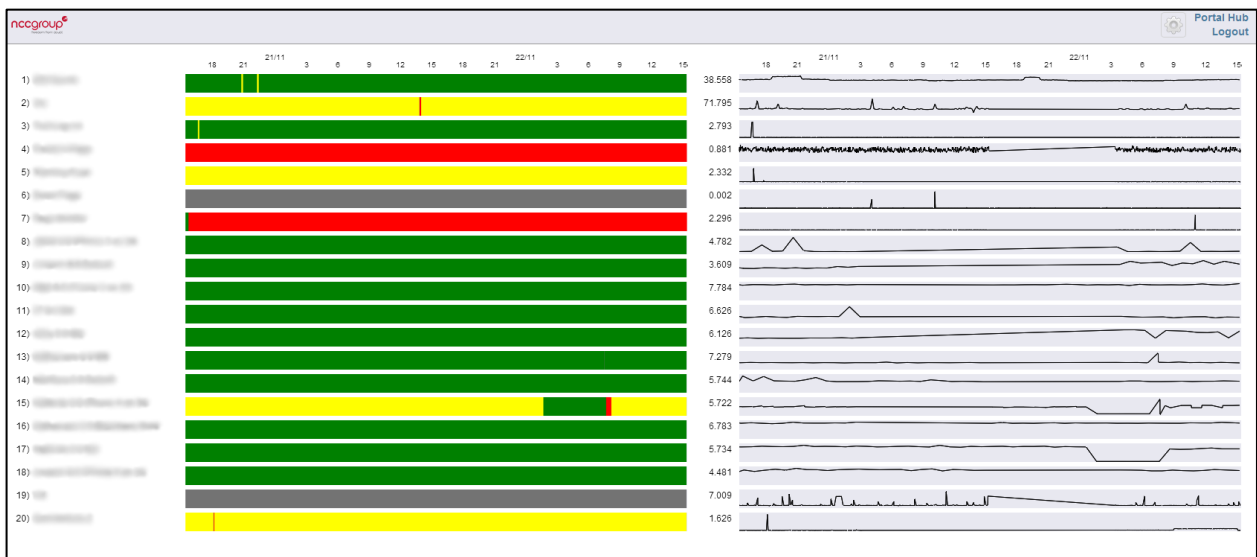
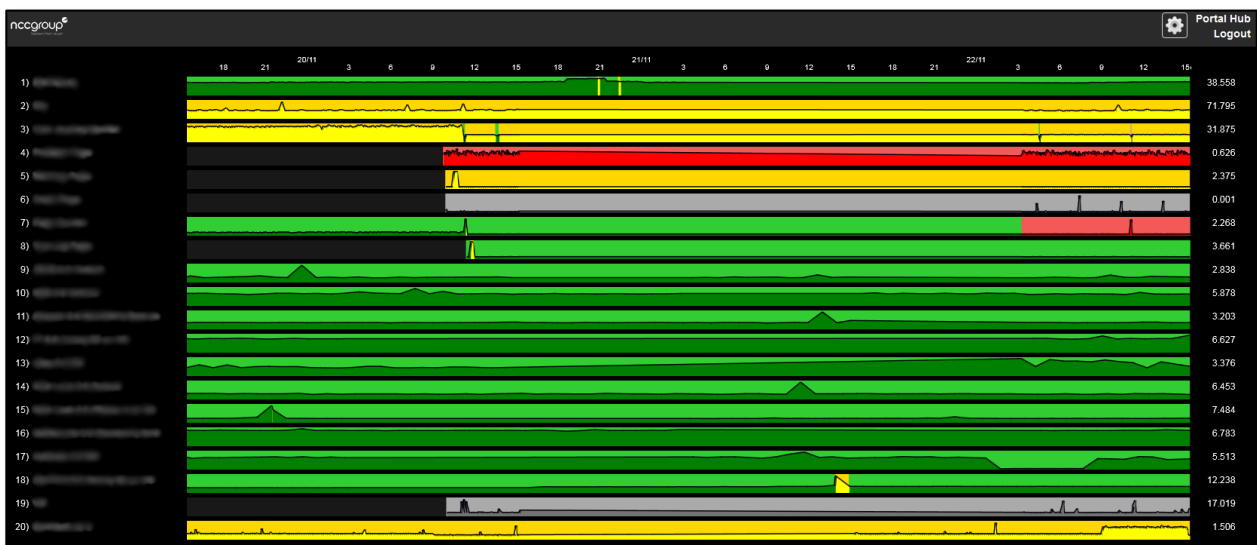


## Interactive Dashboard

The Interactive Dashboard provides a real-time view of the performance and availability of your websites. As a customisable front-end to our existing Monitoring product, it displays active monitors to give a rich, consolidated view of the health of your sites.

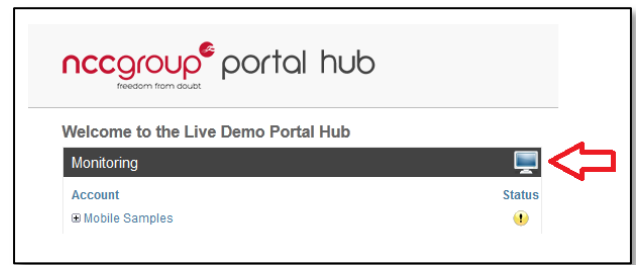
Optimised for viewing on the large screens typical in network operations centres, the Interactive Dashboard gives a clear overview of the status of your key monitors. It is equally as informative when viewed on a desktop by allowing users to drill down into specific test results.

The Interactive Dashboard is intended to be accessed using either a Firefox or Chrome browser. Here are two examples of how it can be configured:



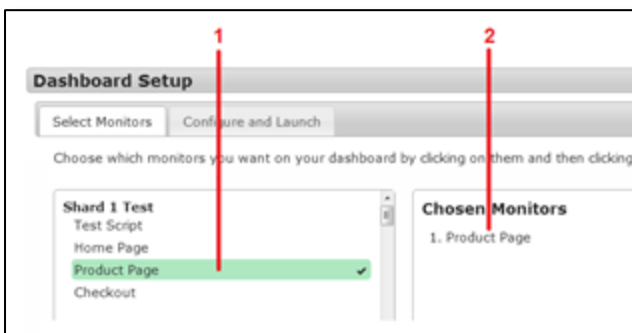
## Launching the Dashboard

Once access is provided the dashboard is launched by clicking on the new icon that will appear on the monitoring header bar on the Portal Hub page.



## Configuring the Dashboard

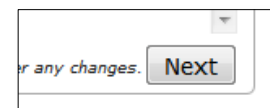
When you launch the dashboard for the first time, you will be presented with the configuration screen. This allows you to specify which monitors to include in the display (from any of your monitoring accounts).



Click on the monitors on the left **(1)** of the **Select Monitors** tab to move them to the right **(2)**, which will include them in the Dashboard display.

You can drag the monitors up and down on the right of the screen **(2)** to change the display order, allowing you to show the most important monitors at the top or to logically group them together.

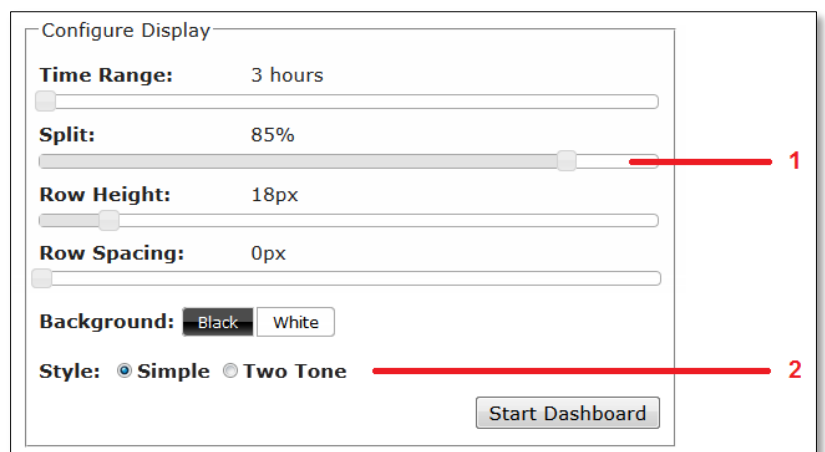
Once done, click **Next**.



On the **Configure and Launch** tab, you can customise the dashboard display. Most of the available options are self-explanatory, but there are two settings worthy of a more detailed explanation:

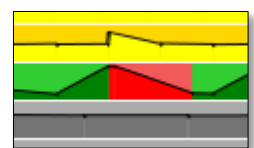
### 1. Split

- The Dashboard is used to show the severity (OK, Warning, Problem, Down) of your monitors, along with their speed
- The **Split** value defines how much of the screen is used to display severity (on the left) and speed (on the right)
- If you set the split to 100%, the speed will be overlaid as a line on top of severity in a single graph



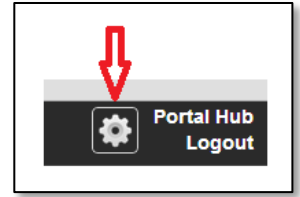
### 2. Style

- When split is 100% (i.e. speed and severity are shown on the same graph) you can additionally select to see the severity in either two tone, or simple view
- In either case, the speed will be shown as a line on top of the severity
- When in two tone, each severity will have a light colour above the speed line, and a darker colour below the line, making it easier to see the speed and severity together



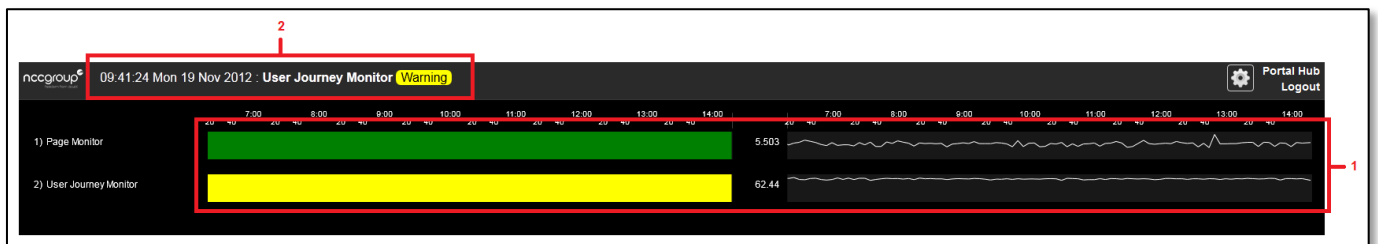
Once configured, click the **Start Dashboard** button to display the information for your selected monitors.

All of these settings are stored in a cookie on your machine, so launching the Interactive Dashboard next time will automatically start it with the same settings. If you want to re-configure the monitors to show, order or display preferences, click on the settings cog at the top right of the screen.



## Interaction

As you mouse over the speed or severity graphs (1), the date and time of the corresponding test is shown in the status bar (2).



You can click on any point on any of the graphs to open a separate browser tab that will list the test results for that monitor within the time period clicked. This makes it very easy to drill into a specific area that needs further analysis in the operational monitoring portal.

## Dashboard Updates

The Interactive Dashboard updates every minute, with each monitor being refreshed throughout that minute. There is an indicator at the bottom left of the screen showing how up to date the data is.

Updated within the last minute

If there are any problems with the Dashboard connecting through to NCC Group, a message will be displayed at the top of the screen.



In addition, any **Service Status** messages that are traditionally shown on the **Portal Hub**, are also shown here.



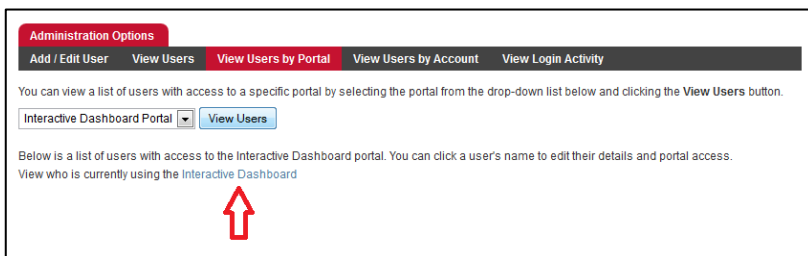
## Granting Access and Licensed Seats

From an administration perspective, the dashboard is implemented as an additional portal and so user access, login activity tracking and general administration is consistent with other services. Once a company is given access to the dashboard, individual users of the company are authorised for access via their passport (which can be done by admin users at the Portal Hub).

You can also set the Interactive Dashboard to be your default portal, which means that it will load as soon as you have logged into the Portal Hub.

The Interactive Dashboard is a licensed service which requires a company to purchase a suitable number of seats (instances of the dashboard). Any usage of the dashboard (from any user in that company), occupies a seat. Once they are all occupied, no additional users are allowed access, until a seat becomes available.

If a user's access to the dashboard is revoked, they will automatically lose access and their seat will become available within a minute or so.



You can view who is occupying a seat in real time, through the new admin report.

Select the **View Users by Portal** tab from the **Administration Options** page and then click **Interactive Dashboard**.

Although the Interactive Dashboard uses the API, it is purchased and accounted for completely separately (i.e. any API hits from the Interactive Dashboard do not affect your API quota).

