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## Before you begin: Access Library in the Education sandbox

The Education sandbox is a shared, cloud-based environment to help you learn about and experiment with MicroStrategy Web and Library.

Use the Education sandbox to complete various report and dossier exercises. Complete the steps below to access the sandbox.

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### Access Library in the Education sandbox

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- 1 In your browser, navigate to **education.microstrategy.com/MicroStrategy/servlet/mstrWeb**.
- 2 Log in to the sandbox with your **MicroStrategy Account** credentials.  
**Open the Tutorial project**
- 3 The MicroStrategy landing page opens. Click the **MicroStrategy Tutorial** project.



#### MicroStrategy Tutorial

MicroStrategy Tutorial project and application set designed to illustrate the platform's rich functionality. The theme is an Electronics, Books, Movies and Music store. Employees, Inventory, Finance, Product Sales and Suppliers are analyzed.  
**Server name** ENV-218880LAIOUSE1

The MicroStrategy Tutorial home page opens.

- 4 Click **Go to MicroStrategy Library**.
- 5 If prompted, enter your **MicroStrategy Account** credentials, and then click **Log in with Identity**.

Your Library home page displays.

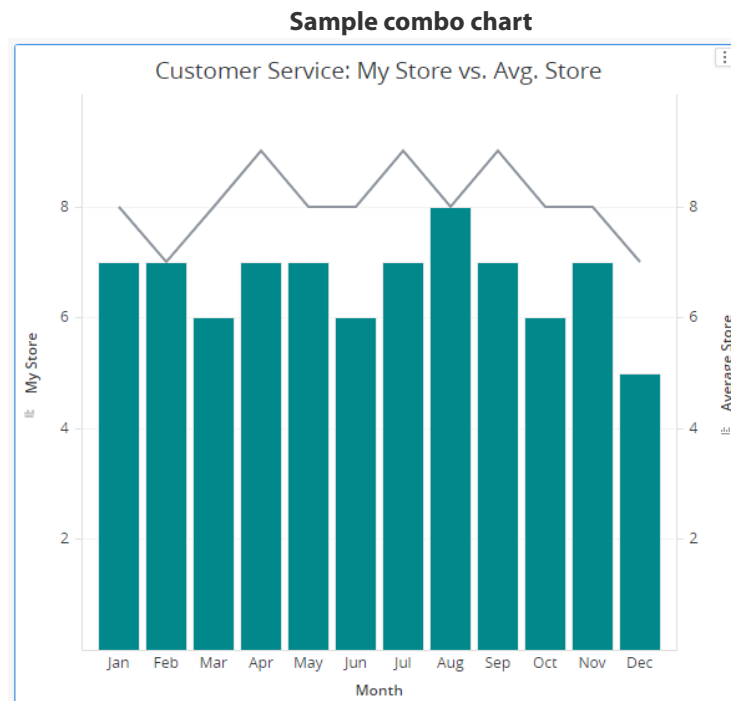
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## Exercise: Create a combo chart

As a store manager, you want to create a combo chart that compares customer service ratings for your store against an average store for each month of the year. This can help you understand if your store needs to improve its customer service performance during a particular time of the year.

Your completed combo chart looks like the image below.



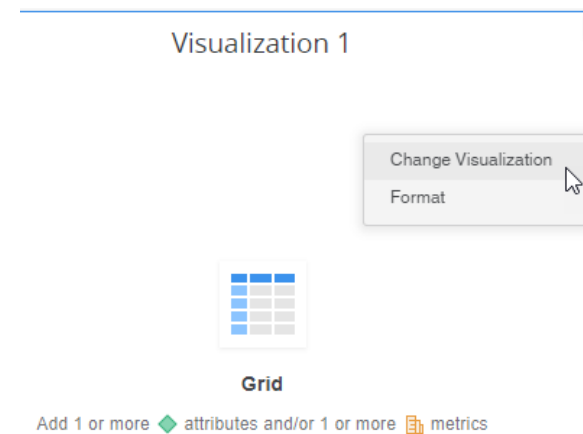
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### Create a combo chart

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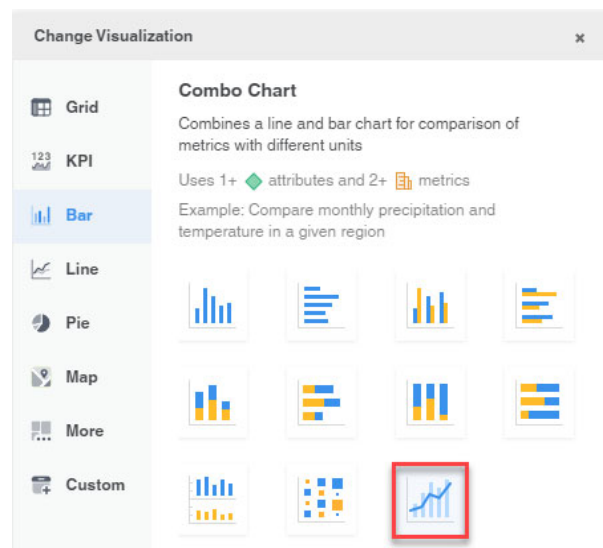
- 1 In the Education sandbox Library, open the **Visualization Types** dossier in Edit mode, if not already there. For a reminder on how to do this, see *Exercise: Access Library in the Education sandbox*, and *Exercise: Add the Visualization Types dossier to MicroStrategy Library*.
- 2 In the Contents panel on the left, in the Comparing Categories chapter, click the **Combo Chart** page.

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- 3 By default, a new page displays a blank grid visualization on the canvas. To change the visualization to a line chart, right-click inside the visualization and select **Change Visualization**.




The Change Visualization window opens, displaying the Visualization Gallery.

- 4 In the Visualization Gallery, point to **Bar**, and then click the **Combo Chart** icon.

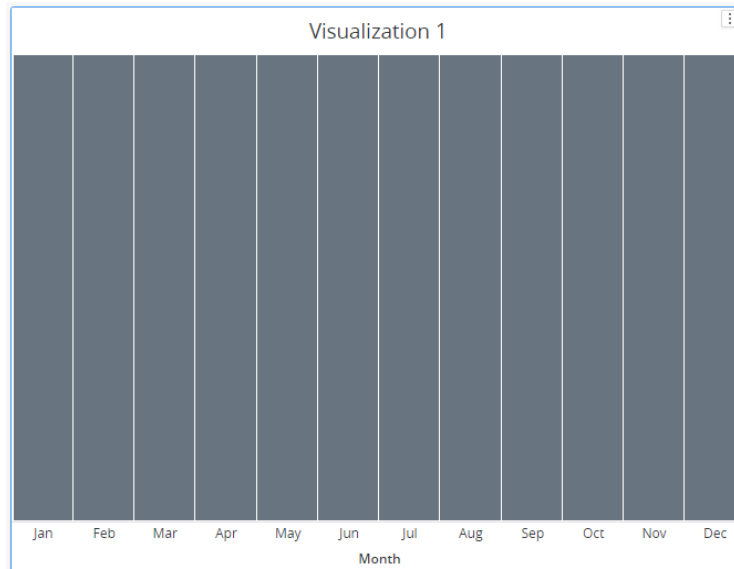


The dossier canvas displays a blank combo chart.

- 5 The data you need for this analysis is stored in the Customer Service dataset. In the Datasets panel, click the arrow icon to the left of the **Customer Service** dataset to expand it. The dataset's attributes and metrics display.
- 6 To focus on the objects in the Customer Service dataset rather than the other datasets, collapse any other datasets that are expanded by clicking the arrow icon to the left of the dataset name.
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- 7 Click the **Editor** icon  to display the Editor panel, if not already displayed.
  - 8 From the **Customer Service** dataset, double-click the **Month** attribute to add it to the **Horizontal** drop zone in the Editor panel.

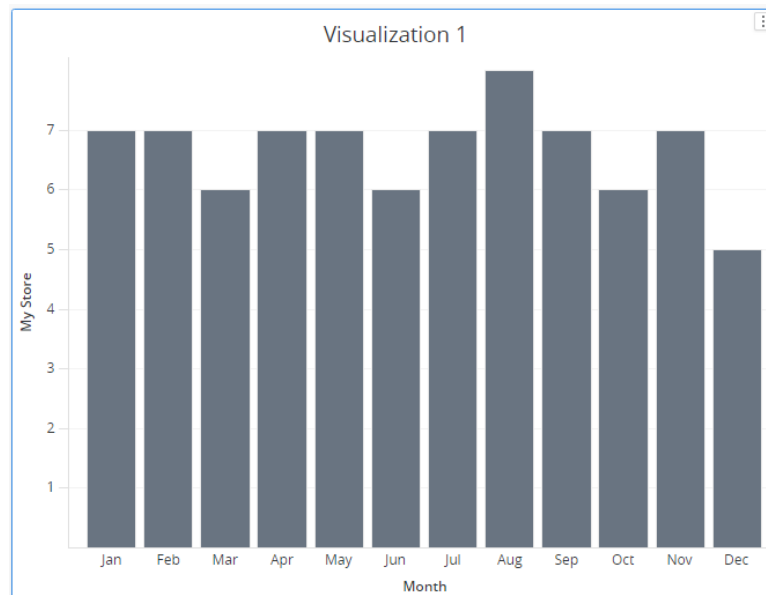
A bar displays for each month with the month name for each bar labeled on the horizontal axis.



- 9 From the **Customer Service** dataset, double-click the **My Store** metric to add it to the **Vertical** drop zone in the Editor panel.
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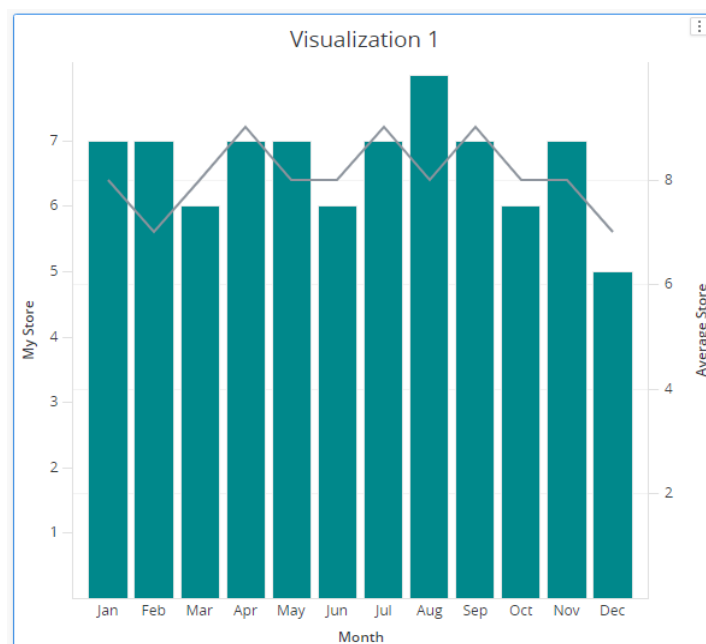
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A scale of the customer satisfaction rating for your store displays on the left vertical axis. The height of each bar adjusts to reflect your store's customer satisfaction rating for each month.



- 10** Double-click the **Average Store** metric to add it to the **Vertical** drop zone in the Editor panel.

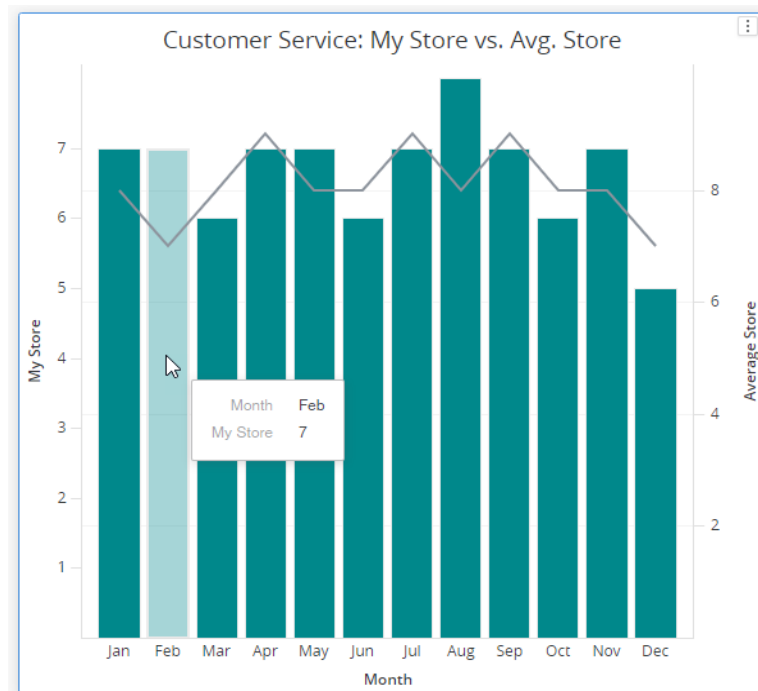
A scale of the customer satisfaction rating for an average store displays on the right vertical axis. A line displays on the chart, and each point on the line reflects an average store's customer satisfaction rating for each month.



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**11** To rename the visualization, double-click the **Visualization 1** title, and type **Customer Service: My Store vs. Avg. Store.**

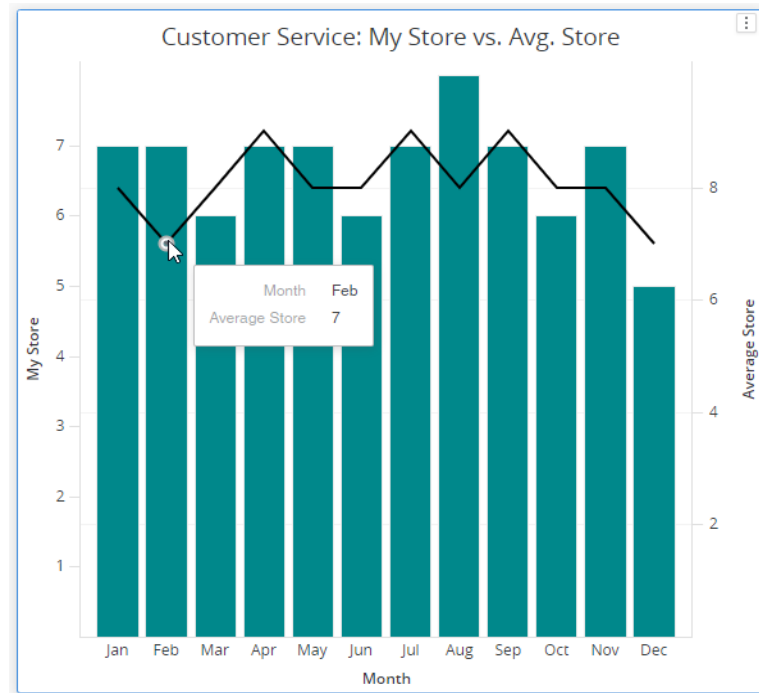
**12** Hover over the **Feb** bar to display a tooltip with details for your store's customer satisfaction rating in the month of February.



In February, your store had a customer satisfaction rating of 7.

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- 13** Hover over the **Feb** data point on the line to display a tooltip with details for an average store's customer satisfaction rate in the month of February.




- 14** In February, an average store had a customer satisfaction rating of 7. Although your store also had a customer satisfaction rating of 7 in February, the February bar and line display at different heights. Can you determine why?

The vertical axis scales for My Store and Average Store are different, known as a global scale. In this scenario, the global scale makes it difficult to quickly compare the customer satisfaction scores. Next, you adjust the formatting so that the vertical axes use the same scale, known as a synchronized scale.

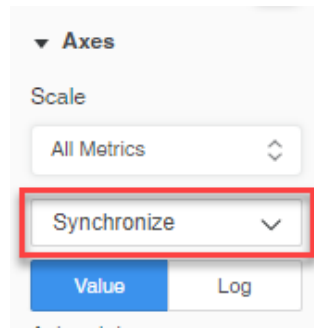
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### Adjust the vertical axes scales

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- 1 Click the **Format** icon  to display the Format panel.
- 2 Expand **Axes**.

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- 3 In the second drop-down list under **Scale**, select **Synchronize**.



- 4 The vertical axes adjust to use the same scale, making it easier to quickly compare the monthly customer satisfaction scores between your store and an average store.



For example, in the image above, you can easily understand that in both February and August, your store and an average store had the same customer satisfaction rating because the bar and line for those months display at the same height.

- 5 Click **Save** in the upper right of the dossier toolbar.
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### Analyze the combo chart

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- 1 Think through the types of analysis that combo charts are useful for and how the characteristics of a combo chart might impact the ease of analysis, by using the combo chart to answer the following questions:
  - How easy is it to determine the month in which an average store had the lowest customer service rating?
  - How easy is it to determine the month in which your store had the highest customer service rating?
  - How easy is it to determine if your store typically has a higher or lower customer satisfaction rating than an average store?
  - How easy is it to determine the month in which your store's customer service rating and an average store's customer service rating differed the most?