

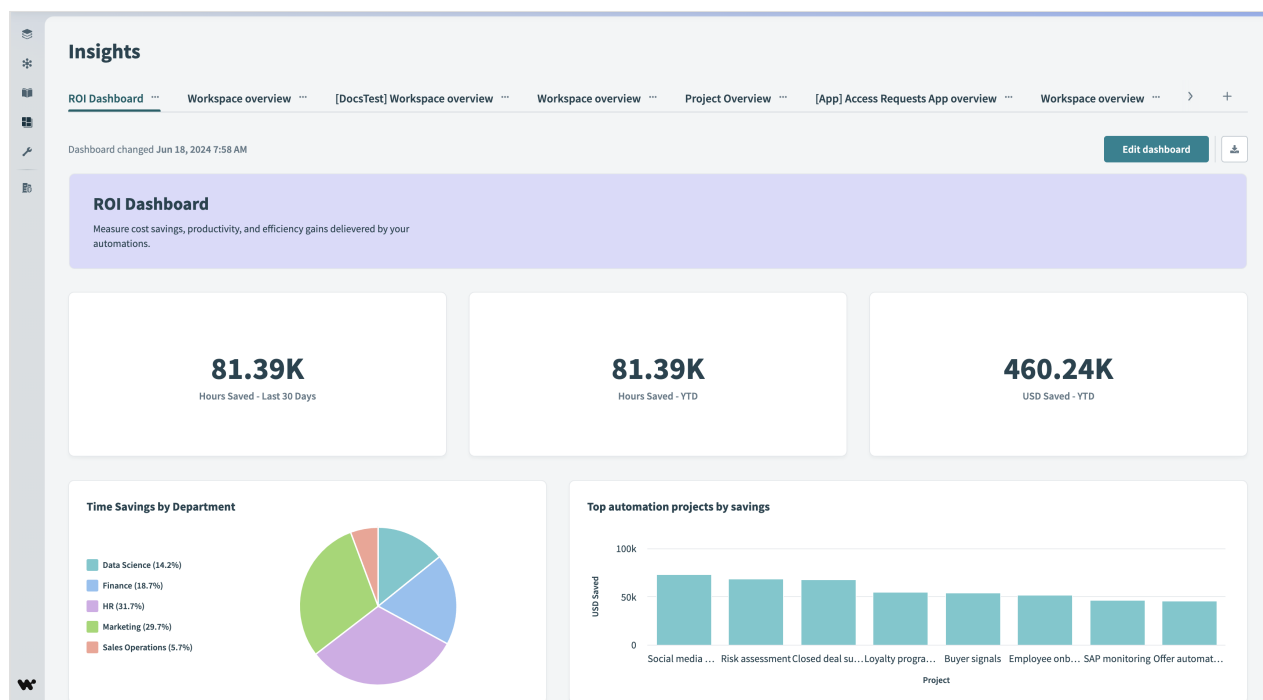
Insights

FEATURE AVAILABILITY

Insights is available to direct customers on specific pricing plans, but isn't available to Embedded partners or their customers. Additionally, access to Insights dashboards within [Workflow apps](#) is determined by whether your plan includes the Workflow apps feature. Refer to your pricing plan and contract to learn more.

Insights is a data visualization and manipulation engine built into Workato and Workflow apps' no-code environment. It enables business users, IT professionals, and citizen developers to connect, manipulate, and visualize data, making data-driven decisions directly within Workato. You can access Insights from the side navigation bar in **Platform > Insights**.

The basic building blocks of Insights consist of data sources, query components, and chart components. When combined, these building blocks form data reports and visualizations called dashboards.



Insights dashboard

Supported data sources

Insights enables you to create comprehensive data reports using built-in and customizable data sources.

The following data sources provide the foundation for your reports and analytics in Insights:

- **Projects:** Gain insights into all the projects within your workspace and view key project metrics.
- **Recipes:** Analyze data from all the recipes in your workspace to create detailed reports on recipe execution and performance.
- **Job history:** Access detailed data for all jobs run within your workspace over the past 365 days, allowing you to track and analyze job performance and outcomes.
- **Workflow apps:** Retrieve data related to all the workflow apps in your workspace, providing visibility into app usage, efficiency, and workflow automation.

Additional data sources

In addition to these standard data sources, you can customize and enrich your reports with the following data sources:

- [Calculated columns](#) in individual job history: Add calculated columns to job history reports to capture and display additional recipe data. This customization gives you the flexibility to track the exact metrics you need for your specific workflows.
- **Data tables:** Use data tables to include supplementary data sources, providing a more comprehensive view of your operations and enabling deeper analysis.

Refer to the [data sources](#) section for a full list of data sources and their data columns.

What's new in Insights

Refer to our [changelog](#) [🔗](#) for a comprehensive list of the latest updates and new features in Insights.

Dashboard use cases

You can build custom dashboards based on your automation data. This provides visibility to the value created by automation and bridges the gap between automation and analytics. Insights always displays data in real time, without a need for expensive ETL/ELT and BI (business intelligence) practices.

Use Insights for the following types of data analysis:

- [App analytics](#)
- [Workflow performance](#)

Usage analytics

Workato Insights can track how a Workato workspace is used, including recipe success rates and errors, display recipe/task consumption, break down data by projects and environments, and show full job history for the workspace.

Sample metrics include:

- Of recipes/jobs/tasks:
 - The number of tasks consumed by a recipe
 - The number of tasks consumed by each environment
 - The number of active recipes in an environment
 - Error rates
 - Job execution time
- Full job history
 - The total number of tasks consumed in a workspace
 - The total number of active recipes in a workspace

Automation impact

This feature can provide insights into how automation impacts your business processes and calculate ROI. This can include time/money saved, reduced manual errors, and increased operational efficiency.

Sample metrics include:

- Total amount saved (\$)
- Hours saved last month by a specific process
- Savings by process or department

App analytics

Workato Insights can provide analytics on user-centric processes implemented as a [Workflow app](#).

- Average user processing time
- The time a task spends in a certain status
- Of approval processes:
 - Average time to approve
- Of employees onboarded last month:
 - Average time to complete processing

Workflow performance

Workato Insights can provide analytics on how well your automated workflows perform.

- Sample metrics include:
 - Total amount of orders processed last month in an automated Order-to-Cash process
 - Breakdown of orders by region
 - Average order processing time

Supported queries and charts

Queries

Transform and prepare your data: Retrieve, analyze, and utilize the information stored in your data sources using the following [queries](#) on your data:

- Filter by
 - Summarize
 - Join to
 - Sort by
 - Row limit to
 - Calculated columns
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Charts

Visualize your data: Display data points, trends, patterns, and relationships by adding charts to your dashboard.

Insights supports the following [chart types](#):

- Bar graph
- Pie chart
- Number graph
- Area graph

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