the last 30 days.
- All Bot Session Today: All bot sessions by hour for today.
- Confusion Frequency Last 30 Days: The number of times a bot got confused and the last dialog that the user was on for the last 30 days.
- Confusion Frequency Today: The number of times a bot got confused and the last dialog that the user was on for today.
- Dialog Frequency Last 30 Days: Count of dialog usage in a session for the last 30 days.
- Dialog Frequency Today: Count of dialog usage in a session today.
- Dialogs with Exceptions Last 30 Days: Count of dialogs with exceptions in the last 30 days.
- Dialogs with Exceptions Today: Count of dialogs with exceptions today.
- Session Ended by Dialog Last 30 Days: A count of the number of ended sessions by either the bot or user with reason type. A high relative count indicates an opportunity to improve bot design unless the dialog closes the conversation.
- Session Ended by Dialog Today: A count of the number of ended sessions by either the bot or user with reason type. A high relative count indicates an opportunity to improve bot design unless the dialog closes the conversation.