UAccess ANALYTICS
Working with Agents: Agents Dashboard

Do you use Analytics Agents? More specifically, do you use Analytics Agents to send data to other people in your department or college? Are you sure those agents are actually working every time? Check out this new dashboard that was recently made available to the Analytics community.

Agents Dashboard

The dashboard can be found at **Dashboards > UAccess Analytics > Agents**. The purpose of this dashboard page is to allow Analytics users who employ agents to monitor the success and/or failure of those agents. Most agents work fine every time they run. Occasionally – usually due to a simple mistake introduced by the person who built it – the agent is unable to complete its task.

On the **Agent Instances** page, you'll find the **Your Agent Run Results** analysis and a small **Agent Runs** analysis. The **Your Agent Run Results** analysis has two views: **Errors Only** (default) and **All**. With this analysis, you can view any errors that were generated when your agent ran. Although the text returned in the Error Message column can appear quite daunting, with just a bit of scanning you'll discover any errors that were caused by the agent and/or the report that was to have been delivered.

You'll be able to determine, for example, that one of the three intended recipients didn't actually receive the report you'd set up for them. Perhaps that intended recipient wasn't actually cleared to receive that type of data. More importantly, once you find and identify the errors you can take appropriate steps to resolve the issues.

The **Agents Run** analysis is much simpler. It shows you the number of your agents that have run each day over the past seven days and identifies with a simple Yes/No column whether or not any of them had an error.

Best Practices

So, how can you best use this dashboard? Well, why not create an agent to deliver the entire dashboard to you? Delivery of this dashboard once a week or even once a month would be sufficient for most people, while others would want delivery every day or so. Creating this agent is a very simple process.

Create a New Agent

1. **General** tab – use default selections.
2. **Schedule** tab - schedule as desired.
3. **Condition** – not required.
4. **Delivery Content** tab
   a. Fill out the **Subject** line field as desired. This will be the Subject line of the email.
   b. Change the **Content** type to **Dashboard Page**, then browse to **Shared Folders > UAccess Analytics > Dashboards > Agents > Agent Instances**.
   c. Note that the **Format** field changes to **PDF**. This is probably your best option.
5. **Recipients** tab – use default selections.
6. **Destination** tab – use default selections.

7. **Save** the agent in your My Folders folder.
8. Click the **Run Agent Now** button to test. The results will appear in your email inbox in the form of a PDF document from UAccess Delivers, and will immediately reveal any errors that were created by your agents. If you find an error, review the error information then take appropriate steps to resolve the situation.

That's pretty nice!