

Working with the Real-time Dashboard

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The Real-time Dashboard enables you to view real time analytics. The Real-time Dashboard combines metrics for Quality of Service and Quality of Engagement combined. To learn more about the Real-time Dashboard, see [Real-time Analytics Dashboard](#) .

You can dive deeper into the data and learn more about Real-time trends in your account. In this article, you can review:

- [How to change the time frame for the dashboard](#)
- [How to filter the data](#)
- [How to use the Data Zoom](#)
- [How to export reports to a CSV file](#)

Change Dashboard Timeframe

Use the date picker to change the timeframe and view data across different periods. You can select preset time periods or choose specific dates. The calendar only lists dates where data is available.

The time frame will apply for both the Discovery Graph and the Discovery Table.

Preset Time Periods

Preset time periods are a quick way of looking at recent data.

The screenshot shows a date/time picker interface. At the top, there is a dropdown menu with the text "Last minute" and a downward arrow. Below this, there are two tabs: "Preset" (highlighted in green) and "Specific Date Range". Under the "Preset" tab, there is a section labeled "LAST" followed by a list of options: "Minute" (with a checkmark), "5 minutes", "30 minutes", "Hour", and "3 hours". To the right of these options, there are corresponding time durations: "6 hours", "24 hours", "3 days", and "7 days". At the bottom right of the interface, there is a green "Apply" button.

Selecting a Custom Timeframe

The time zone is the same time zone as configured on the KMC.

To select a specific date

1. Click on the date/time picker and choose the Specific Date Range tab.
2. Navigate to the exact date of the timeframe and double click on the date in the calendar.
3. Click the on the hour that your broadcast took place.

To select a custom timeframe

1. Click on the date/time picker and choose the Specific Date Range tab.
2. Navigate to the first date of the timeframe and double click on the date in the calendar.
3. Navigate to the last date of the timeframe and double click on the date in the calendar. The timeframe will appear marked on the calendar.
4. If you know or can estimate the time of the broadcast, use the from and to arrows to set the time.
5. Click Apply to view the dashboard data for the selected custom time period.

Last 7 days

Previous Specific Date Range

< June 2019 >

Su	Mo	Tu	We	Th	Fr	Sa
26	27	28	29	30	31	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	1	2	3	4	5	6

From: 11 : 49 To: 11 : 50

Apply

Actions

You can perform the following actions in the Explore section:

- Filter Data - change the resolution
- Zoom in - enlarge the area you are interested in
- Pause - to examine updates on the discovery graph.

How to Filter Data

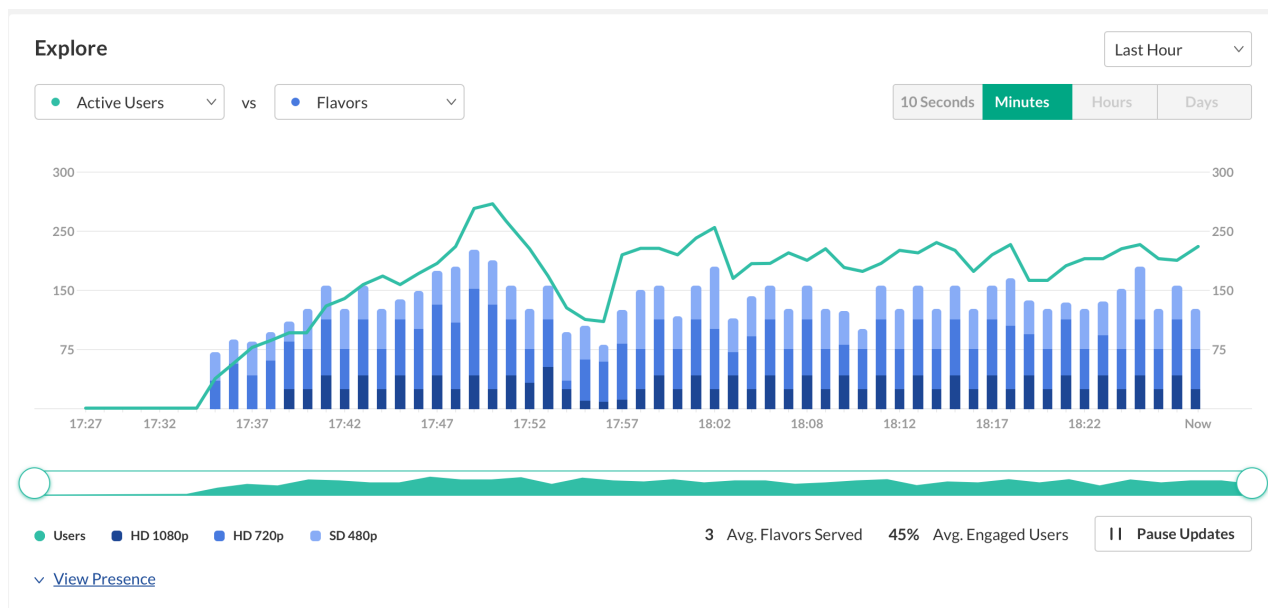
The data can be viewed in different resolutions.

Last minute

10 Seconds Minutes Hours Days

The available resolutions are:

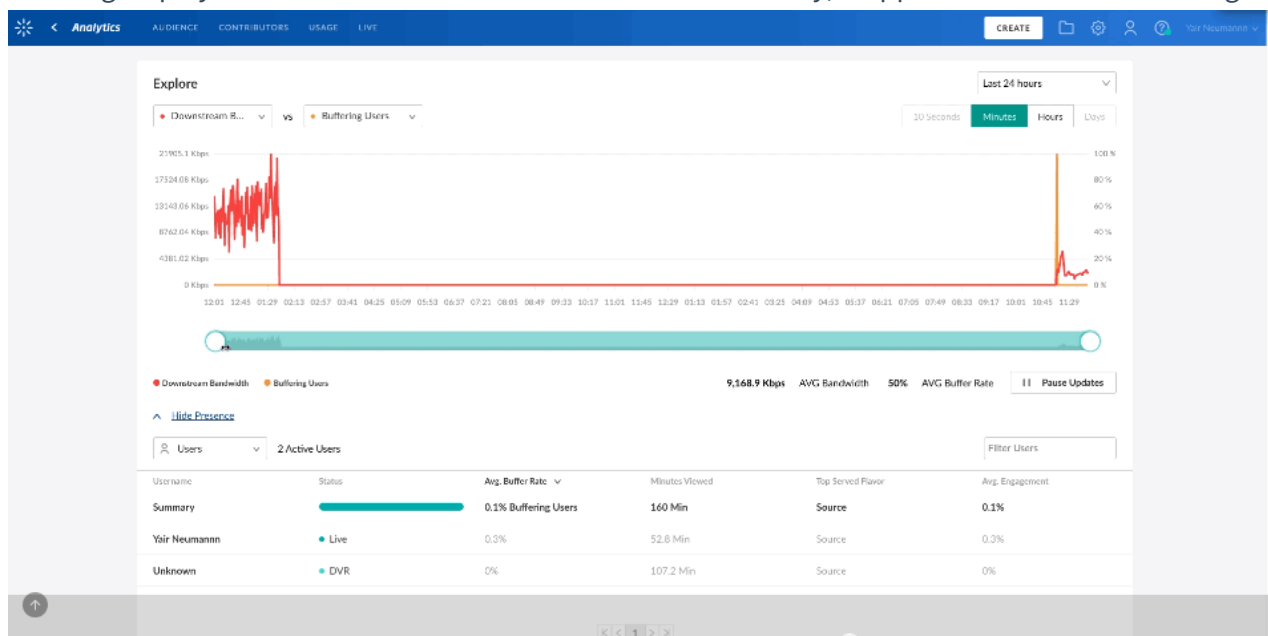
- 10 Sec
- Minutes
- Hours
- Days



Be certain to set the resolution to fit the requested time frame to examine your data. For example, if you want to see the 10 second resolution for data for the past 7 days, the amount of data will be larger than the threshold that Kaltura can send, and the 10 second resolution will be disabled.

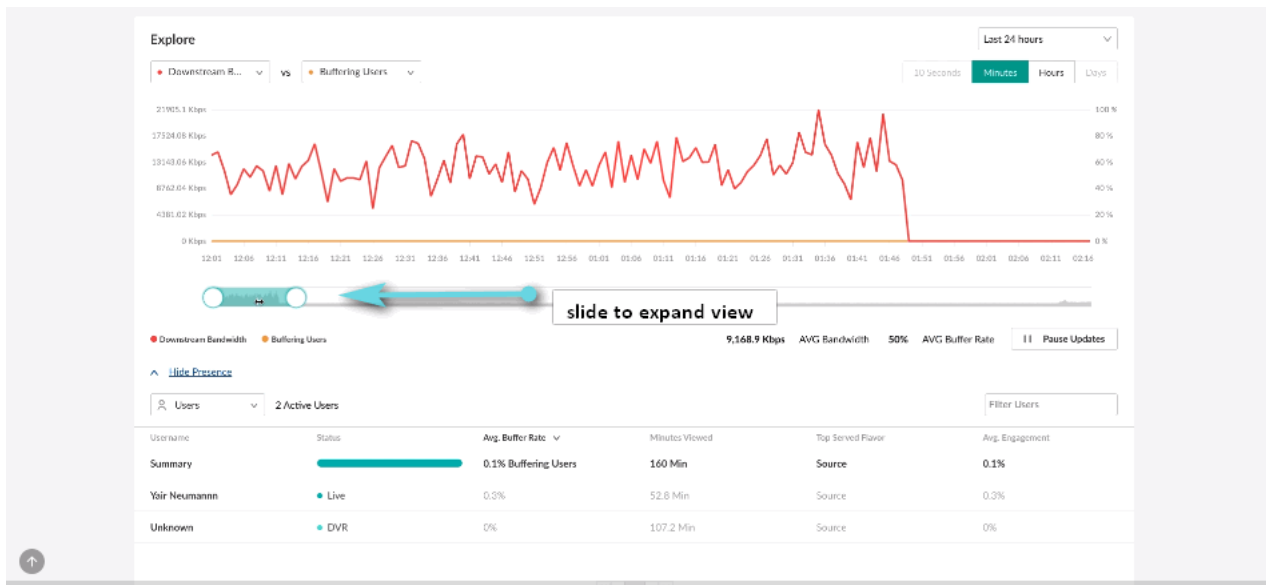
Data Zoom

The Data Zoom is a helpful tool that contains a subgraph to easily find data for the broadcast. The following display is for a broadcast that started and intermittently, stopped restarted broadcasting:



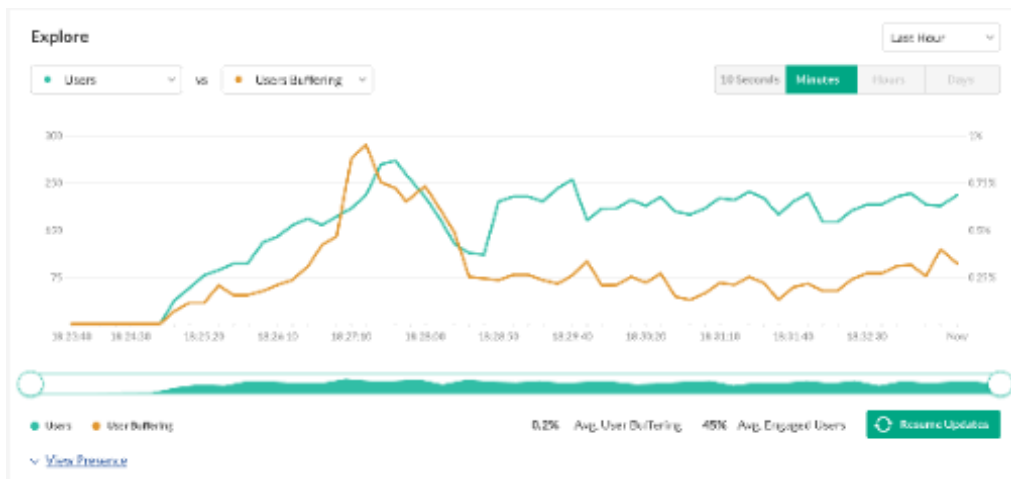
Notice the break in the data, where broadcasting ceased and then data reappears as the broadcast resumes.

Slide the data zoom into the area to focus on the actual data.



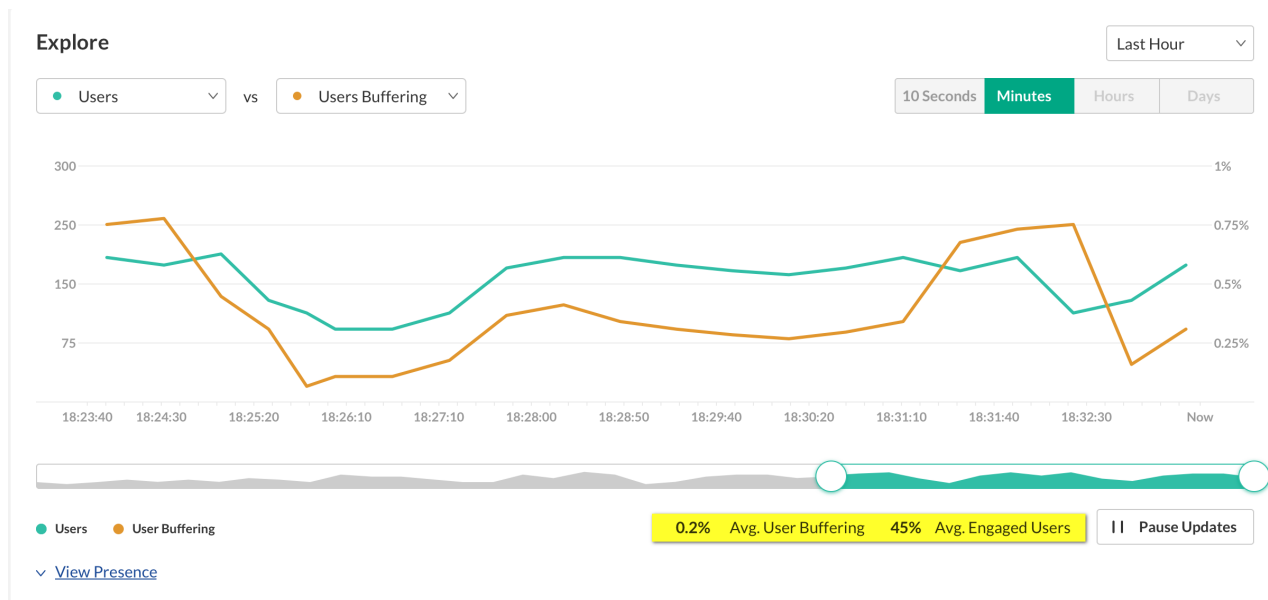
Pause Updates

You can pause updates on the Discovery graph to examine data and then resume your investigation.



Footnotes

Each metric that you select will display a custom calculation displayed on the top of the graph. Instead of exporting the data to Excel, some of the basic calculations like average and summary will be shown at the footnote.



Export to CSV

All analytics tabs have the option to Export to a CSV.

- Click Export to open the drop-down list with the following options: (One or more options may be selected.)

Export ^

- All
- Active & Engaged Users
- Users Buffering & Downstream Bandwidth
- Geo Location
- Active Users Per Devices
- Discovery

Export Reports

- Select the reports you want to view and click Export Reports.

A notification is sent about the export request status. If the data in the report was filtered, the report is based on the filter applied.

You will be notified that your export request is being processed and will be emailed to you when completed. Note that export is limited by number of records and time to execute. If you receive an

error, break down your report to smaller time frames or use filters to reduce the size of the report.

 Note: The files expire in 7 days.
