



**COMMUNITY  
DAYS 2023**

# Reaching for the Stars With Data-Driven Customer Support

Lauma Cīrule, Mārtiņš Vanags



# Who are we?



Lauma Cīrule and Mārtiņš Vanags

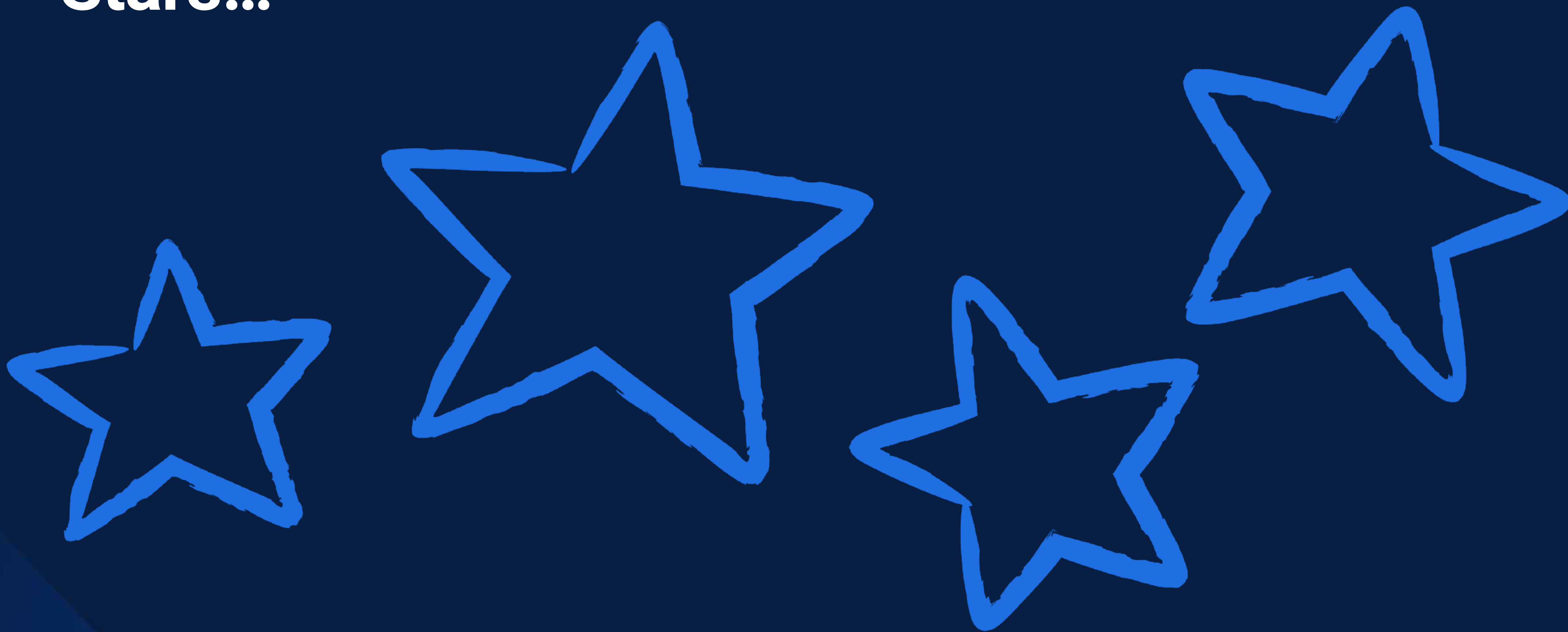


# COMMUNITY DAYS 2023

- **Why we care?**
- **What focus areas?**
- **How we measure?**

**Why we care?**

Stars...







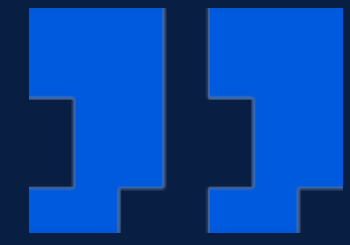
MUST  
HAVE

NICE  
IDEA

Data-Driven  
Decisions

**What focus areas?**





You can't manage  
what you don't  
measure

Peter Drucker

CUSTOMERS

easyBI

PRODUCT

DOCUMENTATION

COMMUNITY



We are here  
to help

Nobody is  
PERFECT





A white hand-drawn magnifying glass is centered on a dark blue background. The lens of the magnifying glass contains the text "People search Things" in a white, hand-drawn, slightly irregular font. The handle of the magnifying glass extends from the bottom left towards the center.

People  
search  
Things

ALL for 1,  
1 for ALL



**How we measure?**

CUSTOMERS

easyBI  
PRODUCT

DOCUMENTATION

COMMUNITY





**Help Scout**

eazyBI support

- Unassigned
- Mine
- Drafts
- Assigned
- Closed**

- FOLDERS
- Atlassian Community
  - Atlassian Ecosystem Security
  - Beacon
  - Community
  - Google Cloud alerts
  - Import error monitoring
  - Intercepted emails
  - Marketplace Feedback
  - Monit Alerts
  - Newsletters
  - Splunk Observability

Navigation icons: Undo, Edit, Add, Remove, Search, Refresh, More

Column width changes based on page selection quick x # 148212 **CLOSED**

**you replied** Nov 3, '22, 5:41pm  
Closed

[Redacted]

**Martins Vanags added a note** Nov 3, '22, 5:40pm  
Martins Vanags

<https://eazybi.atlassian.net/browse/EAZYBI-2364>

**Martins Vanags added a note** Nov 2, '22, 6:04pm

platums rēķinās dinamiski.  
Diemžēl neko tur nevar darīt

**[Redacted] started the conversation** Nov 2, '22, 5:11pm  
Anyone, Active

[Redacted]



Notes  
eCD 2022 on-site

Properties  
country

Previous Conversations

[Redacted]

Domain Conversations

[Redacted]

eazyBI

- JIRA\_PLUGIN\_DEV
- Subscription\_admin, 3 users  
License
- CONFLUENCE SERVER



Email Conversations



Messages Received



Replies Sent



Emails Created



Resolved



Resolved on First Reply

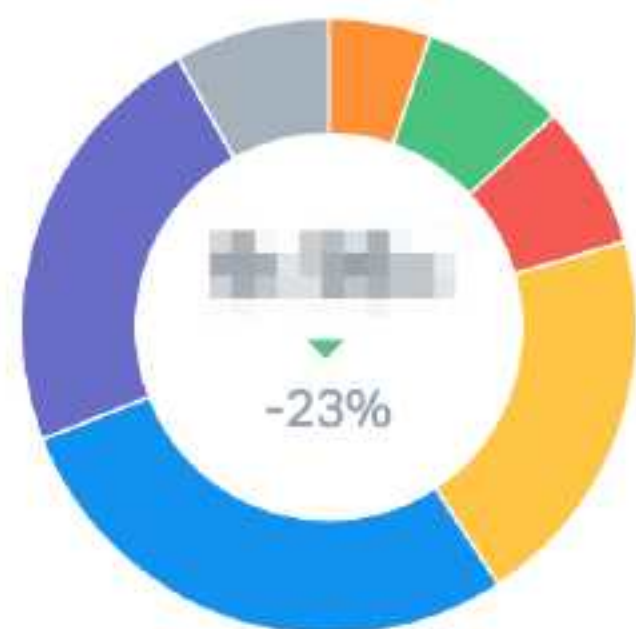


Response Time

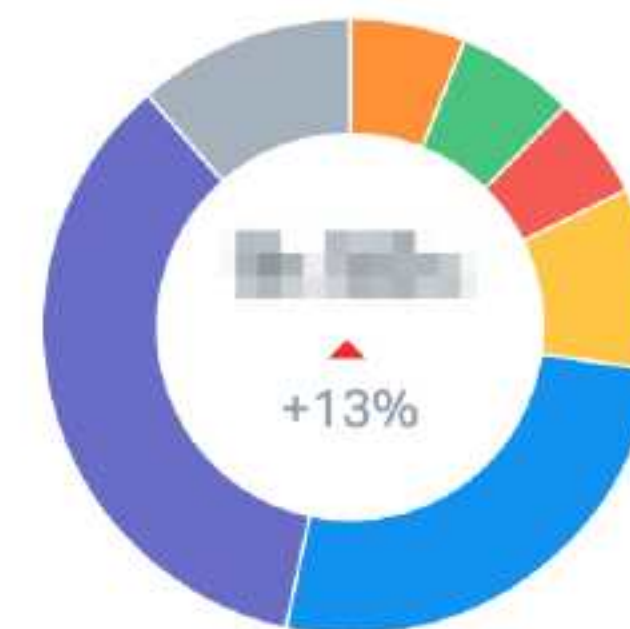
Resolutions

Office Hours ⓘ

Response Time



First Response Time



All | Email | Phone

Total Conversations



New Conversations



Customers



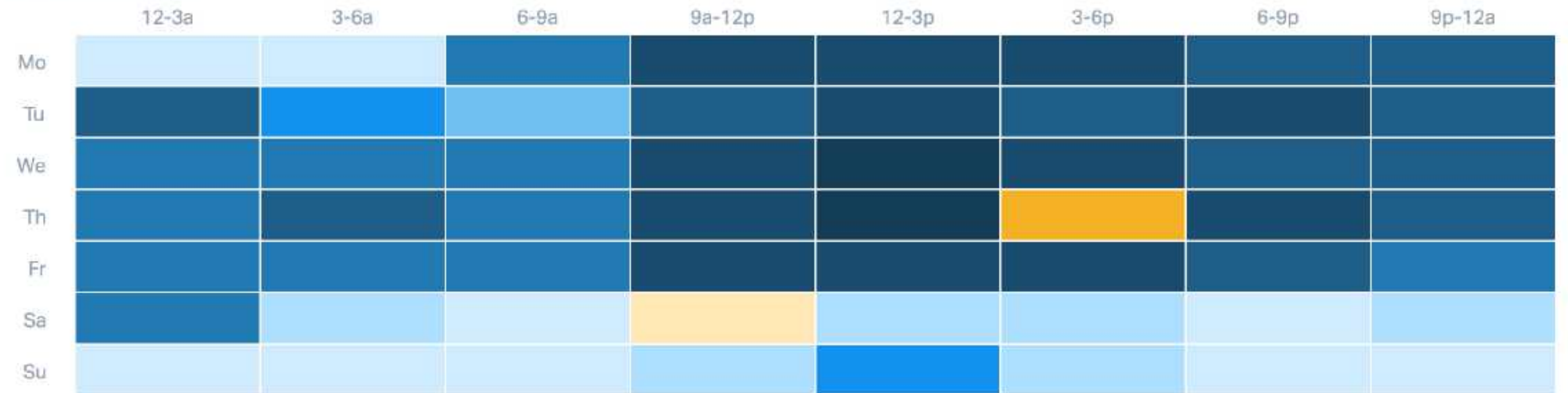
Conversations per Day



Busiest Day

Thursday

Busiest Time of Day



Least Busy | Most Busy | Quietest | Busiest

Tags	#	%	Δ
Untagged		39%	-3%
first contact		26%	1%
urgent		26%	4%
atlassian experts		13%	3%
technical		11%	0%

Show all 14

Saved Replies	#	%	Δ
Cloud import error reset authorization - LCI, Jul 2020		4%	4%
Please send report definition - DTU AUG 2018		3%	-0%
Please send log files - LCI Oct 2021		3%	-0%
Cloud Import error no projects selected for import JPL Aug-2020		2%	0%
Cloud import error Tempo token - LCI Sep 2020		2%	1%

Show top 50







Last two years | Conversation | Support team, Dev team

Conversations Closed - total

Total closed  
**24,501**

Total closed vs year ago, %  
**47.3% ↑**

Total closed year ago  
**16,637**

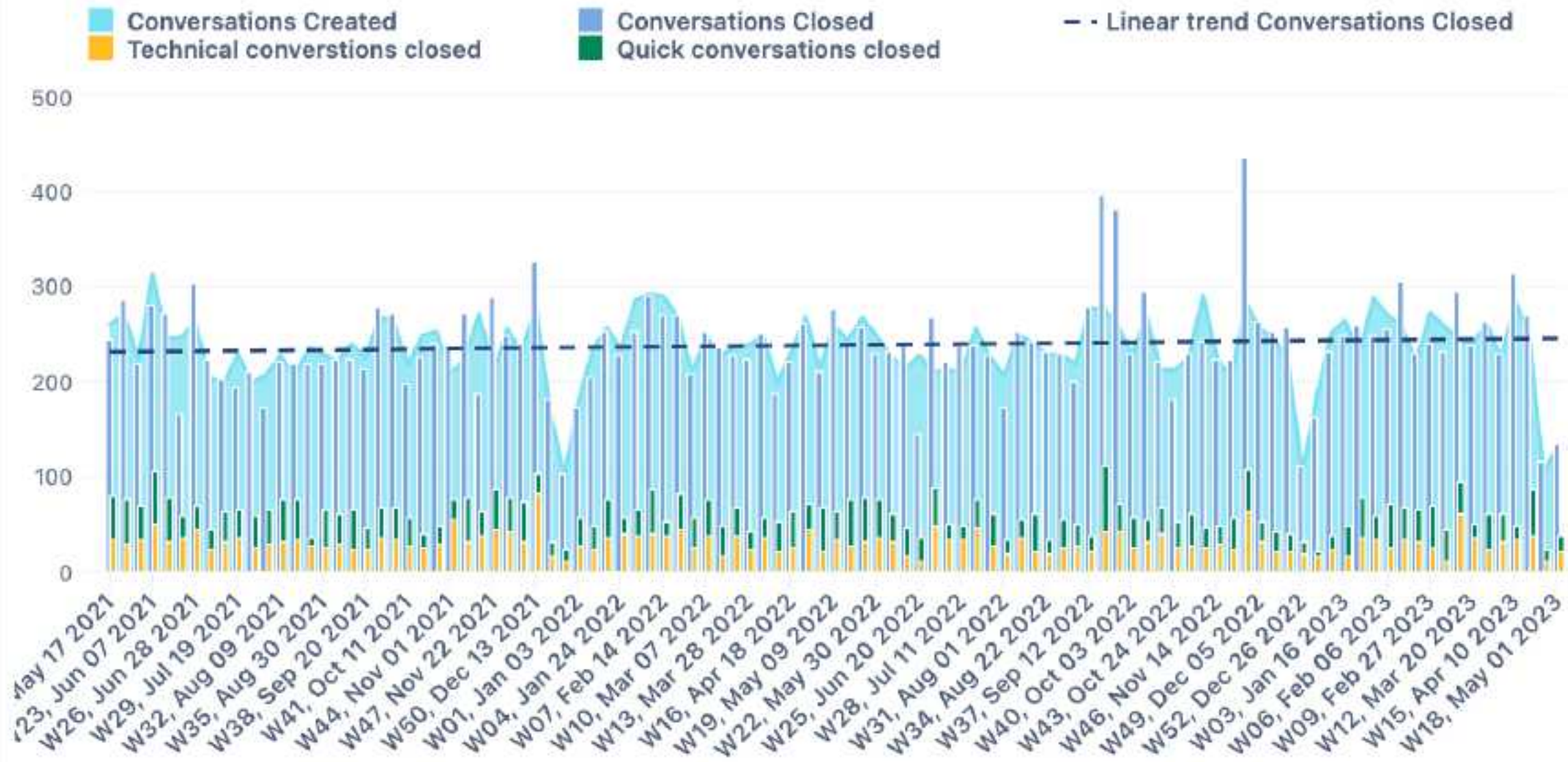
Conversation  
AVG threads per closed conversation  
**4.5**

Avg closing time  
**7d 17h 37m**

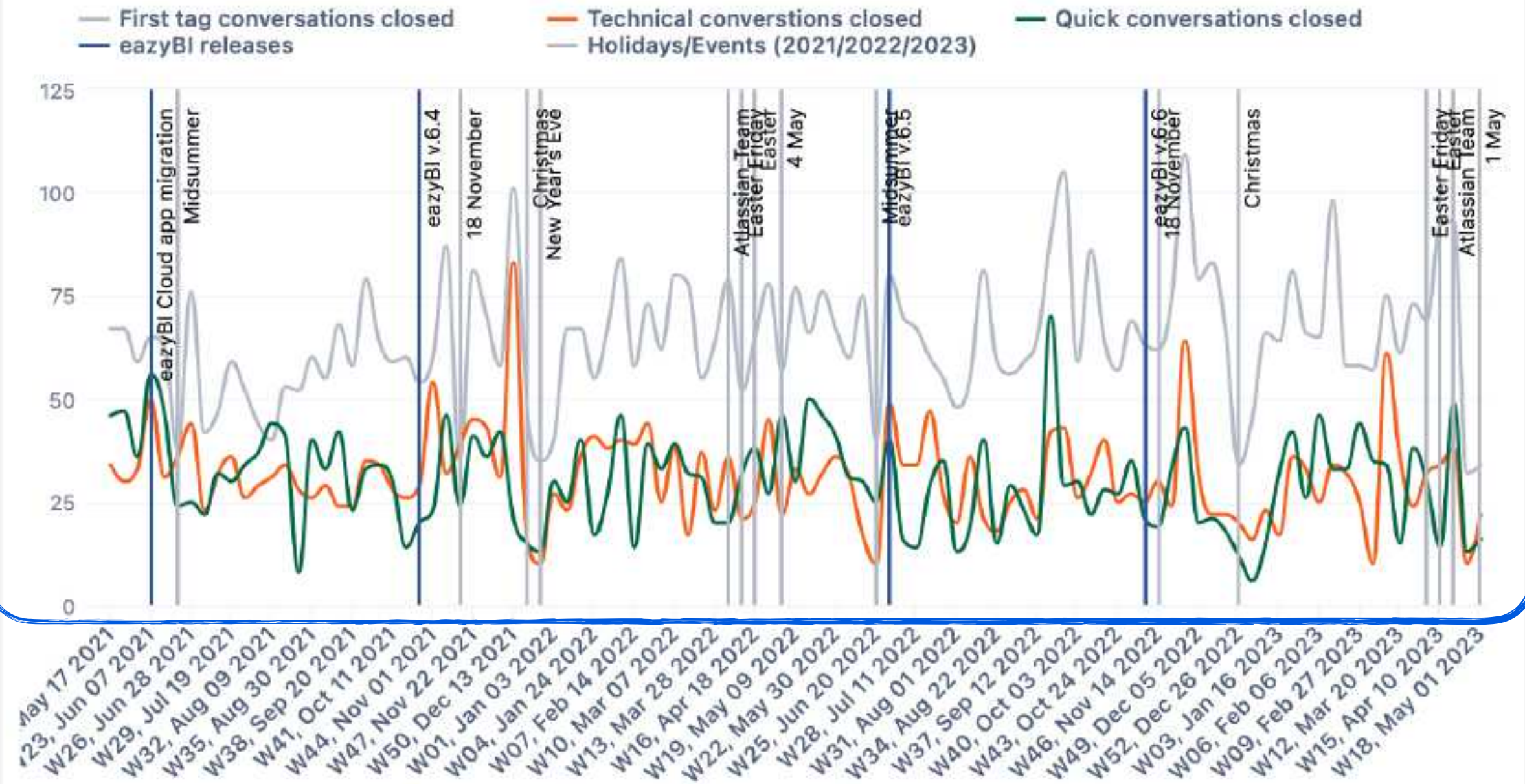
Beacon conversations closed from total, %  
**2%**

week comparison

All Urgent tags | All Technical tags



Conversations Closed





Last two years

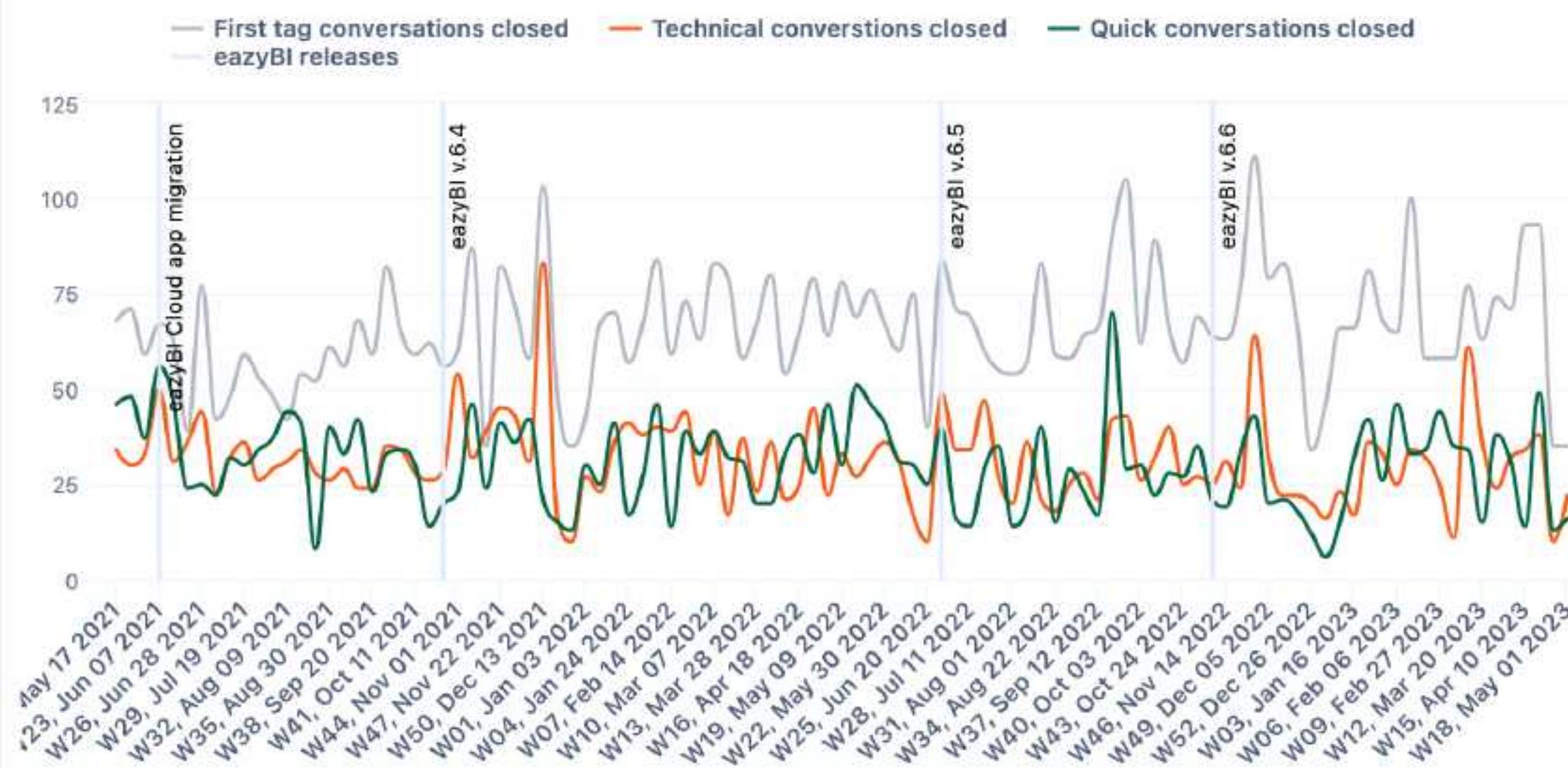
week comparison Dev

Dev team Conversation



Conversations Closed (for dashboard)

All Closed Bies Conversation





Last 9 weeks

Current week urgent vs total, %

Support team Conversation

Reset scale

Conversations Closed Urgent from total% Linear trend Urgent from total% Holidays/Events (2021/2022/2023)





CUSTOMERS

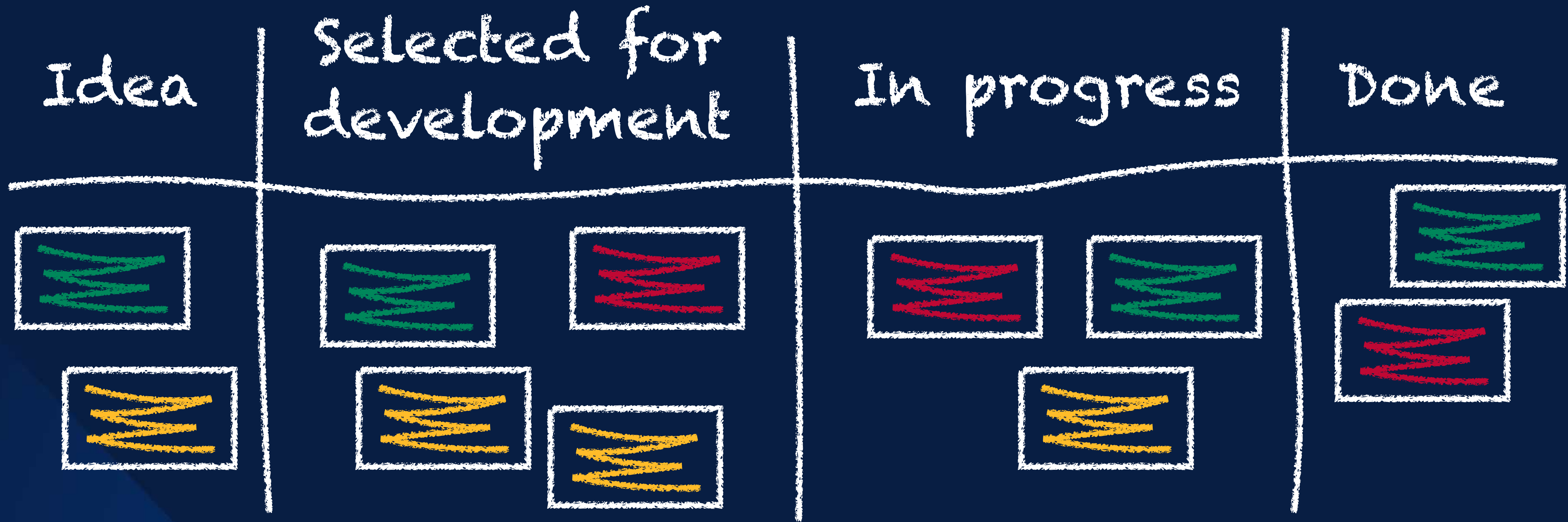
eazyBI

PRODUCT

DOCUMENTATION

COMMUNITY

# Jira Software





- eazyBI support
- Unassigned
- Mine
- Drafts
- Assigned
- Closed**
- Spam
- FOLDERS
- Atlassian Community
- Atlassian Ecosystem Security
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- Community
- Google Cloud alerts
- Import error monitoring
- Intercepted emails
- Marketplace Feedback
- Monit Alerts
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Navigation icons: back, edit, user, flag, lock, lightning bolt, more

### Column width changes based on page selection quick x #148212 CLOSED

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<https://eazybi.atlassian.net/browse/EAZYBI-2364>

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Notes

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[Redacted]

Domain Conversations

[Redacted]

eazyBI

- JIRA\_PLUGIN\_DEV
- Subscription\_admin, 3 users License
- CONFLUENCE SERVER



## Table report formatting options

[Attach](#) [Link issue](#) [Add Tempo to plan and track time](#)

### Description

Add options to format table chart representation:

- Option to change font color and background color of header row and header columns.
- Set columns width (to match data or strict width)
- Row height
- option to show Zebra Striping
- option to change data font color and size
- Border size

### Solution

None

### Development tasks

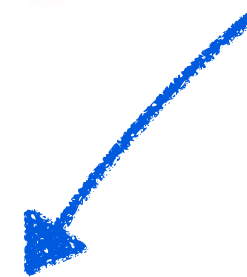
None

### Testing status

None

### Customer conversations

<https://secure.helpscout.net/conversation/165088672/9471>  
<https://secure.helpscout.net/conversation/957841245/56335/>  
<https://secure.helpscout.net/conversation/1027926072/61026> (other changes as well)  
<https://secure.helpscout.net/conversation/1034961577/61422/>  
<https://secure.helpscout.net/conversation/749213019>



To Do ▾

⚡ Actions ▾

### Details

Reporter	Daina Tupule
Assignee	Unassigned <a href="#">Assign to me</a>
Tester	None
Components	<a href="#">Analyze UI</a>
Labels	None
Development	<a href="#">Create branch</a> <a href="#">Create commit</a> ▾
Fix versions	None
Deployment	None
Patch for version	None
Priority	Low
Automation	Rule executions
Who's Looking?	Open <a href="#">Who's Looking?</a>

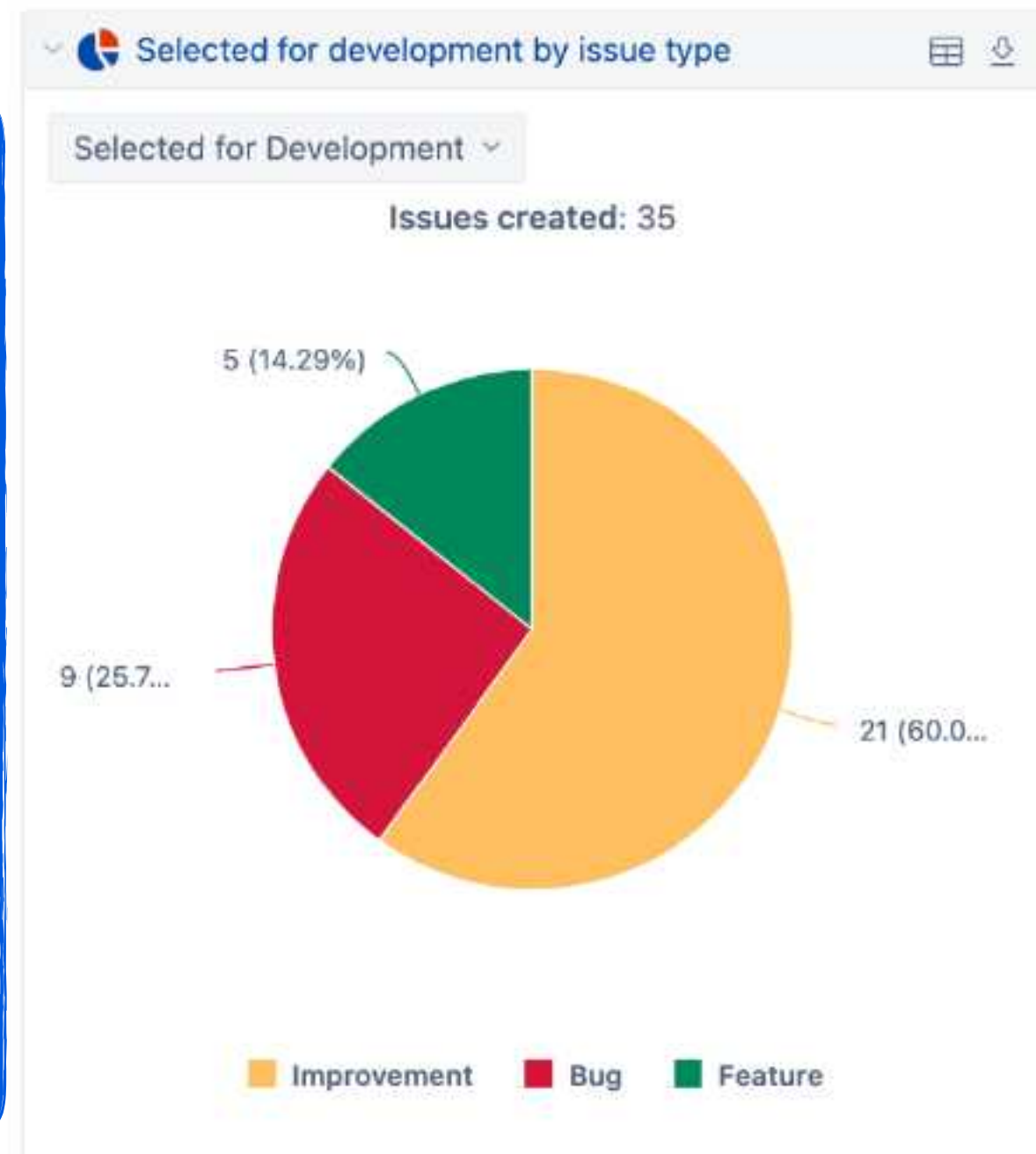
### More fields



 Jira Software



eaazyBI  

Selected for development queue

Selected for Development | All Issue Types

Issue	Average age in status ↓	Issue type	Issue components	HelpScout links created	Issue labels
EAZYBI-1802	569.18	Improvement	Analyze UI	2	
EAZYBI-1154	352.13	Feature	Jira Core	34	
EAZYBI-4479	310.18	Improvement	Analyze UI	0	
EAZYBI-1970	271.97	Improvement	Zephyr Squad for Jira,Zephyr Scale for Jira,Xray for Jira	10	
EAZYBI-960	245.15	Bug	Analyze UI	6	
EAZYBI-4556	236.96	Bug	Confluence,UI	0	
EAZYBI-4736	141.97	Improvement	Confluence	1	
EAZYBI-4771	131.08	Bug	Dashboards UI	1	
EAZYBI-4815	89.22	Improvement	System administration	1	
EAZYBI-4859	79.19	Bug	Analyze UI	0	
EAZYBI-4895	65.18	Improvement	Xray for Jira	1	
EAZYBI-4888	65.17	Improvement	Jira Core	1	
EAZYBI-1670	61.08	Feature	Jira Core	2	

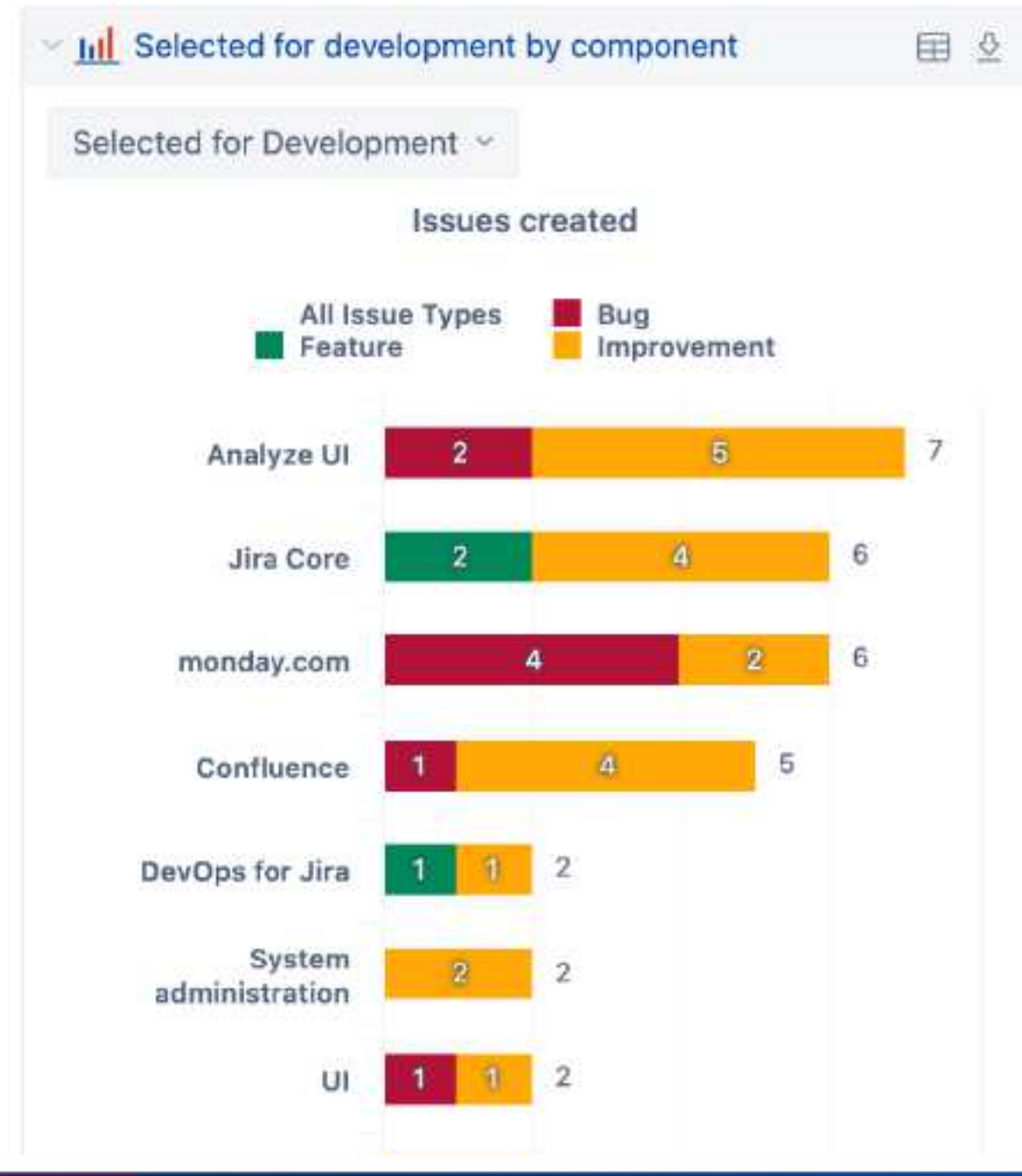




Table Bar Line Pie Scatter Timeline Map Gantt Gauge

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

All Projects All Times (unresolved) All Issue Types To Do

	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-53	96	To Do	Feature	3,319.17	2014-03-11	Apr 06 2023	Jira Core		
EAZYBI-2204	47	Idea	Feature	1,664.89	2018-09-20	Mar 27 2023	New integrations		
EAZYBI-2364	35	To Do	Feature	352.19	2018-12-07	Mar 17 2023	Analyze UI	11	EAZYBI-1620,EAZYBI-4420
EAZYBI-1154	34	Selected for Development	Feature	352.13	2016-09-30	Mar 07 2023	Jira Core	21	EAZYBI-3211
EAZYBI-1883	34	Idea	Improvement	1,839.96	2018-03-29	Aug 30 2022	Analyze UI,Dashboards UI	25	EAZYBI-2939,EAZYBI-1790,EAZYBI-4875,EAZYBI-2590,EAZYBI-2670,EAZYBI-2474
EAZYBI-1070	33	Idea	Feature	2,458.20	2016-07-19	Jan 24 2023	New integrations	7	EAZYBI-2525
EAZYBI-1374	32	To Do	Feature	2,203.85	2017-03-30	Mar 14 2023	Dashboards UI	7	EAZYBI-3440,EAZYBI-4342
EAZYBI-1851	32	To Do	Improvement	1,856.27	2018-03-13	Apr 11 2023	Jira Core	12	EAZYBI-3710,EAZYBI-2319
EAZYBI-1736	31	To Do	Feature	1,917.92	2018-01-10	Jan 25 2023	Analyze UI	32	EAZYBI-5025,EAZYBI-1544,EAZYBI-3364
EAZYBI-1270	29	To Do	Feature	2,280.12	2017-01-13	Dec 27 2022	Source data mapping	47	EAZYBI-1666
EAZYBI-1950	29	To Do	Improvement	1,797.95	2018-05-10	Mar 14 2023	Results export	21	EAZYBI-2392,EAZYBI-634
EAZYBI-2152	29	To Do	Feature	1,031.09	2018-08-27	Mar 21 2023	Zephyr Scale for Jira		
EAZYBI-2325	28	To Do	Feature	1,003.18	2018-11-16	Mar 17 2023	Analyze UI	2	EAZYBI-599,EAZYBI-2619
EAZYBI-1773	27	To Do	Improvement	1,898.04	2018-01-30	Mar 15 2023	Jira Core	14	EAZYBI-4443,EAZYBI-2082
EAZYBI-2232	27	To Do	Feature	1,651.22	2018-10-04	Jan 19 2023	Zephyr Squad for Jira		
EAZYBI-2507	27	To Do	Improvement	1,031.09	2019-03-07	Mar 07 2023	Jira Core		
EAZYBI-1181	26	To Do	Improvement	1,125.86	2016-10-26	Jan 16 2023	Jira Core	42	EAZYBI-2521,EAZYBI-1770,EAZYBI-1675,EAZYBI-3657
EAZYBI-2701	26	To Do	Feature	569.18	2019-07-23	Mar 02 2023	New integrations		



CUSTOMERS

easyBI

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COMMUNITY



# Documentation analysis



All eaZyBI for Jira eaZyBI for Confluence Private eaZyBI



## Getting Started Jira

- Main concepts
- Data model
- eaZyBI for Jira Licensing



## Set Up & Administer

- Jira Cloud app
- Jira Server app
- Jira Data Center



## Data Import

- Data from Jira
- Jira custom fields
- Data from Jira apps



## Analyze & Visualize

- Create reports



## Publish Reports

- Create eaZyBI dashboards



## Learn More

- Demo accounts





### Projects



RECENT

eazyBI Documentation

Purchasing

Team

Marketing

[View all projects](#)

## eazyBI Documentation

Summary Board List Calendar Timeline Forms Pages Issues Reports Shortcuts ▾ Apps ▾ Project settings

Search list



Share

Filter NEW

Group

More

<input type="checkbox"/>	Type	# Key	Summary	Status	Assignee	
<input type="checkbox"/>	✓	DOC-65	Enhance JavaScript calculated custom field examples	IN PROGRESS	Roberts Čičus	
<input type="checkbox"/>	✓	DOC-3	Review page on Calculated measures	IN PROGRESS		do
<input type="checkbox"/>	✓	DOC-19	Data model content should match all product editions	IN PROGRESS		
<input type="checkbox"/>	✓	DOC-67	Explain Hierarchy concept separately from Hierarchy function method	TO DO		do
<input type="checkbox"/>	✓	DOC-61	More examples in the Tuple page	TO DO		do
<input type="checkbox"/>	✓	DOC-10	Nonempty page documentation and behavior	TO DO	Mārtiņš Vanags	
<input type="checkbox"/>	✓	DOC-59	Create separate documentation part for the monday.com column selection	TO DO		
<input type="checkbox"/>	✓	DOC-7	Update database advanced settings on Install page	TO DO		do
<input type="checkbox"/>	✓	DOC-22	description how to make regular eazyBI DB backup for DC customers	TO DO	Gatis Tomsons	do
<input type="checkbox"/>	✓	DOC-34	Rest api authentication with oauth Basic	TO DO		do
<input type="checkbox"/>	✓	DOC-46	Update Customize charts with new videos	TO DO		

 Confluence



eaazyBI  




eazyBI, eazyBI for Confluence, eazyBI for Jira ▾

All Page Types ▾

All Labels ▾

All Authors ▾

(anonymous) ▾

Last 3 months ▾

Page	Page updated date ↑	Page views	top page property	Page space
Round	Dec 01 2017	3,006	Analyze and Visualize /	eazyBI
ParallelPeriod	Oct 08 2018	3,456	Analyze and Visualize /	eazyBI
Ancestor	Jan 15 2019	3,167	Analyze and Visualize /	eazyBI
Val	Nov 28 2019	3,212	Analyze and Visualize /	eazyBI
Example import from Google Analytics REST API	Jul 30 2020	5,166	Data Import /	eazyBI
Export of large tables to Excel or CSV	Sep 01 2020	2,897	Set Up and Administer /	eazyBI for Jira
Custom chart example - Google Maps	Sep 01 2020	4,754	Set Up and Administer /	eazyBI
Release Updates and Webinars	Oct 15 2020	5,059	Learn More /	eazyBI
Example import using Auth0.com	Nov 16 2020	3,245	Data Import /	eazyBI
GetMemberNameByKey	Nov 27 2020	2,906	Analyze and Visualize /	eazyBI
Hierarchy	Nov 27 2020	3,677	Analyze and Visualize /	eazyBI
eazyBI for Confluence Cloud Licenses	Dec 16 2020	3,311	Getting Started /	eazyBI for Confluence
eazyBI for Confluence Server Licenses	Dec 16 2020	3,332	Getting Started /	eazyBI for Confluence
eazyBI for Confluence Data Center Licenses	Dec 16 2020	3,298	Getting Started /	eazyBI for Confluence
Percentile	Dec 22 2020	3,546	Analyze and Visualize /	eazyBI
Issue resolution days (lead time) reporting	Dec 30 2020	4,803	Learn More /	eazyBI



Table Bar Line Pie Scatter Timeline Map Gantt Gauge

⌕ ↶ ↷ 💬 ⬇ Average number of results > 0 Top 30 by Searches

Last 3 months (Scroll Viewport)

Search Query	Searches ↓	Average number of results
test	927	0.24
filter	394	77.81
undefined	244	0.05
date	185	65.75
sum	174	34.48
aggregate	161	42.69
case	157	60.52
matches	109	36.11
count	108	51.88
time	106	99.89
tuple	96	20.78
descendants	93	22.33
iif	76	6.00
mdx	75	66.84
datecompare	73	10.00

Table Bar Line Pie Scatter Timeline Map Gantt Gauge

⌕ ↶ ↷ 💬 ⬇ Average number of results = 0 Top 10 by Searches

Last 3 months (Scroll Viewport)

Search Query	Searches ↓	Average number of results
if	49	0.00
not	35	0.00
dat	34	0.00
or	32	0.00
datediff	29	0.00
fil	25	0.00
and	24	0.00
iss	23	0.00
getannotation	19	0.00
agr	16	0.00

CUSTOMERS

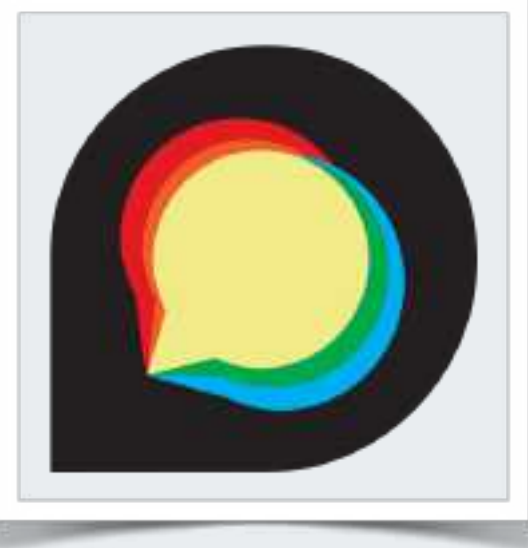
easyBI

PRODUCT

DOCUMENTATION

COMMUNITY





# easyBI Community platform

**easyBI COMMUNITY DAYS 2023** MAY 18-19 RIGA [REGISTER NOW](#)

all categories | all tags | **Categories** | Latest | New (10) | Unread (36) | Top [+ New Topic](#)

Category	Topics
<b>Questions &amp; Answers</b> Ask your questions when you need help to build easyBI reports or import some specific source data. Do not post your sensitive information here. If you are an easyBI customer and want to reach easyBI support then please <a href="#">contact easyBI support</a> .	<b>4.9k</b> 36 unread 9 new
<b>Events</b> Discussions related to specific events organized by easyBI. <a href="#">easyBI Community Day 2022</a> <a href="#">easyBI Community Day 2021</a> <a href="#">easyBI Remote Community Day 2020</a> <a href="#">easyBI Community Day 2019 Las Vegas</a> <a href="#">easyBI Community Days 2019 Riga</a> <a href="#">easyBI Community Days 2018</a> <a href="#">easyBI Community Days 2017</a>	<b>20</b>
<b>Tips &amp; Tricks</b>	<b>29</b>


Latest
<b>Compare two Strings</b> <b>6</b> 3h <a href="#">Questions &amp; Answers</a> mdx
<b>Measure Count returning wrong number</b> <b>0</b> 12h <a href="#">Questions &amp; Answers</a> calculatedmembers, mdx
<b>How do I get a specific value of a measure from an earlier time?</b> <b>3</b> 13h <a href="#">Questions &amp; Answers</a>
<b>Create calculated field for specific issue types</b> <b>1</b> 17h <a href="#">Questions &amp; Answers</a> jira, custom-field



- eazyBI support
- Unassigned
- Mine
- Drafts
- Assigned
- Closed**
- Spam
- FOLDERS
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- Atlassian Ecosystem Security
- Beacon
- Community
- Google Cloud alerts
- Import error monitoring
- Intercepted emails
- Marketplace Feedback

Navigation icons: back, edit, add, remove, search, refresh, etc.

[eazyBI Community] [Questions & Answers] How can I find the value written to a custom field at the end of each sprint? # 163158 **CLOSED**

  
**Noreply eazyBI**  
 noreply@eazybi.com


Martins Vanags marked as Closed Apr 13, 11:40am


 **Martins Vanags** added a note  
 Apr 13, 11:17am Martins Vanags

aizsūtiut uz postu ar date lauka izmaiņu importu un tad kad importēts ar MDX uz sprinta end date sarēķināt importēto vērtību no JS lauka

Janis Plume assigned to Martins Vanags Apr 12, 11:43am

you marked as Pending Apr 6, 4:37pm

 **Noreply eazyBI** started the conversation  
 Apr 6, 4:33pm Anyone, Active

 **bluesky**  
 April 6

"Estimated EndDate" is a custom field that contains an estimated completion time for when the story will end. I want to compare the "Estimated EndDate" values entered in the story at the end of each sprint, but the table below only shows the most recently entered value. I want to make it behave like the "Sprint Story Points at closing" value, but I can't do that with the custom field "Estimated EndDate"?

**Properties**

**Previous Conversations**

- [eazyBI production notification] Source applications in error status
- [eazyBI production notification] Source applications in error status
- eazyBI app for Jira support: import error
- [eazyBI production notification] Source applications in error status
- [eazyBI production notification] Source applications in error status
- [eazyBI production notification] Source applications in error status
- [eazyBI Community] [Questions & Answers] Bad import in list type custom field

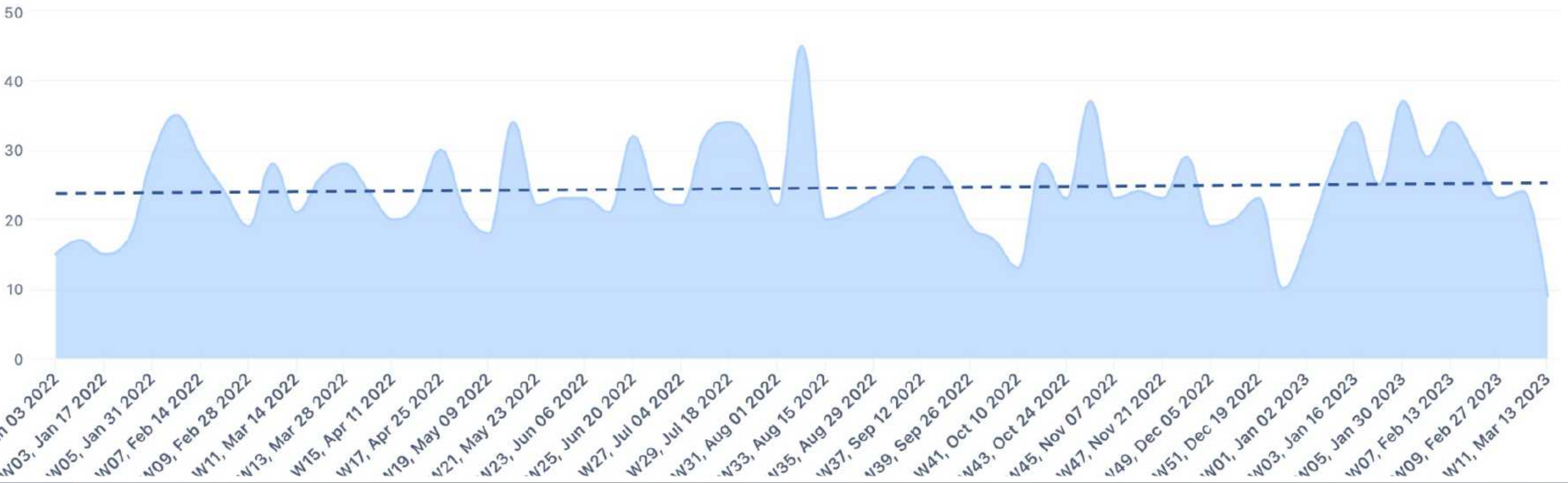
[View all 5,000](#)



2022, 2023 ▾

Community ▾

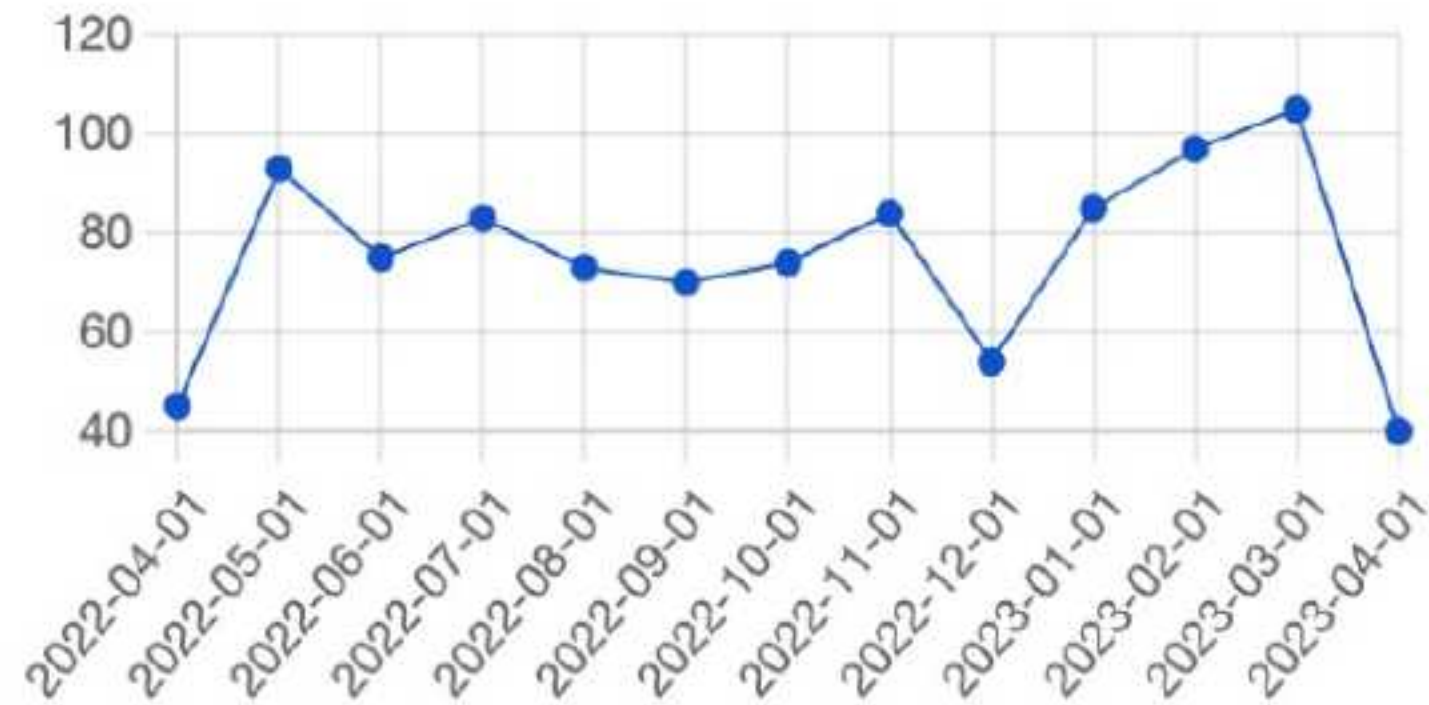
■ Conversations Created Community    - · Linear trend Conversations Created Community





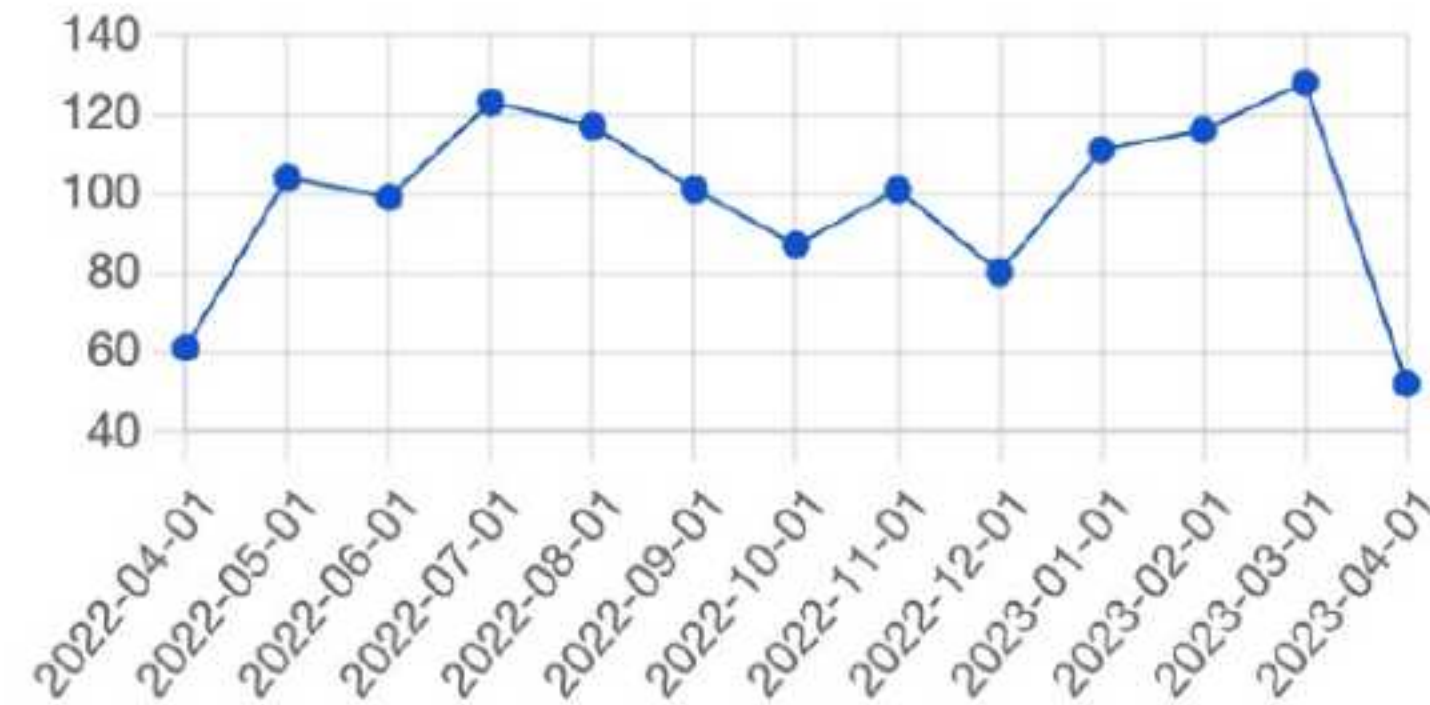
Signups ?

978 ^



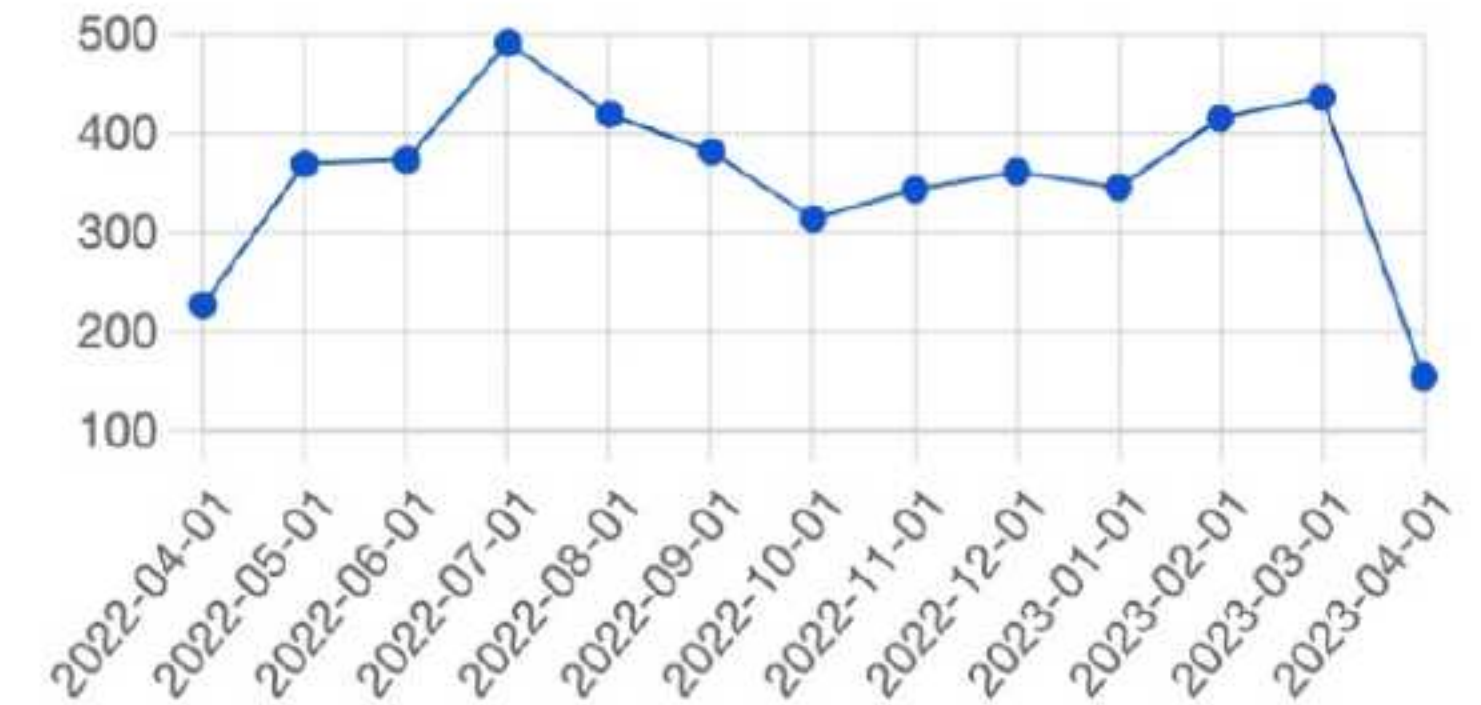
Topics ?

1.3k ^



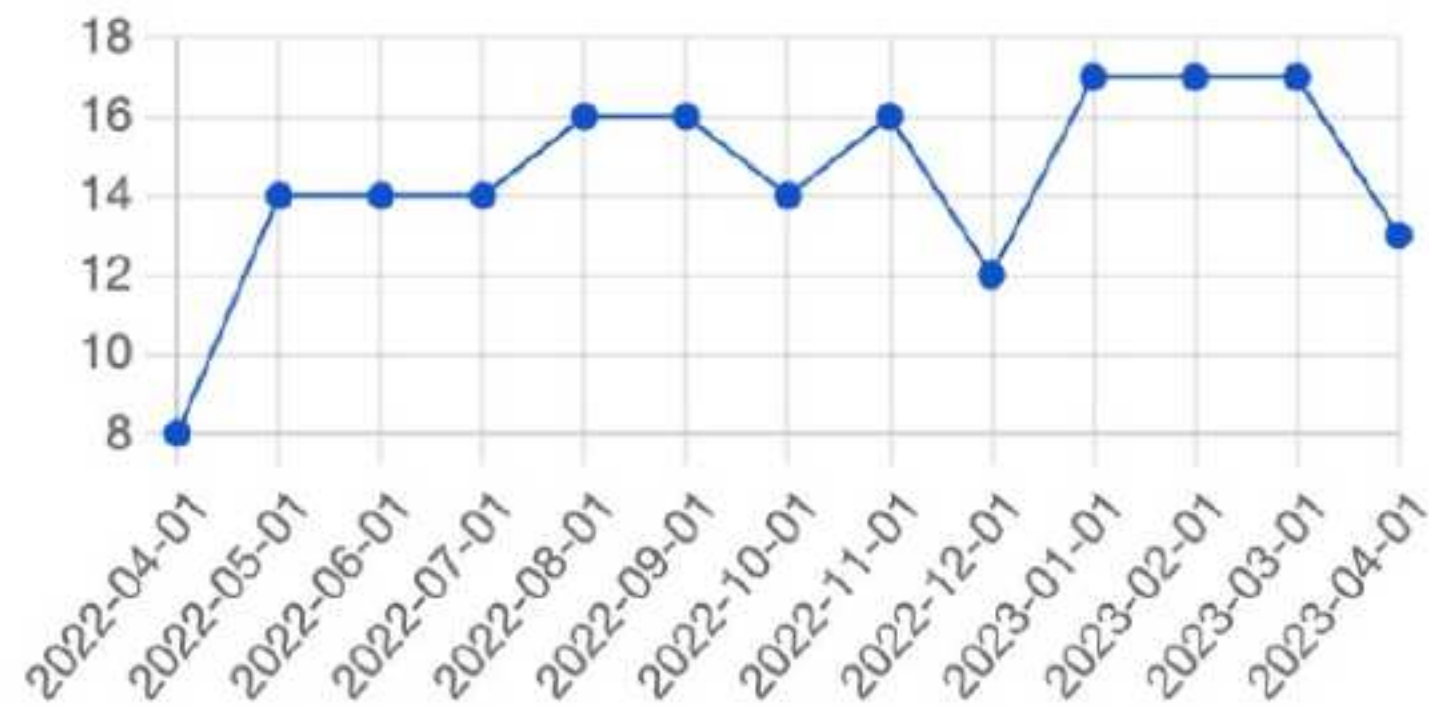
Posts ?

4.6k ^



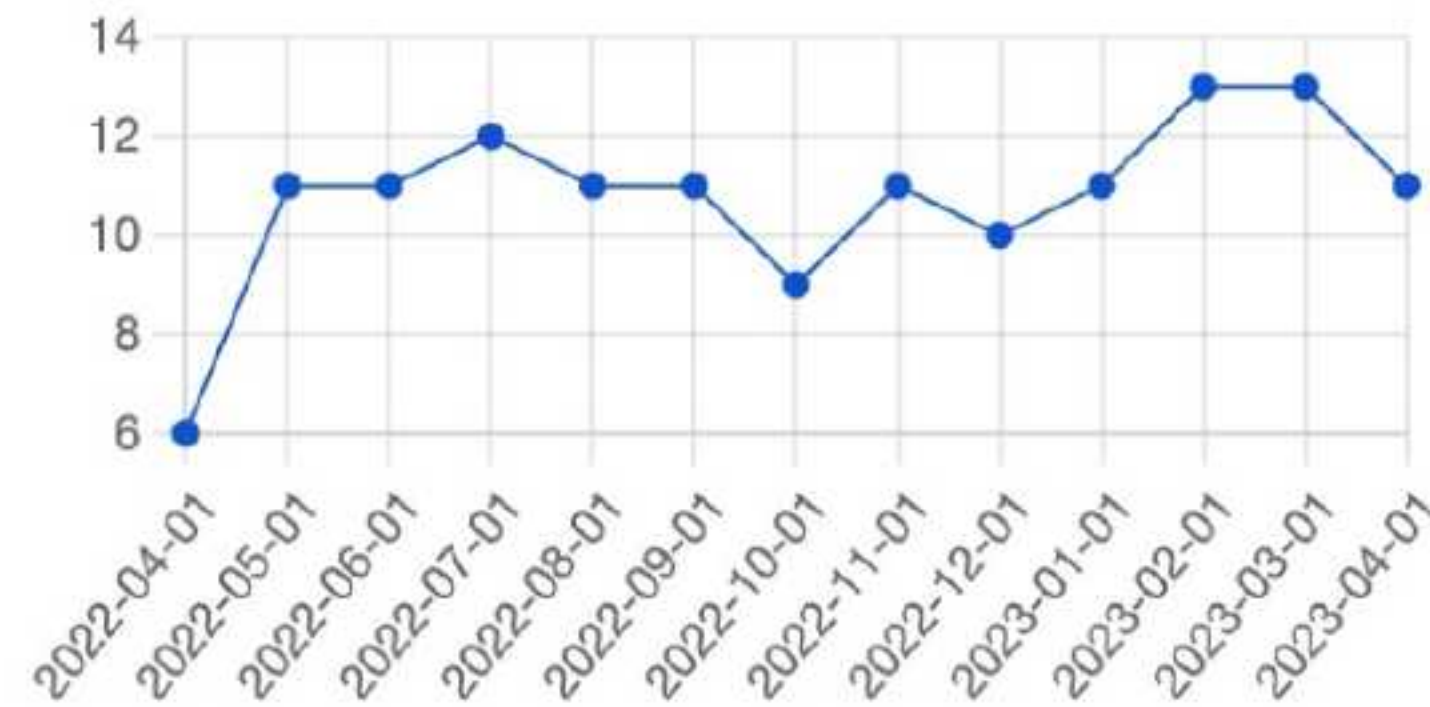
DAU/MAU ?

15% ^



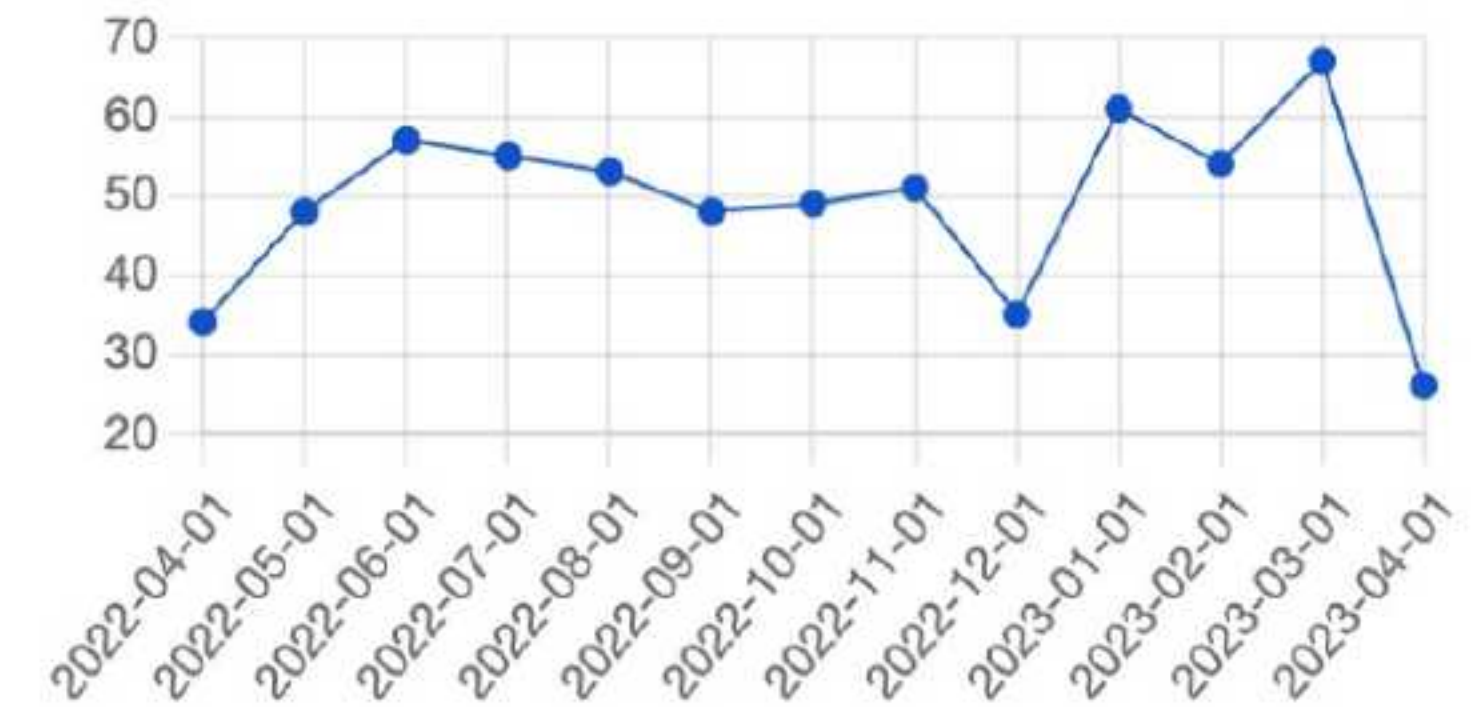
Daily Engaged Users ?

12 ^



New Contributors ?

638 ^





## Top Referred Topics ?

▲ Topic	▲ Clicks
<a href="#">Import issue links as dimension</a>	45
<a href="#">How to change order of columns and rows in the report?</a>	35
<a href="#">Import failed: org.postgresql.util.PSQLException: ERROR: invali...</a>	29
<a href="#">Measure formatting (markdown and custom)</a>	29
<a href="#">JIRA: Days in transition status</a>	28
<a href="#">Am I able to add two JQL filters (queries) in the same Jira Sour...</a>	24
<a href="#">How to display number of issues in historical statuses over tim...</a>	24
<a href="#">Show linked issues in the report</a>	23

# Stars can be reached



by Paul Glock on Feb 10th 2023

This is a really good tool and extremely powerful. Over the last year I have built up so many great reports an area that JIRA is pretty useless for.

One thing especially important is the support on this app is out of this world. They are so helpful in helping you get the most out of the product



by Gilad Waldman on May 23rd 2022

Best support team ever! I had a very specific issue i was trying to resolve and couldn't make it work.

Once I've contacted support and asked my question - they were super responsive, suggested some alternatives and even provided improvements to my initial way of thinking.

Side of the support, the product capabilities are endless. super recommended.