



eaZyBI  
■ ■ ■ \_ ■ ■

**Don't make me think about  
UI**



Jānis Liepa

Steve Krug



**DON'T  
MAKE  
ME  
THINK**  
*revisited*

*and Mobile*  
A Common Sense Approach to Web Usability

<https://www.sensible.com/dmmt.html>





I believe in the power of habit

**Jānis Liepa**

Main tailor of new UI



**Community Day**  
**May 14, 2020**

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**Our principles  
for UI changes**

**Principles in  
action**

**The takeaway**



**Your life does not get better by  
chance, it gets better by  
change**

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Jim Rohn

**easyBI** does not get better by  
chance, it gets better by  
change

---



# When we consider UI changes

**Customers have problems**

To guide

**Customers ask**

To improve

**We have problems**

Conventions and usability

**There is one more**



**To guide**  
Customers have problems



# BEFORE

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Issues **Empty** **Delete** Size: 1.1 MB Last import: about an hour ago

**New report** New folder Import reports Export reports 3 Hide reports

---

**2015**  
eazyBI 3.4

# BEFORE

---

Issues Empty Delete Size: 1.1 MB Last import: about an hour ago

New report New folder Import reports Export reports 3 Hide reports

2015

eazyBI 3.4

# NOW

---

Issues Empty ... Size: 3.3 MB Last import: 2 months ago

New report New folder Import reports Export reports 59

Rename Delete

2016

eazyBI 4

# BEFORE

Home Source Data Analyze Dashboards JIRA JIRA reports ? ? ? ?

Issues Save New Open ...

**Dimensions**

- Measures
- Project
- Reporter
- Assignee
- Issue Type
- Priority
- Status
- Resolution
- Affects Version
- Fix Version
- Security Level
- Issue
- Logged by
- Label
- Time

**Pages**  
Drag here if needed

**Columns** Drag dimensions here

**Rows**  
Drag dimensions here

Table Bar Line Pie Scatter Timeline Map Gantt Gauge

Drag at least one dimension to columns and one dimension to rows to query data.

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2017  
eazyBI 4.3

**MEASURE**

=



# BEFORE

The screenshot shows the eazyBI 4.3 interface for JIRA reports. The top navigation bar includes 'Home', 'Source Data', 'Analyze', 'Dashboards', and 'JIRA'. Below the navigation, there are buttons for 'Save', 'New', and 'Open'. The main area is a grid of dimension filters under the heading 'Dimensions'. The filters are arranged in a 5x3 grid:

Measures	Project	Reporter
Assignee	Issue Type	Priority
Status	Resolution	Affects Version
Fix Version	Security Level	Issue
Logged by	Label	Time

Below the grid, there are sections for 'Pages' (Drag here if needed), 'Columns' (Drag dimensions here), and 'Rows' (Drag dimensions here). A visualization type selector is located below the 'Columns' section, with options: Table, Bar, Line, Pie, Scatter, Timeline, Map, Gantt, Gauge. A note below the selector reads: 'Drag at least one dimension to columns and one dimension to rows to query data.'

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2017  
eazyBI 4.3

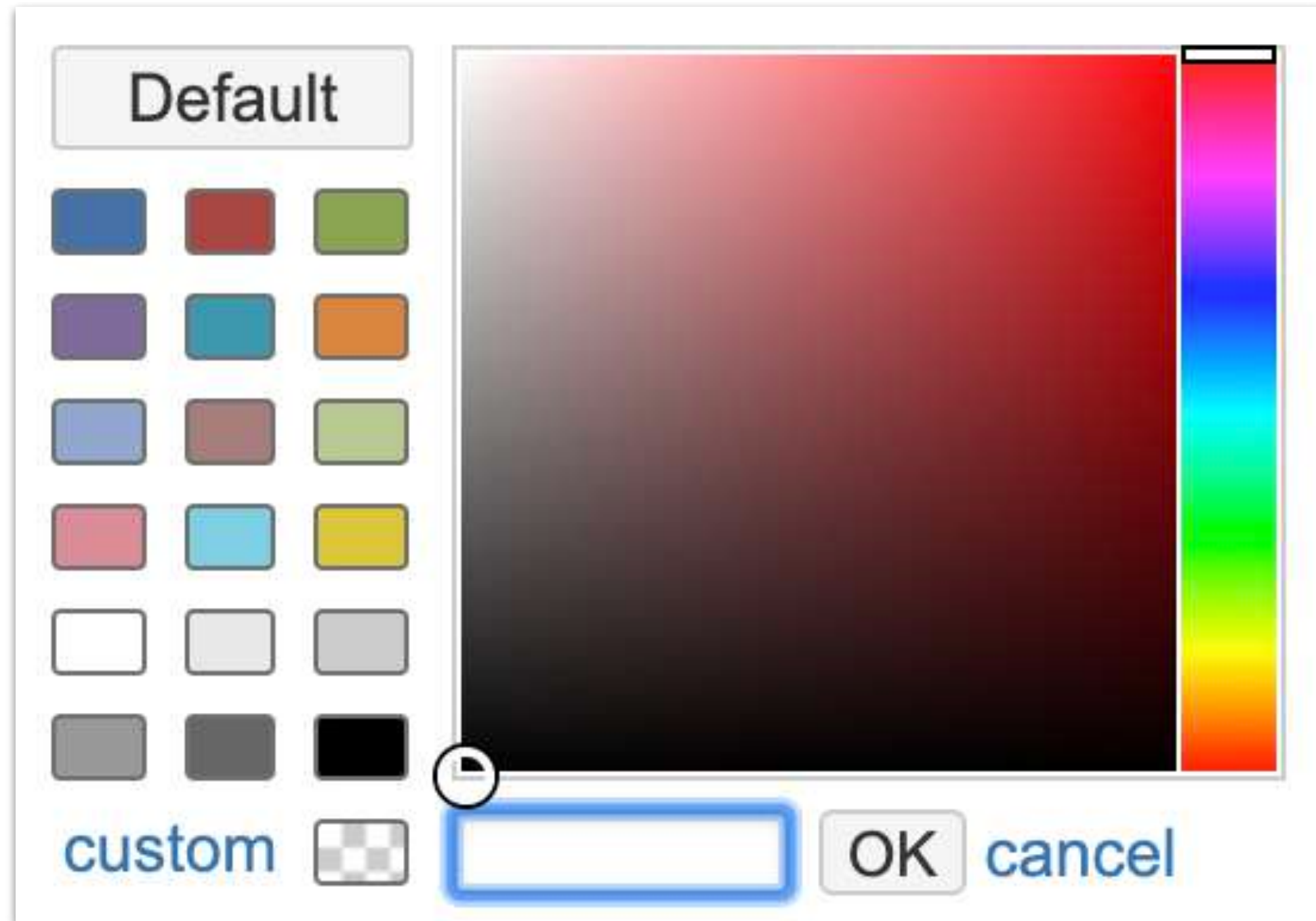
# NOW

The screenshot shows the eazyBI 4.6 interface. The 'Columns' section is highlighted with a red box and contains a single 'Measures' filter. The 'Rows' section is empty. The visualization type selector is located below the 'Columns' section, with options: Table, Bar, Line, Pie, Scatter, Timeline, Map, Gantt, Gauge. A note below the selector reads: 'Drag at least one dimension to columns and one dimension to rows to query data.'

2018  
eazyBI 4.6

# BEFORE

---

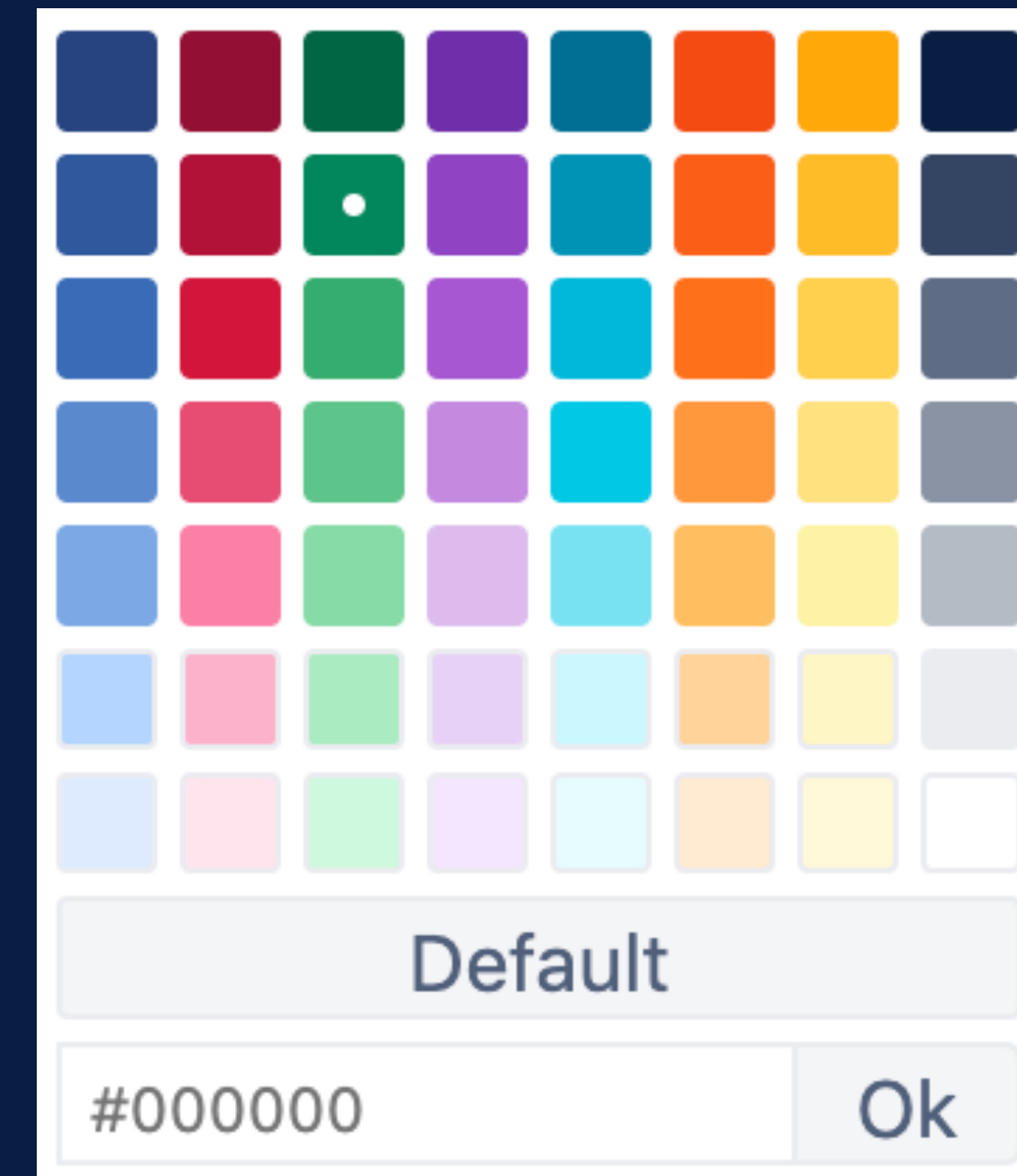


**2019**

eazyBI 5.3

# NOW

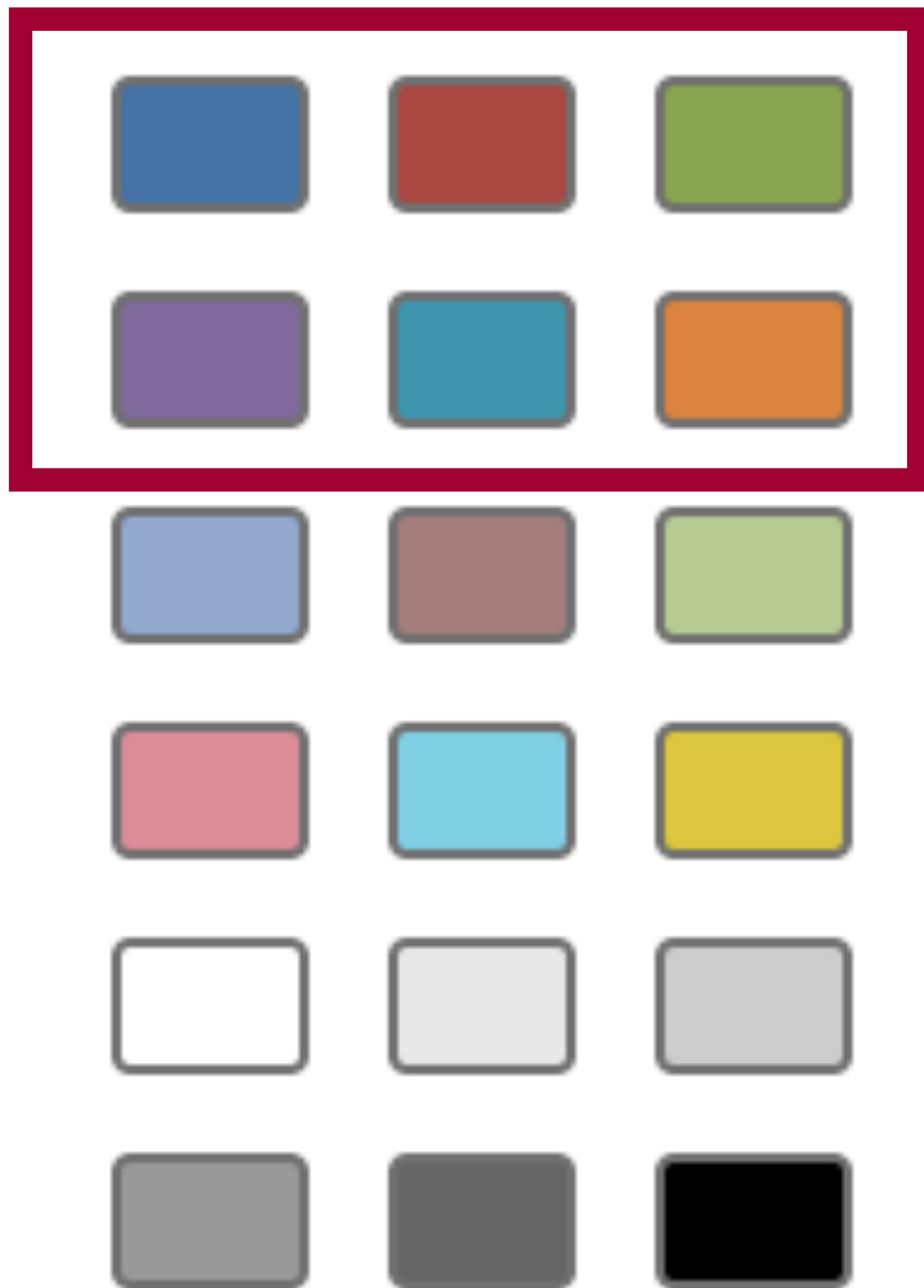
---



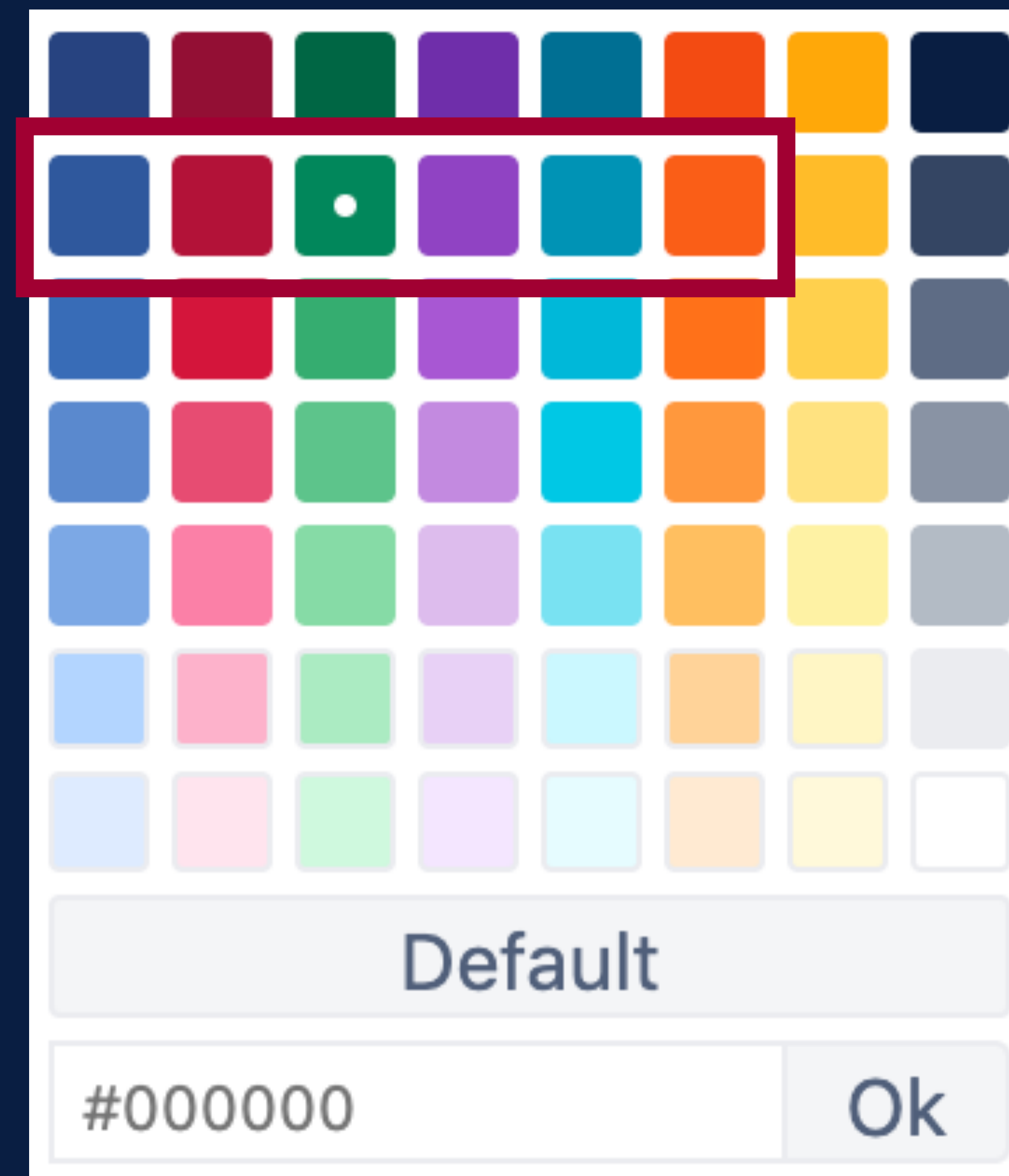
**2020**

eazyBI 6

# OLD COLORS

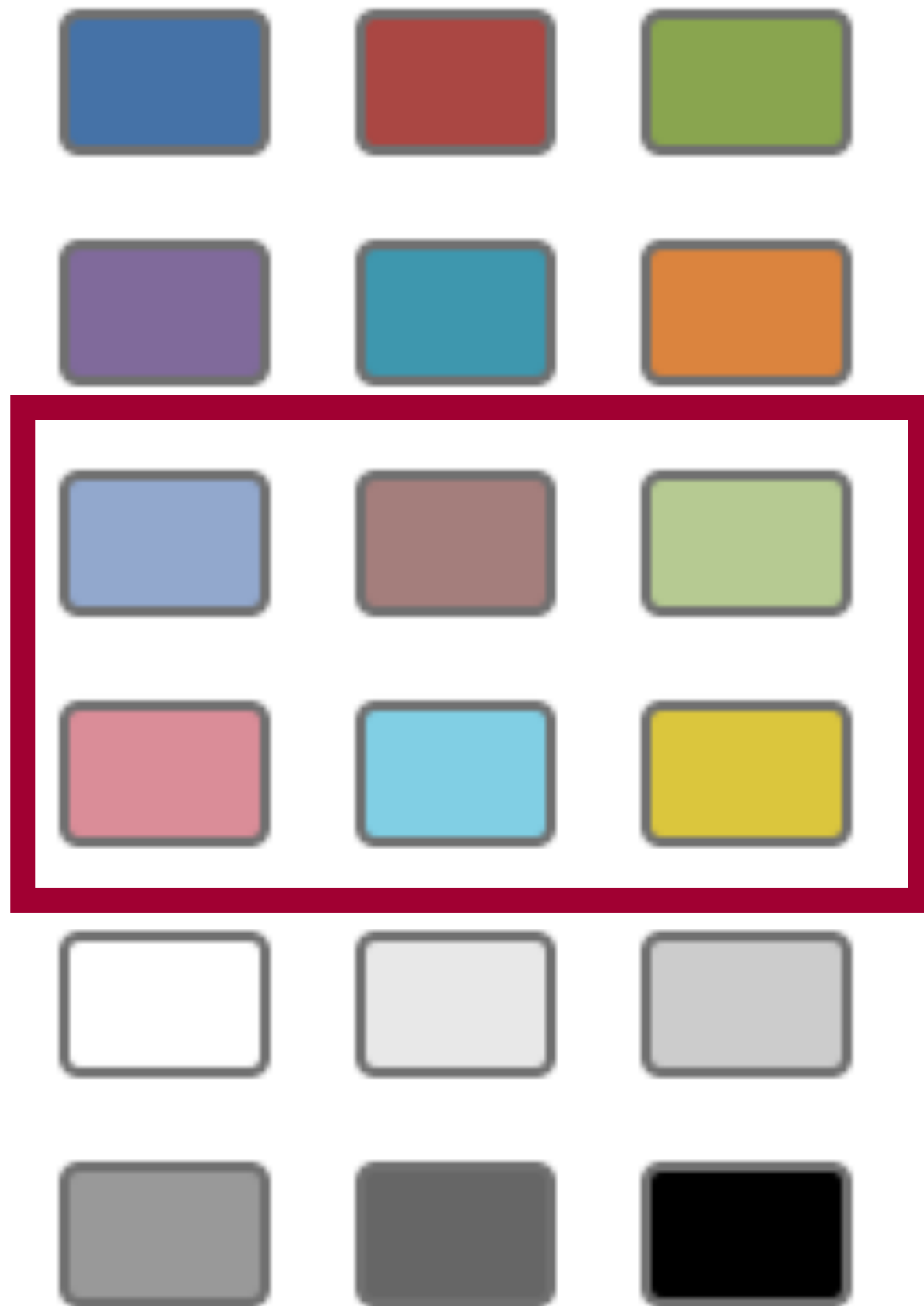


# NEW COLORS

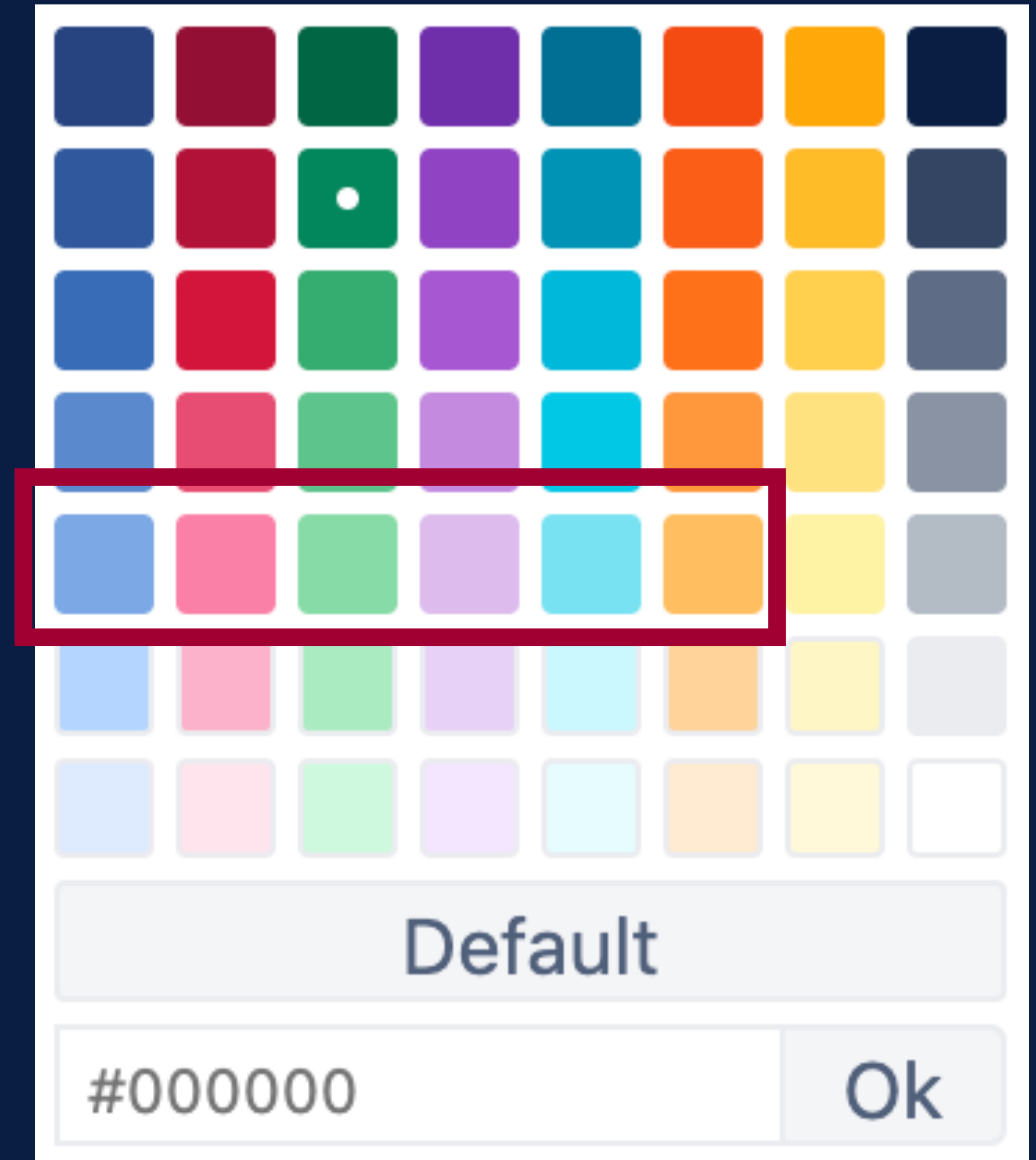




# OLD COLORS



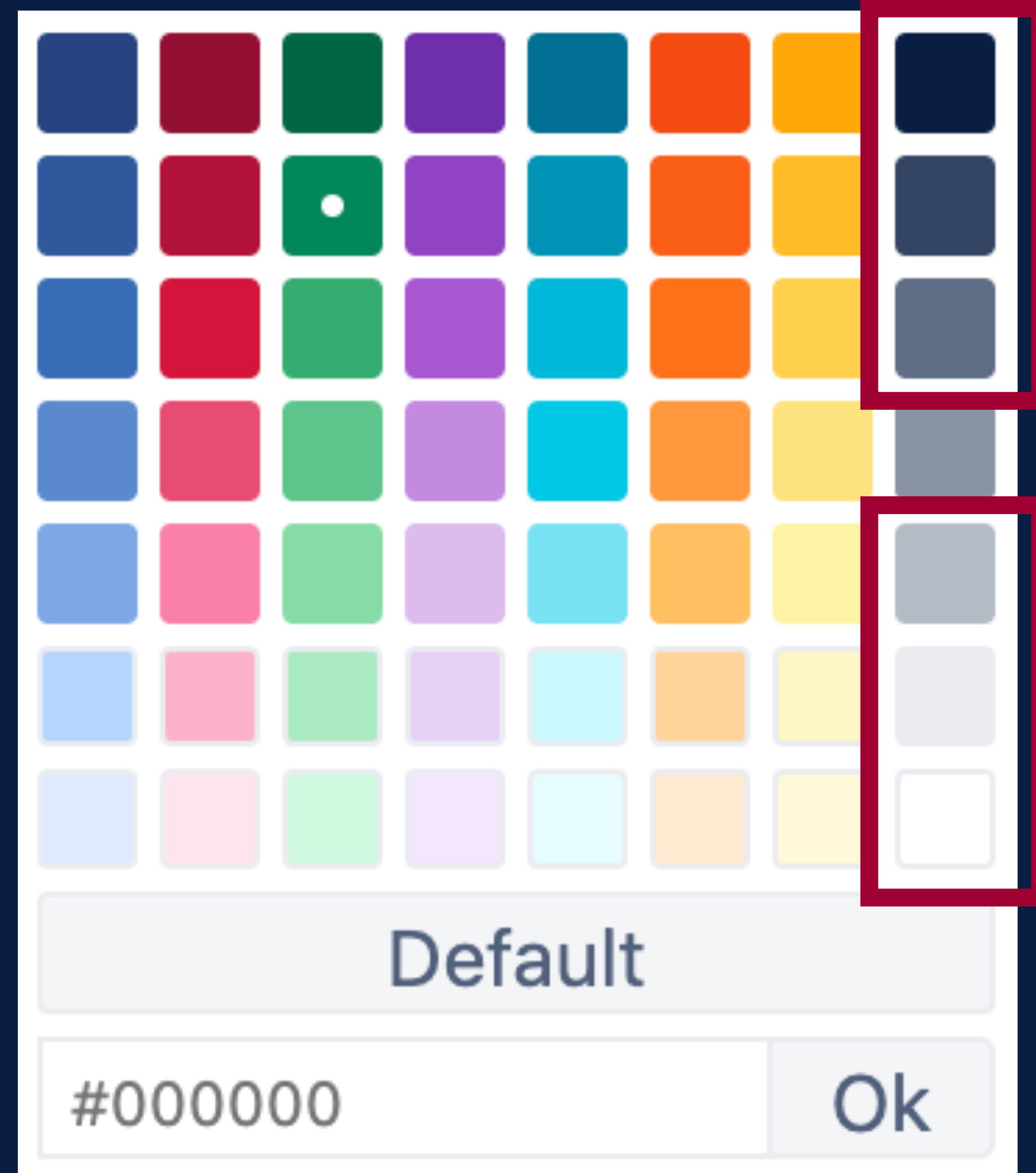
# NEW COLORS



# OLD COLORS



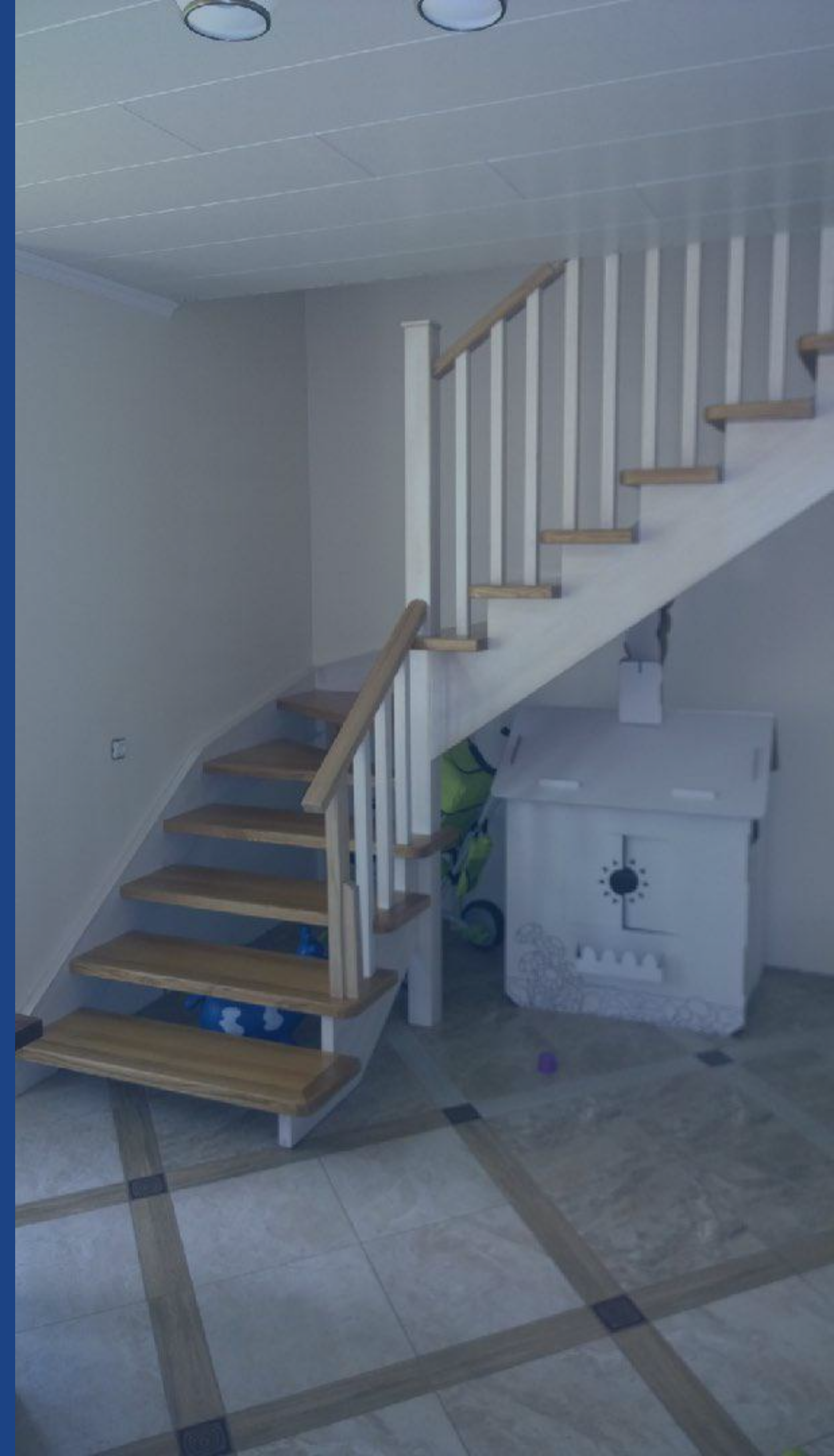
# NEW COLORS





# To improve

Customers ask



# Client support emails

A screenshot of the Help Scout web interface. The interface is divided into three main sections: a left sidebar, a central email thread, and a right-hand panel.   
**Left Sidebar:** Shows the account name "J&G Clothing" and a list of mailboxes: "Unassigned" (2), "Mine", "Drafts" (1), "Assigned" (9), "Closed", and "Spam". Below these are "FOLDERS": "VIP Conversations" (1) and "Waiting 6 Days" (9), and "Sales".   
**Central Email Thread:** The subject is "Ties out of stock?" with a "vip" tag and a customer ID of "66291" who is "ACTIVE". The thread shows three messages: 1. A reply from "You" (Kellie) 29 minutes ago: "Hi Mark! I'm really sorry, but our plaid ties are out of stock until next week. Would you like for me to put several on hold for you when the new stock comes in? Let me know! Thanks!" with a note "Customer viewed today @ 5:25pm". 2. A note from "Jay McDonald" 3 hours ago: "@Kellie can you please help Mark while I'm away? Would love to set up a saved reply for answering these questions in the future." 3. A message from "Mark Smithson" 8 hours ago: "Hi! I'm really keen to get my hands on a box of the plaid ties, but I can't seem to find them on your website. Are they in stock?"   
**Right-hand Panel:** Shows the customer profile for "Mark Smithson" (hello@abcwidgets.com, Portland, Oregon, United States). Below is a "Previous Conversations" list with items like "Re: This year's mens summer collection", "Re: A warm welcome", and "Do you do shoes too?". At the bottom are integrations for "Shopify" and "HubSpot".

Recent

0

All

3

Subject	Created	Last activity ↓	Last answer by	Threads	Preview
<a href="#">Re: EazyBI Troubleshooting Sync</a>	4 months ago	4 months ago	 John Doe	5	Who we need on the call (2 People - I will also join the call ) The person from EazyBI that is troubleshooting the issue or that is familiar with it And A person from IT that have full access to...
<a href="#">undefined method `[]' for nil:NilClass</a>	4 months ago	4 months ago	 Jānis Liepa	1	undefined method `[]' for nil:NilClass undefined method `[]' for nil:NilClass undefined method `[]' for nil:NilClass undefined method `[]' for nil:NilClass undefined method `[]' for nil:NilClass
<a href="#">Action required: Tempo worklog import to eazyBI</a>	about a year ago	about a year ago	 Janis Justaments	1	Hello!Tempo team has improved the Tempo worklog REST API as well as changed the authorization towards this API, see...

Up to 100 last conversations are shown.

[New conversation](#)

# Customer and partner community page

The screenshot shows the eazyBI Community page. At the top left is the eazyBI logo and the word "Community". On the top right are buttons for "Sign Up" and "Log In", along with search and menu icons. Below the header is a navigation bar with "all categories" (selected), "Categories", "Latest", and "Top". The main content is divided into two columns. The left column lists categories: "Questions & Answers" (1512 topics), "Events" (18 topics), "Tips & Tricks" (16 topics), and "Feature Requests" (88 topics). The right column, titled "Latest", displays a list of recent questions with their titles, tags, and timestamps.

Category	Topics	Latest
<b>Questions &amp; Answers</b> Ask your questions when you need help to build eazyBI reports or import some specific source data. Do not post your sensitive information here. If you are an eazyBI customer and want to reach eazyBI support then please <a href="#">contact eazyBI support</a> .	1512	<b>K</b> <b>Trying to Create Calculated Formula To Count the Amount of Days that A Ticket Has Been Open For</b> 0 1d ■ Questions & Answers
<b>Events</b> Discussions related to specific events organized by eazyBI. ■ eazyBI Community Days 2017 ■ eazyBI Community Days 2018 ■ eazyBI Community Day 2019 Las Vegas ■ eazyBI Community Days 2019 Riga	18	<b>B</b> <b>How to get a Count of Date changes</b> 2 1d ■ Questions & Answers jira
<b>Tips &amp; Tricks</b> Useful examples of eazyBI reports, calculated members, data imports that you would like to share with other eazyBI users.	16	<b>C</b> <b>Report filtering issues based on parent Epic child issue types</b> 0 1d ■ Questions & Answers calculatedmembers
<b>Feature Requests</b> Please post your ideas about new eazyBI features or comment and like ideas by others. Please describe the business need why you need any particular feature as it will help eazyBI team to better understand and prioritize it.	88	<b>M</b> <b>Number of issue with fix version</b> 2 2d ■ Questions & Answers
		<b>Custom release burndown chart</b> 1 2d ■ Questions & Answers calculatedmembers, jira, mdx
		<b>Pending ticket counter [HELP]</b> 1 2d ■ Questions & Answers jira
		<b>G</b> <b>Issue with "Web Link"</b> 0 2d ■ Questions & Answers

Show available dimensions

Pages

- > Time
- > Resolution
- > Issue Type

Rows

- > Issue

Nonempty

Columns > Measures

Table Bar Line Pie Scatter Timeline Map Gantt Gauge

Hide empty Top 30 by HelpScout link history All others Total Freeze header Vertical header

All Times Done All Issue Types

	HelpScout ↓ link history	Issue status	Issue type	Average age in status	Issue created date	Issue Last HS date	Issue Component	Linked HelpScout links	Issue Related
EAZYBI-387 Allow using dimension on rows or columns and in Page for filtering	58	Closed	Feature		Dec 18 2014	Dec 18 2014	(none)	16	EAZYBI-494,EAZYBI-16
EAZYBI-310 Add data access roles	28	Closed	Feature		Oct 31 2014	Oct 31 2014	(none)	9	EAZYBI-1328,EAZYBI-313
EAZYBI-15 Select issue links for import as dimension and property	26	Closed	Feature		Mar 03 2014	Mar 03 2014	(none)	1	EAZYBI-1116,EAZYBI-1117
EAZYBI-1109 Option to display only issue summary / or key in all chart types and table view	26	Closed	Improvement		Aug 18 2016	Aug 18 2016	(none)	1	EAZYBI-1595
EAZYBI-1518 Allow to drill into a measure by another dimension level	25	Closed	Feature		Jul 20 2017	Feb 11 2020	Analyze UI,Mondrian	3	EAZYBI-249,EAZYBI-2400
EAZYBI-638 Add standard calculations based on selected measures	24	Closed	Feature		Jul 22 2015	Jul 22 2015	Mondrian	10	EAZYBI-1989,EAZYBI-431,EAZYBI-2998,EAZYBI-747
EAZYBI-1346 Make eazyBI reports in Confluence macros exportable to PDF / image	24	Closed	Feature		Mar 08 2017	Feb 25 2020	Confluence	7	EAZYBI-953
EAZYBI-489 Jira Portfolio integration	23	Closed	Feature		Mar 31 2015	Oct 28 2019	Portfolio for Jira	14	EAZYBI-1417,EAZYBI-2267
EAZYBI-711 Launch a separate child JVM process to which Mondrian query requests are proxied	19	Closed	Feature		Sep 17 2015	Sep 17 2015	(none)		
EAZYBI-672 Zephyr for Jira Cloud	18	Closed	Feature		Aug 18 2015	Aug 18 2015	Zephyr for Jira		
EAZYBI-749 Add custom weekly hierarchy to Time dimension	18	Closed	Feature		Oct 21 2015	Feb 04 2020	Mondrian	62	EAZYBI-1296,EAZYBI-877,EAZYBI-3020,EAZYBI-1666
EAZYBI-888 Incremental REST API / SQL import option	18	Closed	Feature		Mar 02 2016	Mar 02 2016	(none)		

# MDX autocomplete

The screenshot displays the 'Define calculated member formula' dialog in eazyBI. The main text area contains the MDX formula: `[Measures].[ New calculated measure ] =`. Below this is a list of available measures for selection, including: Measures, Project, Project.Category, Reporter, Assignee, Issue Type, Priority, Status, Status.Category, Resolution, Affects Version, Affects Version.By name, Affects Version.By status, Fix Version, and Fix Version.By name. To the right, a 'Root members' sidebar lists various measures such as 'Issues created', 'Issues due', 'Issues resolved', 'Issues closed', 'Issues with due date', 'Issues last updated', 'Original estimated hours', 'Remaining estimated hours', 'Issues created count', 'Issues due count', 'Issues resolved count', 'Issues closed count', 'Hours spent', and 'Issues with hours spent'. The background shows a BI dashboard with dimensions like Project, Reporter, and Resolution, and a 'Columns' section with 'Measures' selected.

Drag at least one dimension to columns and one dimension to rows to query data.



# Drill into

	HelpScout link history	Issue status	Issue type
EAZYBI-1518 Allow to drill into a measure by another dimension level	25	Closed	Feature

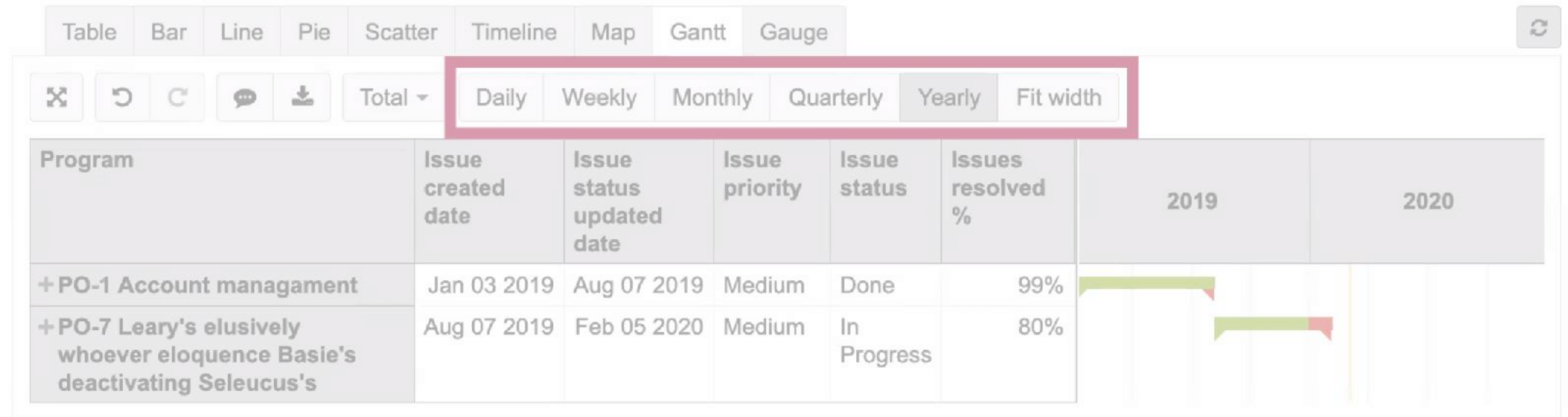
Table Bar Line Pie Scatter Timeline Map Gantt Gauge

✕ ↶ ↷ 💬 ⬇ Total ▾ Freeze header

	Issues created	Issues resolved	Issues due					
			- All Priorities	Highest	High	Medium	Low	Lowest
+ DEMO Alfa	195	181	14	4	1	5	1	3
+ DEMO Beta	193	173	20	5	2	2	7	4
+ DEMO Gamma	195	176	19	3	3	3	7	3

# Gantt chart improvement

	HelpScout ↓ link history	Issue status	Issue type
EAZYBI-286 Add Gantt chart views Weekly, Quarterly, Yearly	15	Closed	Improvement



# Conventions & Usability

When we have problems

# Our team in action



# BREADCRUMBS

---

2017  
eazyBI 4.4

The screenshot shows the eazyBI interface with a breadcrumb trail. The top navigation bar includes the eazyBI logo, 'Home', 'Source Data', 'Analyze', 'Dashboards', and 'JIRA'. On the right side of the top bar are 'JIRA reports', a help icon, a settings icon, and a user profile icon. The breadcrumb trail is located below the top bar and consists of three items: 'Issues' with a cube icon, 'Samples' with a folder icon, and 'Sample created vs resolved issues' with a line graph icon. A mouse cursor is pointing at the 'Samples' breadcrumb. To the right of the breadcrumb trail are three buttons: 'Save', 'New', and 'Open', followed by a three-dot menu icon.



[Home](#)

[Source Data](#)

[Analyze](#)

[Dashboards](#)

[Jira](#)



[Issues](#)



[Samples](#)

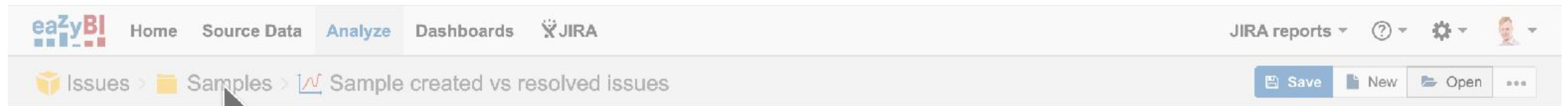


[Sample created vs resolved issues](#)

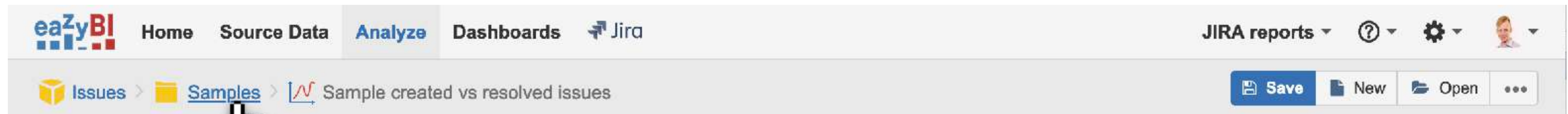
# BREADCRUMBS

---

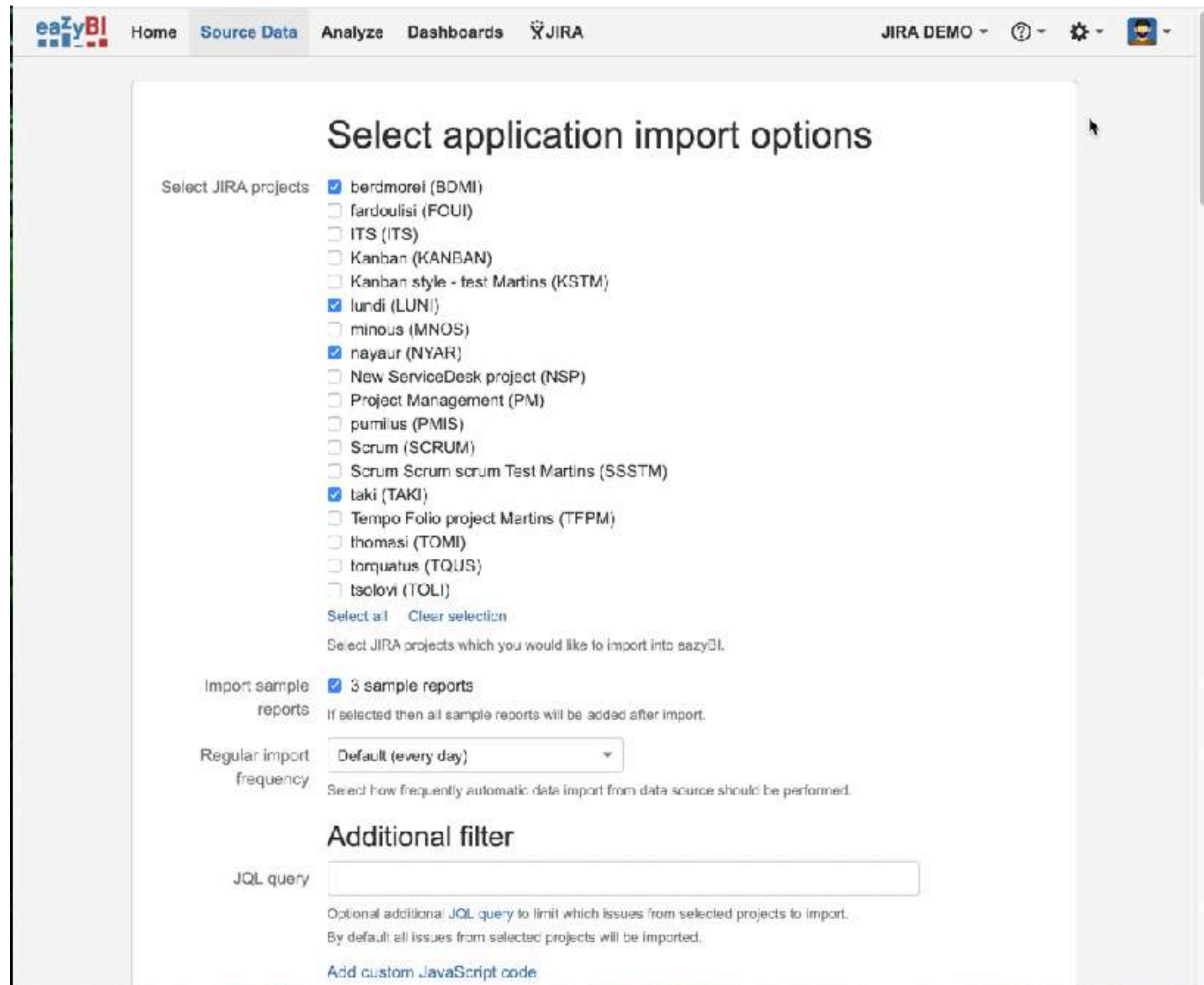
2017  
eazyBI 4.4



2018  
eazyBI 4.5.0

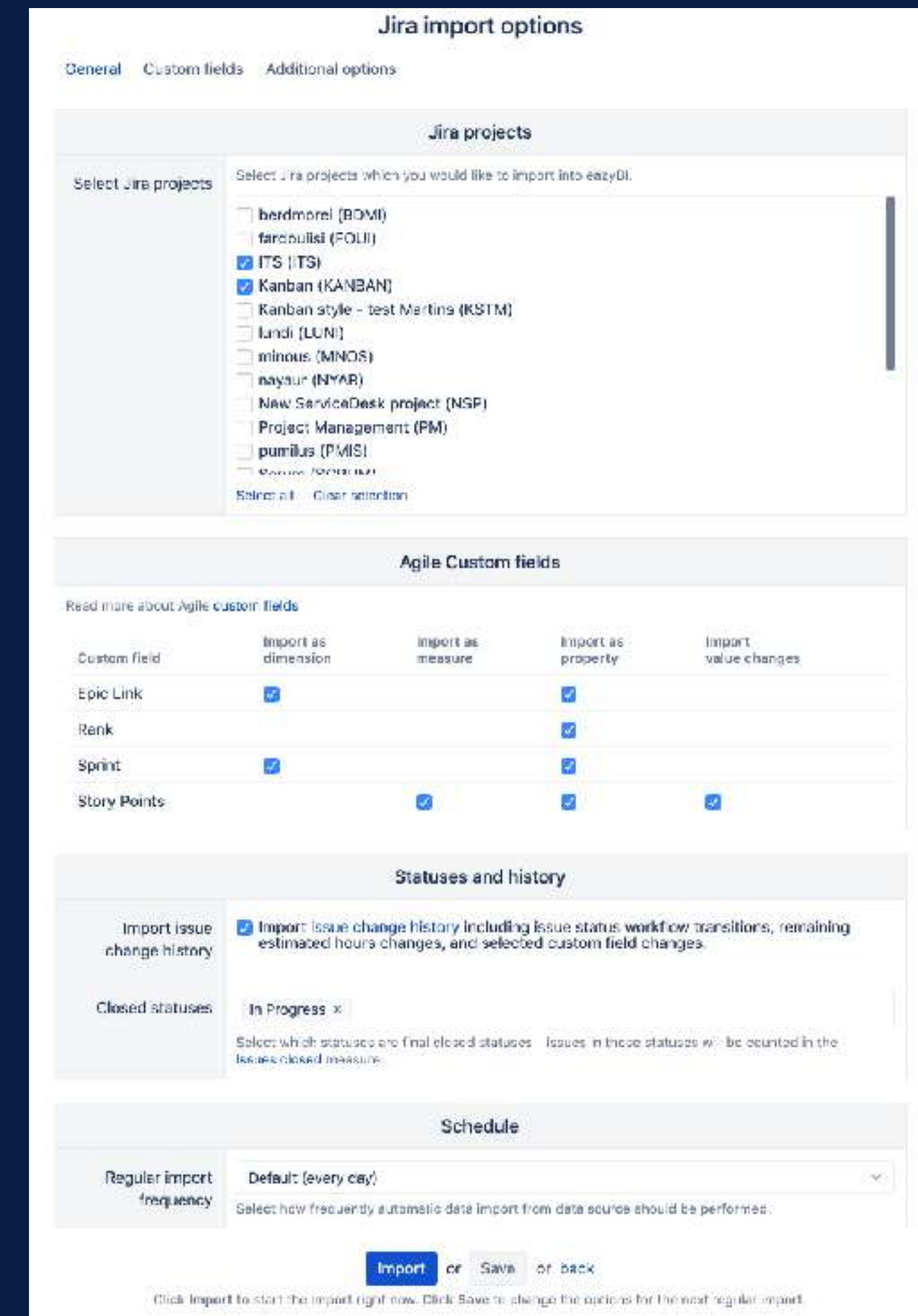


# BEFORE



2017  
eazyBI 4.3

# NOW



2020  
eazyBI 6



# BEFORE

---

Status		Actions
Importing		Importing...

---

**2019**

eazyBI 4.7



NOW

Status	Actions
Imported 1000 issues	Importing...

Later in 2019

eazyBI 5.0.0





**FEEDBACK**

# UX IMPROVEMENT 1

## Jira import options

General Custom fields Additional options

### Jira projects

Select Jira projects

Projects  Categories

Select individual Jira projects or project categories which you would like to import into eazyBI.

- A Category
- B Category

Select all Clear selection

# UX IMPROVEMENT 2

## Add account user

The screenshot shows a form titled "Add account user". On the left, a dropdown menu is open, displaying a list of options: "Jira", "Jira Service Desk Widget", "Automation for Jira", "Jira Ops Confluence integration", "jira-administrators (group)", "jira-core-users (group)", "jira-ops-users (group)", "jira-servicedesk-users (group)", and "jira-software-users (group)". The "Jira" option is highlighted with a blue border. To the right of the dropdown is a text input field containing "User" and a dropdown arrow. Further right is a grey "Add" button. Below the input field, there is a small grey box with the text: "Enter JIRA group name. JIRA to be able to select users from list."

2020

eazyBI 6.0



# Make group picker case insensitive for /rest/api/3/groups/picker

Comment Agile Board More

## Details

Type: **Suggestion** Status: **GATHERING INTERE...** (View Workflow)  
Component/s: **Ecosystem, search-frontend** Resolution: **Unresolved**  
Labels: **cc-integration cc-integrations devhelp ecosystem rest-api**

Feedback Policy:

Our product teams collect and evaluate feedback from a number of different sources. To learn more about how we use customer feedback in the planning process, check out our [new feature policy](#).

## Description

### Summary

When using /rest/api/3/groups/picker it would be great if queries are treated case insensitive

### Background

Vendor raised feature request in DEVHELP with the following use case and notes:

"query~admin" or "query~Admin" doesn't work at all. It is just ignored.

I discovered another thing, though. I have a group "site-admins".

When I search with rest/api/3/groups/picker?query=Site-Admins it returns this group.

When I search with rest/api/3/groups/picker?query=site-admins it returns this group.

When I search with rest/api/3/groups/picker?query=site-adm it returns this group.

When I search with rest/api/3/groups/picker?query=Site-Adm it returns nothing.

So the search seems to be case insensitive only when I provide the full name of a group.

A use case:

We have a filter option in our apps to search groups. When searching for a group in the input, the search is case sensitive. So if a user has a group named: "Developers", he can't find them by inserting e.g. "deve".

## People

Assignee: **Unassigned**  
Reporter: **Anne Calantog**  
Votes: **9** Remove vote for this issue  
Watchers: **5** Stop watching this issue

## Dates

Created: **13/Mar/2019 3:46 AM**  
Updated: **16/Apr/2019 3:56 AM**

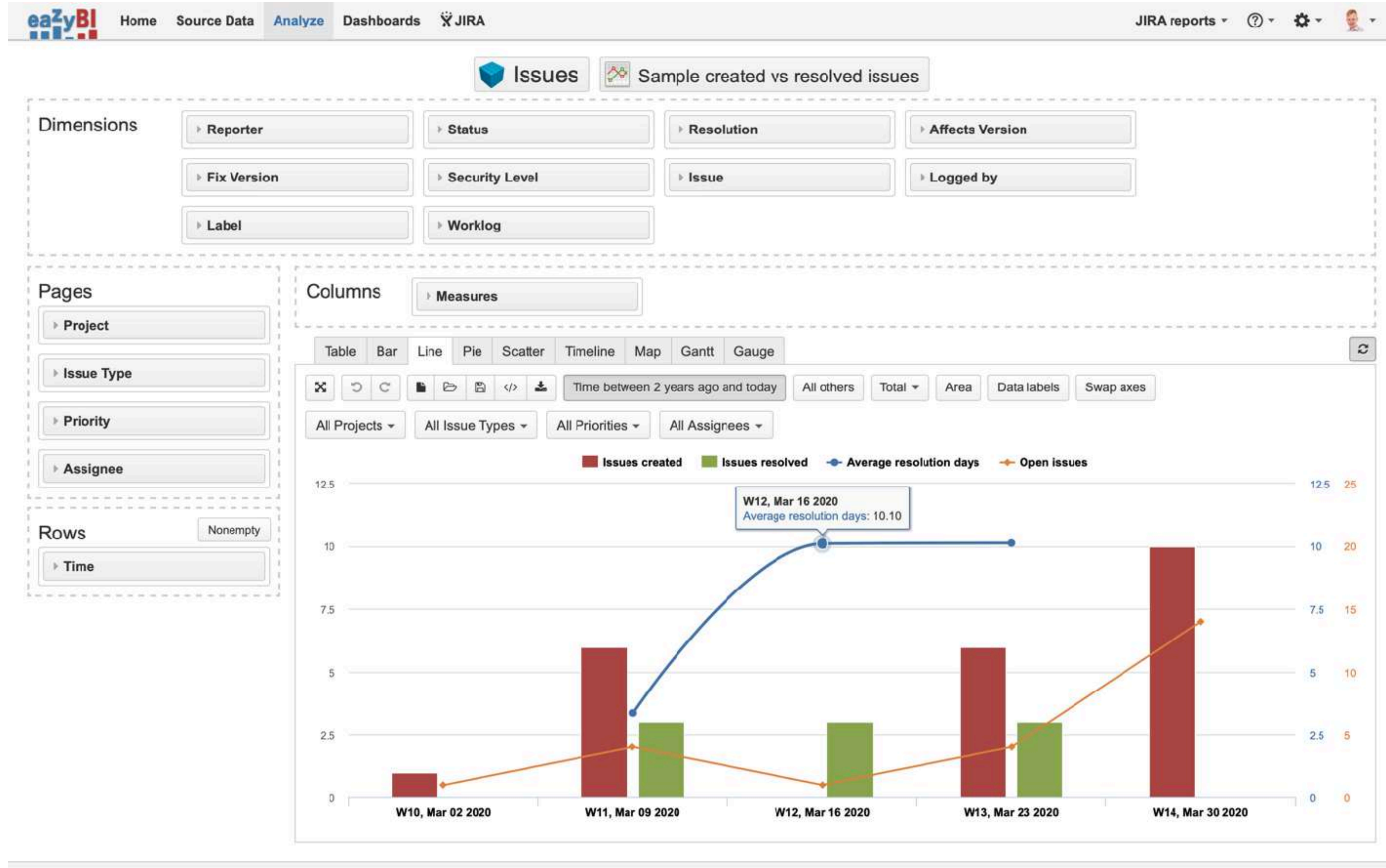
## Agile

[View on Board](#)

**To make everything SEXIER\***

\*excitingly appealing; glamorous

# BEFORE





# NOW

Show available dimensions

Pages

> Project

> Issue Type

> Priority

> Assignee

Rows

Nonempty

> Time

Columns

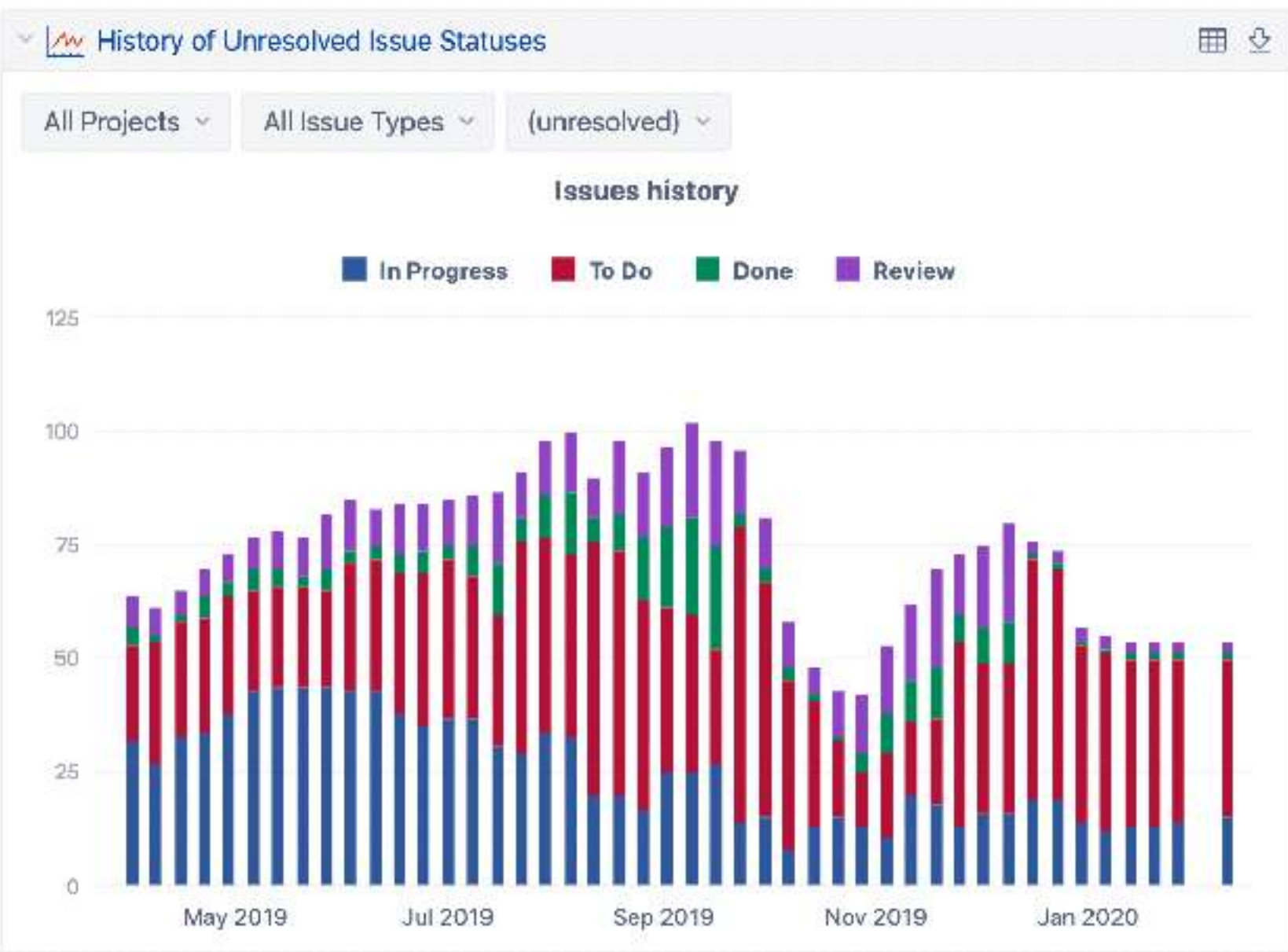
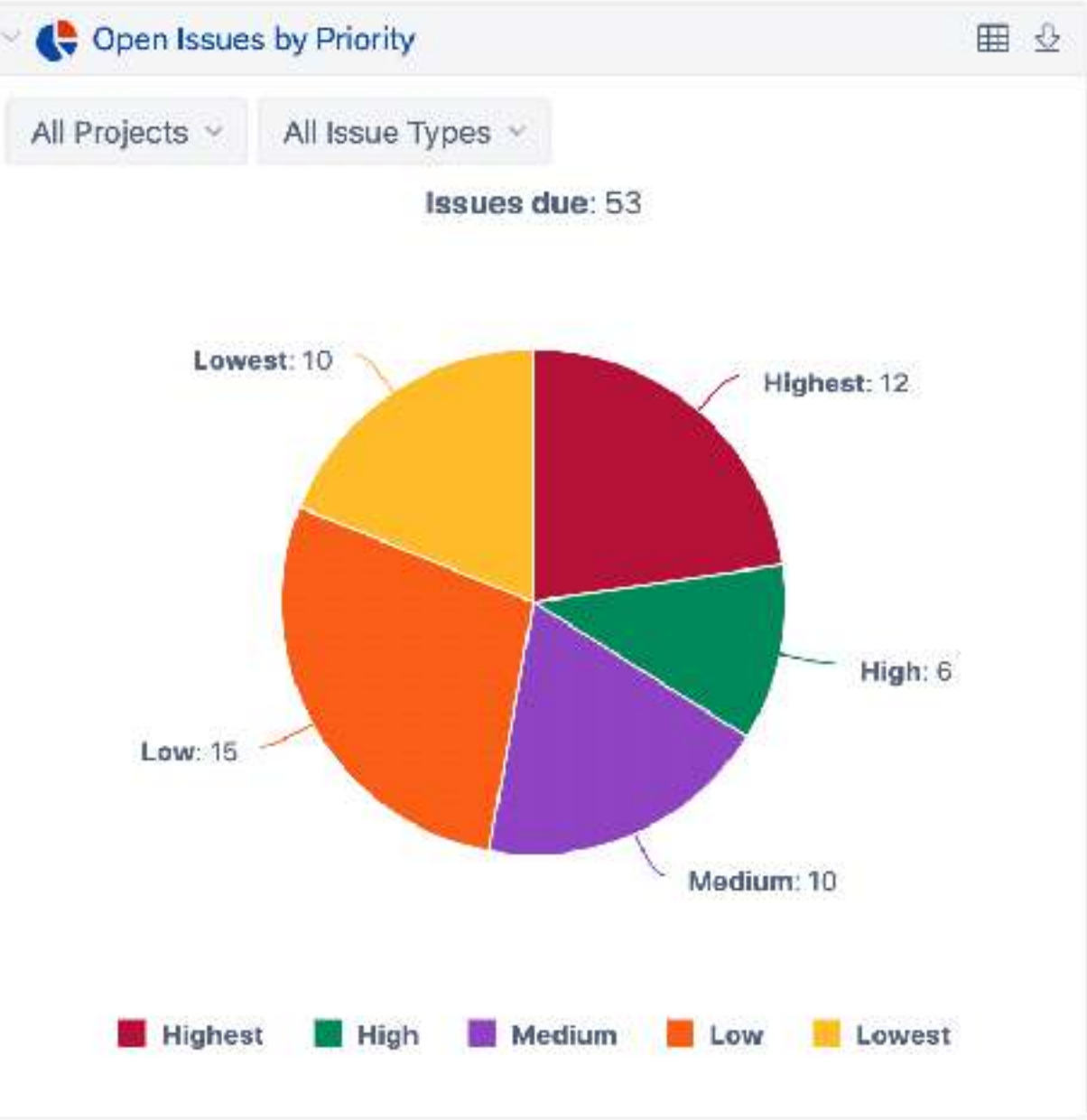
> Measures

Table Bar Line Pie Scatter Timeline Map Gantt Gauge

Hide empty rows Time between 2 years ago and today All others Total Area Data labels Axes options Font size

All Projects All Issue Types All Priorities All Assignees





# Chart Types

Issues Created vs Resolved (Gauge)

All Projects ▾

Issues resolved

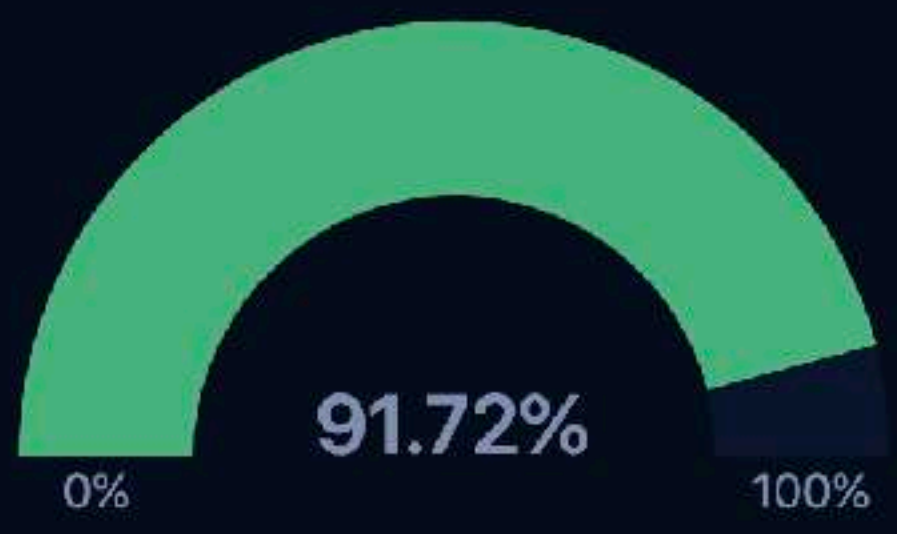


Story Points Progress %

All Projects ▾

All Issue Types ▾

Story Points resolved%



Predicted Completion Date

All Projects ▾

Project predicted date

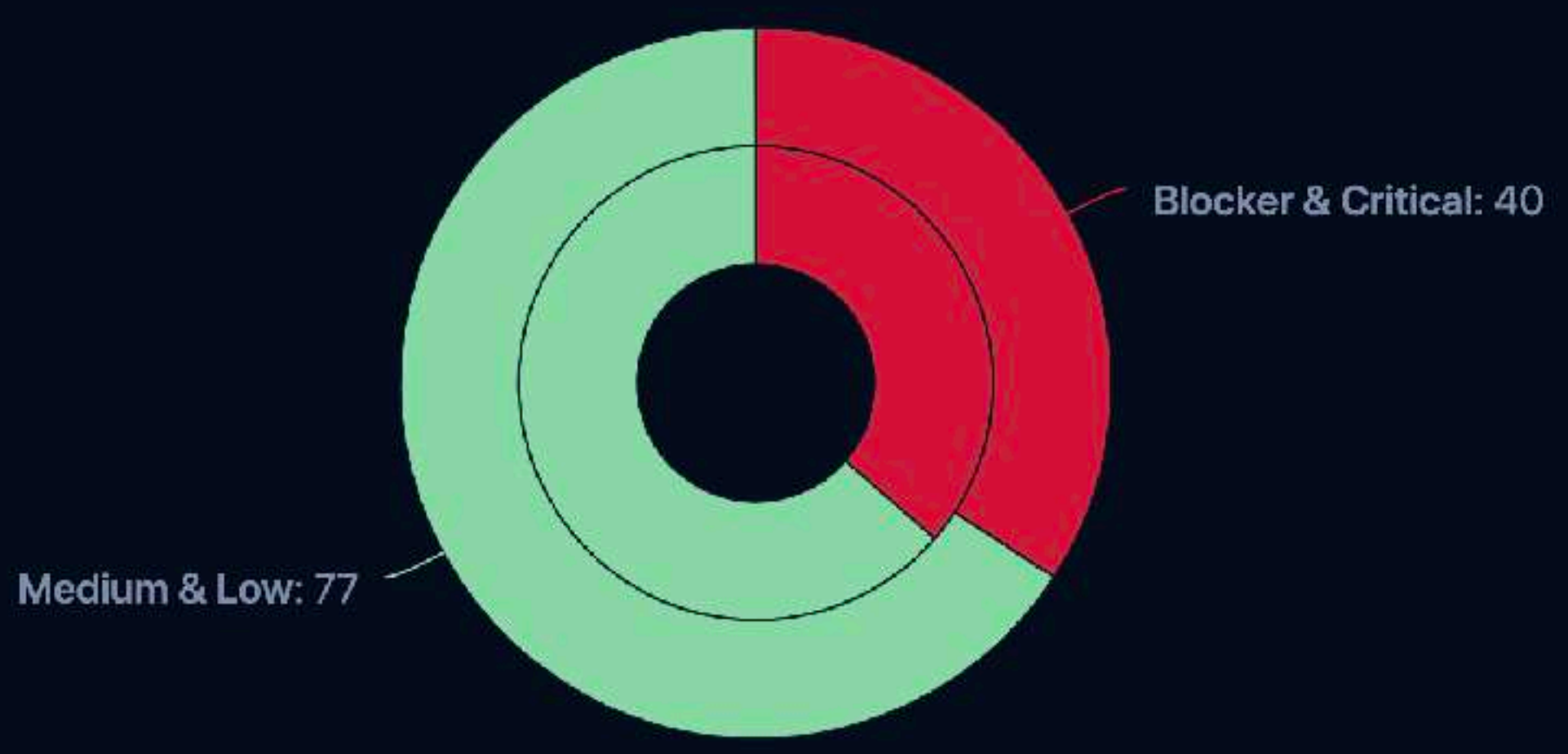
Aug 11 2020

Issues Created High vs Low Priority This and Previous Year

All Projects ▾

All Issue Types ▾

Issues created  
Last Year Current Year

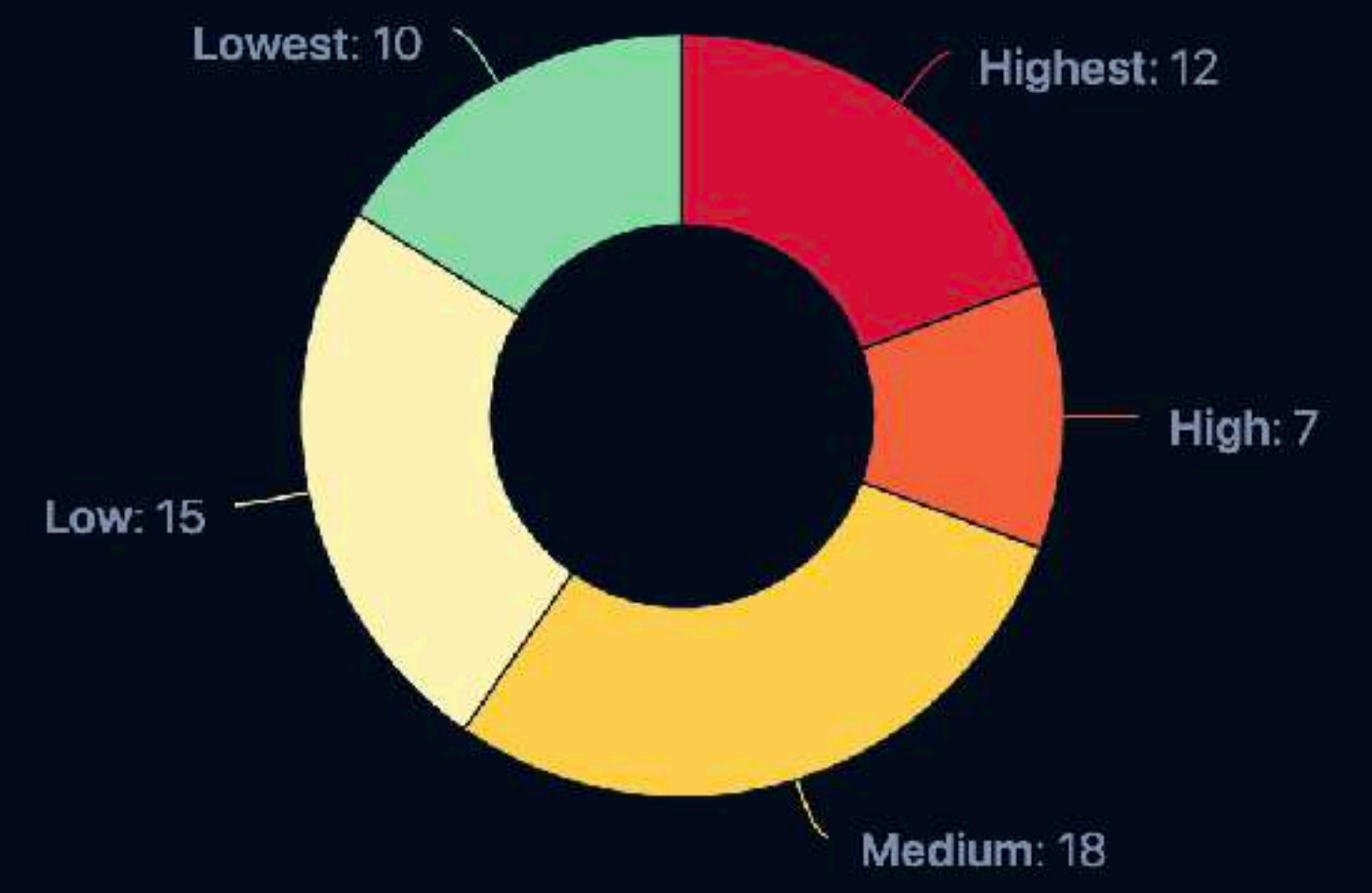


Open Issues by Priority

All Projects ▾

All Issue Types ▾

Issues due



Legend: Highest (red), High (orange), Medium (yellow), Low (light yellow), Lowest (green)

# BEFORE

Table Bar Line Pie Scatter Timeline Map Gantt Gauge

Hide empty rows Time between 2 years ago and today

All Projects All Issue Types All Priorities All Assignees

Time	Issues created	Issues resolved	Average resolution days	Open issues
+ W10, Mar 02 2020	1			1
+ W11, Mar 09 2020	6	3	3.36	4
+ W12, Mar 16 2020		3	10.10	1
+ W13, Mar 23 2020	6	3	10.12	4
+ W14, Mar 30 2020	10			14

# AFTER

Table Bar Line Pie Scatter Timeline Map Gantt Gauge

Hide empty rows Time between 2 years ago and today

All Projects All Issue Types All Priorities All Assignees

	Issues created ↕	Issues resolved	Average resolution days	Open issues
+ W10, Mar 02 2020	1			1
+ W11, Mar 09 2020	6	3	3.36	4
+ W12, Mar 16 2020		3	10.10	1
+ W13, Mar 23 2020	7	3	10.14	5
+ W14, Mar 30 2020	9			14

sales1997\_50k\_rows.csv Cube: Sales ⌵[Back to list](#)

Column mapping cannot be edited after file import.

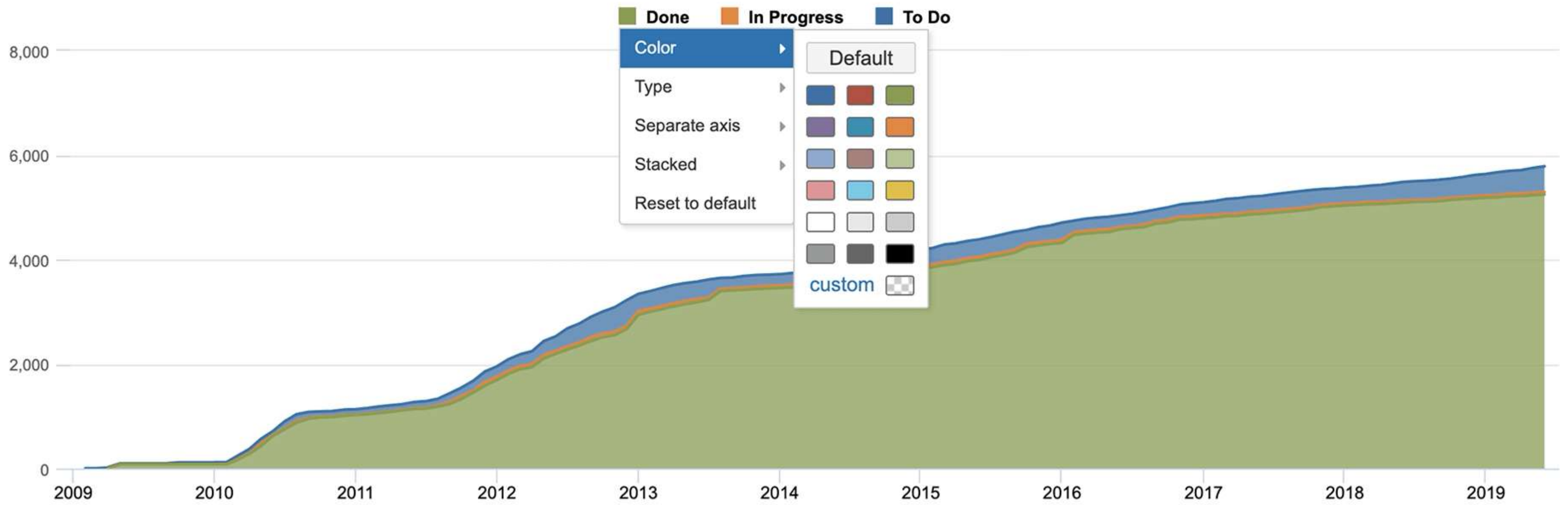
Header rows 1 ⌵ Hide unmapped columns< >

Field name:	country	state_province	city	fullname	gender	product_family	product_department	product_category	product_subcategory	brand
Data type:	string	string	string	string	string	string	string	string	string	string
Dimension:	Country	State Province	City	Fullname	Gender	Product Family	Product Departme	Product Category	Product Subcatego	Brand
Level or Measure:										
Advanced options:										
	USA	CA	Altadena	Myra Van Antwerp	M	Drink	Beverages	Pure Juice Beverages	Juice	Skinner
	USA	CA	Downey	Eric Villes	M	Food	Produce	Fruit	Fresh Fruit	Ebony
	USA	CA	Lakewood	Jeff Kincaid	M	Non-Consumable	Household	Electrical	Lightbulbs	High Q
	USA	CA	Pomona	Renee Horton	F	Food	Snack Foods	Snack Foods	Dips	Fast
	USA	CA	Arcadia	Richard Owens	M	Food	Canned Foods	Canned Sardines	Sardines	Pleasa
	USA	CA	Long Beach	Christine Bunch	F	Food	Produce	Fruit	Fresh Fruit	Tell Talk
	USA	CA	Downey	Eric Villes	M	Food	Starchy Foods	Starchy Foods	Pasta	Shady I
	USA	CA	Burbank	Robert Jecman	F	Food	Snack Foods	Snack Foods	Dips	Horatio
	USA	CA	Mill Valley	Joseph Anderson	F	Food	Frozen Foods	Meat	Frozen Chicken	PigTail
	USA	CA	Bellflower	Karen Pacheco	F	Food	Baking Goods	Baking Goods	Cooking Oil	Landsli

Tracks issues in each status category during a time period.

- All Projects ▾
- All Issue Types ▾
- All Priorities ▾
- All Reporters ▾
- All Times ▾

### Issues history



Color ▾

Type ▾

Separate axis ▾

Stacked ▾

Reset to default

Default

Blue	Red	Green
Purple	Teal	Orange
Light Blue	Brown	Light Green
Pink	Cyan	Yellow
White	Light Gray	Dark Gray
Gray	Dark Gray	Black
custom		Checkerboard



# Takeaways

**Simplicity is the end result of long, hard work, not the starting point.**

Frederick Maitland

**Customers have voice**

And we listen

**Just when we think we have covered all the bases, there's always just one..more..thing.**

---

Steve Krug



An aerial view of a city at night, with a color gradient overlay transitioning from red on the left to blue on the right. The city lights are visible through the semi-transparent overlay.

**Thank you!**