

View Analytics of Incident records using Tableau

Gold

After successful registration of the **DataSync Express** application, you will receive an email from the [Perspectium Team](#) on connecting to the **Perspectium Cloud Database**. In this email, a [Tableau](#) workbook is attached to view analytics of **Incident** records shared to the **Perspectium Cloud Database**.

Prerequisites

[blocked URL](#) First, you will need to install the **Perspectium DataSync Express** application.

 You will need to [register and](#) set the initial configurations of **DataSync Express** app into your instance.

Procedure

To start configuring your ServiceNow instance to view your [Tableau](#) workbook, follow these steps:

1

Enable adding display value field

In your ServiceNow instance, navigate to **Perspectium DataSync Express > DataSync Express > Properties** and enable the **Add display value field (prefixed with "dv") for reference and choice list fields** checkbox.

Perspectium DataSync Express Properties

Add display value field (prefixed with 'dv_') for reference and choice list fields



Share fields that belong only to the selected table. Note that this is unusual and will result in missing fields from the base (parent) table



Specify how data will be encrypted before being shared out. 'encrypted' uses the same encryption as ServiceNow's password encryption. 'encrypted_multibyte' Base64 encodes the data before encryption

encrypted

Save

2

Create and send a bulk share for the Incident table

See [Create a DataSync Express bulk share](#).

3

Open the Tableau workbook attached in the email to view your data

In the email sent to you after [registration](#), [open the Incident Tableau workbook](#) attached.

With the **Incident Tableau workbook**, you can start viewing your data such as the volume of incident over time or the average time to resolution, and create your own reports and dashboards against this data.

Instance Name

dev97744

Time Frame: Created On

This year

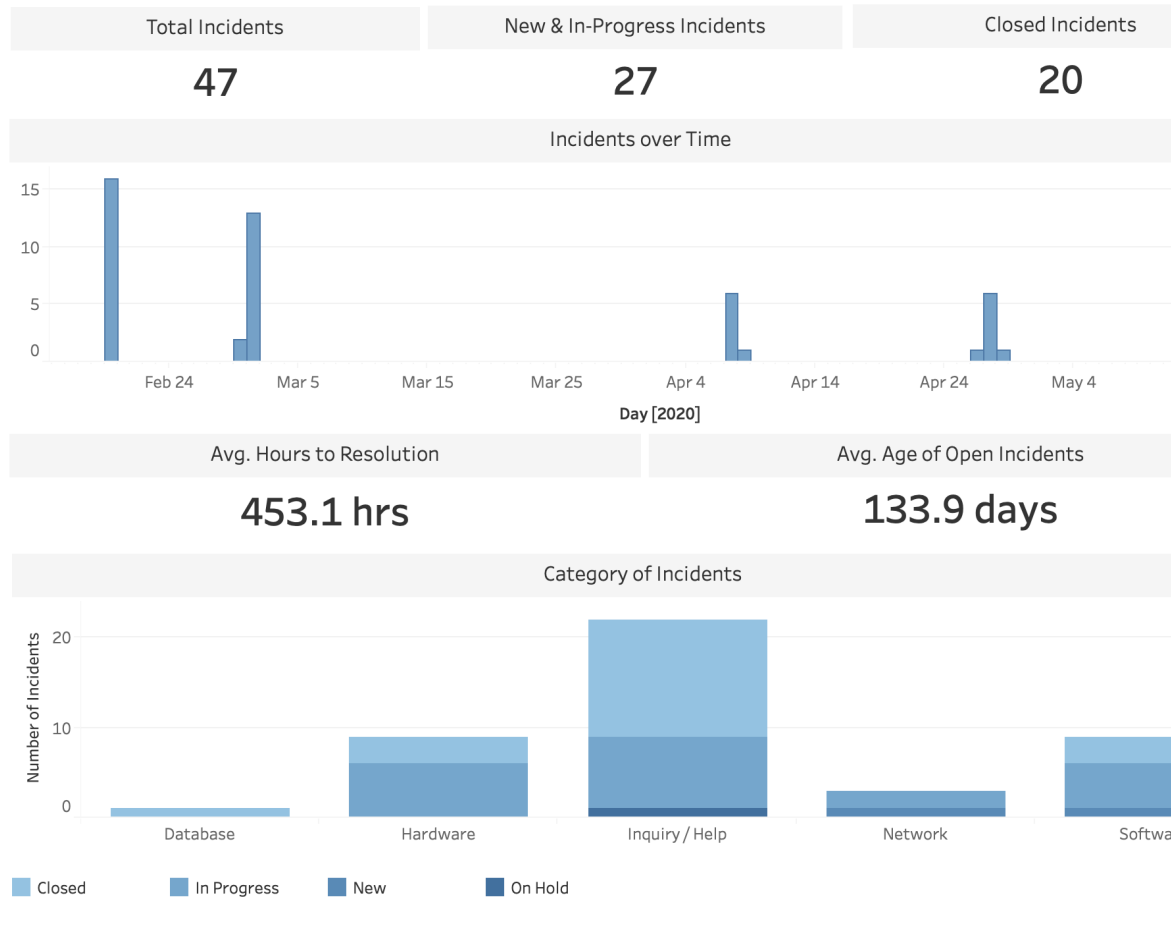
Select Open States

(Multiple values)

Select Closed States

Closed

Incident Analytics: Overview



Incidents over Time

Day [2020]	Incidents
Feb 24	16
Mar 5	13
Mar 15	0
Mar 25	0
Apr 4	6
Apr 14	0
Apr 24	6
May 4	0

Avg. Hours to Resolution

453.1 hrs

Avg. Age of Open Incidents

133.9 days

Category of Incidents

Category	New	In Progress	Closed	On Hold
Database	0	0	0	0
Hardware	6	3	0	0
Inquiry / Help	9	13	0	0
Network	0	2	0	0
Software	6	3	0	0

Similar topics

- Alerts for DataSync Express
- Data obfuscation for DataSync Express
- Error Notification for DataSync Express
- Test Connection for DataSync Express
- Troubleshooting Report for DataSync Express

Contact Perspectium Support



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