# Q&A Summary from eazyBI Community Day May 6, 2021

**When do you expect the presented improvements to be available?**

Hopefully, all these will be available in the next 6.4 version. We do not promise exact release dates, but typically it takes several months between feature releases.

**About custom fields, advanced setting - will it be inherited from template account to its "child accounts"?**

Currently, source application (Jira) import options are not automatically copied from the template account to other accounts. You can export the definition of Jira import options and import it into other accounts - https://docs.eazybi.com/eazybijira/data-import/jira-issues-import#JiraIssuesImport-ExportJirasourceapplicationdefinition.

Probably, we will need to discuss if we could also synchronize custom field options from the template. But the current way of specifying global advanced settings for custom fields will remain. If you want to standardize these settings in all accounts, you can continue to use the global advanced settings.

**Will the new feature of advanced settings for custom fields only be available to Jira administrators, or basically the eazyBI User Admin or Data Admin?**

It will be available for Data Admin (or higher role) who can import data in the specific account.

**Any update on reporting on archived issues?**

Currently, it is not on the roadmap. First, we will implement the features Raimonds has presented.

**Can you please give me a link to where I can find the training videos?**
Here are series of short training videos on main concepts and how to build reports: https://docs.eazybi.com/eazybijira/learn-more/training-videos. And here are videos on specific topics: https://docs.eazybi.com/eazybijira/learn-more/training-videos/training-videos-on-specific-topics.

**When will new training videos be released? How will it be announced?**

I cannot give a precise date yet - we will publish them in the documentation and our Youtube channel when they are ready. Do not worry; we will send out a note in several channels when they are ready.

**Any improvements planned for the integration with Scriptrunner scripted fields?**

You can import Scriptrunner scripted fields already now. However, we do not detect import options due to several possible options on how to use them. You might need to define them in eazyBI advanced settings - https://docs.eazybi.com/eazybijira/data-import/data-from-jira-and-apps/jira-calculated-and-scripted-custom-fields.

**We are using Bitbucket + Jenkins for our CI/CD, and currently, eazyBI does not have any options to import Jenkins data. Any solution or new feature planned for it?**

Jenkins integration is in our backlog, but I cannot promise when we will start to work on it. Please drop a note to our support and mention that you are interested. We keep track of all interested customers, and it is one of the main criteria for selecting what to work on next.

**How do we pull data from the Kanban board? We have several teams using the scrum board, and we can pull data from the scrum board for reporting, but for some reason, we cannot pull data from the Kanban board for reporting?**

eazyBI does not detect and import Kanban boards. Kanban boards are based on JQL filters to retrieve which issues should be included in the boards. You may recreate that filter using eazyBI report options. Or you would like to use the same/similar JQL query to import only issues from the Kanban board into the account and then build reports based on your needs. You can check our demo account for report examples - https://eazybi.com/accounts/1000/dashboards/14871-chart-types. While they are not marked for Kanban explicitly, many might work.

**Is it possible to create a Kanban board view of issues by Status etc in eazyBi?  If so, are there any examples? Our issues are in Service Desk projects, but Kanban views are great for tracking progress. It doesn't need to be interactive.**

For any report, you can add the Status dimension to group the issues by status. You could aggregate the Statuses you have defined for the Kanban board.

**Cell formatting is very nice on table reports. Is it possible in the future to change the format of headers and lines on table reports? For instance, to hide lines or change color and size. Also, change the background color of headers or use different fonts?**

Currently, it is not possible, but some other customers have expressed interest in that. Please write to our support and describe your need and why you would like it. We will add that to our backlog.

**Is there a way to sync custom fields from the "Active Directory Attributes Sync" add-on?**

Please write to our support, and we can investigate your case and provide some recommendations. It requires additional REST API data import as the values are not available directly from Jira custom field.

**In the case of the shown DEMO Alpha report, 133 issues are shown, but only 100 of them can be opened in Jira at a time. Will it ever be possible to show more than 100 issues out of an eazyBI in Jira? At least in the version we use, it is limited to 100 issues.**

Thanks for noticing! Yes, we have some improvements on our backlog to open more issues in Jira.

**Add calculated should also allow custom calculations instead of just median/mean etc.**

Yes, it would be a valuable improvement. Meantime, you can use the option to check the formula of default "Add calculated" formulas and update them as needed. For example, use a different aggregate function instead of Median or Mean - https://docs.eazybi.com/eazybijira/analyze-and-visualize/calculated-measures-and-members/calculated-measures#Calculatedmeasures-Aggregatemeasures.

**I need to recreate the Overall Execution Status of Xray in eazyBI. I use the "count last" execution status measure, but I get some problems (report needs much time to be shown, and also I get values that are different from the Overall Execution Status).**

eazyBI pulls in all the test runs as the last status might differ from the perspective and considered criteria (environment, plan, component, etc.). I agree, the calculated measure for the last execution status matching the selected report criteria is quite resourceful. We have some improvements in mind to prepare data for the most common use cases, but the solution is not there yet.

**We need some idea on how long the sync data will take; currently, it shows only a number of issues it is syncing. Sometimes we are doing 10k issues sync, and we have no idea on the estimation of sync completion. Please add this!**

Thanks for the idea; we might try to estimate that based on the percentage of issues imported and how much time it took.

**Dimensions are used for Pages, Rows. Does this mean that dimensions should not be used in columns?**

You can use dimensions on Columns as well. If the report needs this, use columns. However, we suggest using Rows/Pages as the primary place for using Dimensions and Measures on Columns for better performance - https://docs.eazybi.com/eazybijira/analyze-and-visualize/best-practices-for-report-creation.

**Will there be an article published highlighting all of the new features that were mentioned earlier so we can share it with our team who are unable to attend today?**

When we release a new eazyBI version, we write a blog post with a recording of the new feature overview. Here are links to the blog (https://eazybi.com/blog ) and the video recordings (https://docs.eazybi.com/eazybijira/learn-more/release-updates-and-webinars ). For the features that are not yet released, you can share the recording of this presentation with your team.

**Any changes in Jira Service Management reporting?**

There have not been significant changes for a while. We have a demo account for Jira Service Management reports, and most of the fields now are grouped in the "Measures" dimension - https://docs.eazybi.com/eazybijira/data-import/data-from-jira-and-apps/jira-service-management-custom-fields.

**As Raimonds mentioned that going forward, there will be only one eazybi plugin for Jira, and we need to install it & uninstall the current eazyBI plugin for Jira Cloud. Will those reports and dashboards that are already configured in eazyBI be intact?**

There will be no changes; you will see the same created eazyBI accounts, reports, and dashboards. Just one time uninstall/install that the admin should do, and users will not notice any changes. Unfortunately, we cannot do this uninstall/install on behalf of customer admins by ourselves, and therefore we need to ask you to do that.

**When will the uninstall/install be required for the single eazyBI for the Jira plugin? With the next version?**

Uninstall/install will be needed only for Jira Cloud customers. We will send more details about that in several weeks when everything will be prepared.

**Can you provide the link to documentation, where I could read about issue links and how to work with them?**

Here is our documentation for link import: https://docs.eazybi.com/eazybijira/data-import/advanced-data-import-options/import-issue-links. Here are some tips and tricks from our community: https://community.eazybi.com/t/import-issue-links-as-dimension/6652.

**Where can I find the email subscriptions feature?**

Here you go: https://docs.eazybi.com/eazybijira/publish-reports/create-dashboards#CreateDashboards-Dashboardemailsubscription.

**To use/view eazybi Jira reports in Confluence, do we need to install eazybi for the Confluence plugin as well?**

That is our recommended way because the eazyBI for Confluence app comes with additional features.

**On Wallboards, some of the charts in the dashboard are outside or showing half of the chart. This does not look good on Wallboards view.**

Try customizing the height of the report on the dashboard and/or use the "page" button on the dashboard to insert a new page on the wallboard slideshow - https://docs.eazybi.com/eazybijira/publish-reports/wallboards.

**Is there a way to give users the ability to create a dashboard and pull only their own reports into the dashboard? After researching and testing, it seems like you have to be an admin to add reports to the dashboard. If we give rights for the user to do it, then they are able to see other groups' folders/reports etc. which is not allowed in our case.**

Users with a role *Users* can add separate reports to their Jira dashboards but not create common eazyBI dashboards.

**Can we add sparkline with %?**

Sparkline works for numeric values, including %. If you have measure formatting as %, you can add sparkline for this measure - https://docs.eazybi.com/eazybi/analyze-and-visualize/create-reports#Createreports-Addstandardcalculationsbasedonaselectedmeasure.

**What about the ability to add reports from different accounts in a common eazyBI dashboard?**

This is not currently possible. Each account has its own dashboards, and you can't mix them. But if you use Jira, you can use Jira dashboards and publish reports from different accounts there on the same Jira dashboard. Also, you can publish reports from different accounts on one Confluence page as well.

**Atlassian Data Center supports instances to run on a dual cluster, and you can divide traffic to balance requests, will eazyBI allow this setup or only one cluster?**

If you install eazyBI on Jira Data Center, then you can specify which Data Center nodes will be dedicated eazyBI nodes where eazyBI report requests are executed, and data import is done. We recommend having separate user nodes for large DC instances where the load balancer directs traffic and separate eazyBI nodes where eazyBI heavy processing tasks are run but do not impact user node performance. See the documentation - https://docs.eazybi.com/eazybijira/set-up-and-administer/set-up-and-administer-for-jira-server/data-center.

**Hey Martins - are you presenting anything new with JSM? Such as Insight data etc.?**

You can check my presentation from New Verve Atlassian in Scotland webinar series: https://www.youtube.com/watch?v=xydHATGbvaA. I talked about JSM and Insight. Also, you might find helpful Daina's presentation about Insight: https://eazybi.com/blog/explore-insight-asset-management-data-with-eazybi.

**Is there a possibility to detect if the attachment is used anywhere in Confluence or not? (also with an Addon, for example, Draw.io)?**

eazyBI shows attachments of the page to which they are attached. But there is no information if the attachment is presented/displayed on some page. Thanks for the idea!

**What is the recommended best way to learn MDX?**

What might work for one person does not work for others. You might start with presentations and videos on MDX basics (start with MDX: ABC) - https://docs.eazybi.com/eazybijira/learn-more/training-videos/training-videos-on-specific-topics#Trainingvideosonspecifictopics-CalculationswithMDX.

**Is there a resource that provides standard expressions?**

You can see some basic examples on our documentation page - https://docs.eazybi.com/eazybijira/analyze-and-visualize/regular-expressions. To learn more, you can have a look at some external resources, for instance - https://www.regular-expressions.info/quickstart.html.

**How to view eazyBI Jira reports in Confluence without installing eazybi for the Confluence plugin?**

For Confluence Cloud, the best option is using eazyBI for the Confluence app. For Jira Server, there is an option to use external gadgets (but they are not available in Jira Cloud); another option is using iframe. You can check our documentation about publishing reports - https://docs.eazybi.com/eazybijira/publish-reports/publish-in-confluence-pages.

**How to choose an icon in the report?**

eazyBI uses font-awesome (https://fontawesome.com/icons?d=gallery&p=2&s=light,regular ). Check out this Community post on tips and tricks: https://community.eazybi.com/t/measure-formatting-markdown-and-custom/5157.

**I have the case that I have "issues" in Rows, and the Jira ID is also visible in the row (e.g., "Jira-1 Hello Welt" is visible (Jira Id + Summary). Is it possible to have the summary visible only? So, without the Jira ID?**

Yes, you can click on your issue dimension member and select how to display the name there (it is under "Display name"- "Without key").

**For the effort estimation under time tracking, if the user enters 5 weeks on the 15th of a month, on the report, all of those 5 weeks are shown on that date. Can we have them spread across 5 weeks so that user allocation can be determined?**

You may create an MDX formula for that. You could find some starting point here in our community: https://community.eazybi.com/t/reporting-planned-hours-on-monthly-bases/6103/2. If you need additional help, please describe your use case and send it to support email support@eazyBI.com.

**Another question, is it possible to show for each story or task the list of Xray test keys (table)? I can't find the measure.**

You might want using Xray specific measures and dimensions. Set dimensions "Xray Requirement" and Xray Test on rows and measure "Xray Tests created" or "Xray Test Runs" on columns. More about XRay in eazyBI - https://docs.eazybi.com/eazybijira/data-import/data-from-jira-and-apps/xray-test-management.

**Is there any documentation for painting?**

Here is information about conditional cell formatting: https://docs.eazybi.com/eazybi/analyze-and-visualize/conditional-cell-formatting.

**Is it possible to track in the report the time spent by each assignee (or group of assignees) by ticket priority?**

Here you can find one report that could be useful for you: https://eazybi.com/accounts/1000/cubes/Issues/reports/474591-logged-hours-by-user-on-assigned-and-unassigned-issues.

**We operate in SaaS: Jira Service Desk (ITSD tickets) and Jira Software (ITSM tickets). As ITSM tickets can be linked to one or more ITSMs, we have to track in the report the list of ITSM tickets that are linked to ITSD tickets which are more than xx days since their creation.**

I think this could be a good start for you - https://community.eazybi.com/t/import-issue-links-as-dimension/6652 (you will find there also two useful links to our documentation and training account). If you still have any questions about your setup, write to us - support@eazyBI.com.

**I need to calculate the cumulative of tickets grouped by status update date. The objective is to get the number of tickets grouped by every status update date of a ticket.**

Try cumulative flow diagram to see the number of issues - https://eazybi.com/accounts/1000/cubes/Issues/reports/592924-cumulative-flow-diagram-previous-year.

**I want to start with the Jira ticket (bug story and task) as a dimension as a row, and using measure (column), I want to show the list of tests (keys list, not the number of tests).**

Check out this Community post on how to show a list of linked tests when using the "Issue" dimension on report rows - https://community.eazybi.com/t/how-to-get-number-of-test-cases-which-are-present-under-user-story/4741

**Tom, with a 7 layer issue hierarchy, how many issues are you importing in your data cube? Is there a recommendation on the maximum number of issues are in an account? What is the ideal range for peak performance?**

Thanks for watching! We decided to only import the issues that were still relevant to report on, so by adding the JQL to only import issues that got updated in the last year. We also discarded all the custom fields that we didn't use to limit the performance hiccups during reporting.

**The hierarchy thing, I've always wondered how to do it.**

Search for solutions also in our community - https://community.eazybi.com/search?q=hierarchy

**Under "Rows" when we select "issues", then there is no option to select separately issue key. Is there any plan to implement it?**

You need to click on issue member and select the option under "Display name" - "Show key".

**Why during the import, Xray dimensions are imported from scratch? Even though incremental import is checked.**

Some of the Xray information is not stored in a form for easy taking. But we have some ideas on how to implement incremental data import from Xray. Currently, you may limit the period for which to import test runs: https://docs.eazybi.com/eazybijira/data-import/data-from-jira-and-apps/xray-test-management#XrayTestManagement-Limitimportedtestruns.

**I get timeouts all the time. It makes me feel so inferior**

Try to find room for optimization in the slowest reports - https://docs.eazybi.com/eazybi/analyze-and-visualize/best-practices-for-report-creation.

**What is the Max issues that the cube can handle?**

There is no such number as max, but we used to recommend not exceeding 100k issues per account as complex calculations could raise timeout. Though this is not a technical limitation, and we have customers with several hundreds of thousand issues with smoothly running reports, as many different aspects impact the suggested amount. Mostly, it depends on what kind of reports you are planning to create in this account, but also the number of imported custom fields, issue change, and worklog amount impact that. https://docs.eazybi.com/eazybijira/getting-started/data-model.

**I can change [Issue]? e.g. [Issue].CurrentHierarchyMember.get('Priority'). Can I change to [Priority]? CurrentHierarchyMember.get('Fix Version')? The goal is to have a dimension in Row but without issue. In my case, I need "Issue" always to get the data of the measures.**

This won't be possible as this *[Issue].CurrentHierarchyMember.get('Priority')* is an issue property that shows its priority, and the issue must be represented in the report to display its property. You can check the presentation from the previous year to learn more about measures/dimensions /properties: https://docs.eazybi.com/eazybijira/learn-more/training-videos/training-videos-on-specific-topics#Trainingvideosonspecifictopics-JiraAdmin%E2%80%99sJourneytoeazyBI.

You do not need to always include the "Issue" dimension in the report. To count issues by priorities and versions, use dimension "Fix version" in the report Rows and "Priority" in Rows or Columns, and measure "Issues created" in columns: it will show the number of issues by versions and priorities.

**We are getting an error based on SLA's while importing an example (Time range >time spent ) like that. Is there a way to find the ticket number in error ?**

Could you please send this question to our support email (support@eazyBI.com) with included print screens/log files so we can check what the problem is there?

**How can I treat the error with the linked issue? I'd like to calculate the number of days when the linked issue was active on a particular status for the main issue?**

Calculations on Linked issues could be tricky. Please share the report definition with support@eazybi.com, and we can check what could be done there.

**eazyBI keep showing a message that creating custom measure in dimension is not recommended**

In the dimensions, you may create "calculated members" to group data, but not calculated measures that perform mathematical operations like multiplying and dividing. Custom measures should be created in Measures, while, in other dimensions, calculated members - https://docs.eazybi.com/eazybijira/analyze-and-visualize/calculated-measures-and-members#Calculatedmeasuresandmembers-Groundrules .

**Custom hierarchies are not available for Fix Versions, right? I have a project where the responsible people are assigned to Fix Version, and I have already imported the version lead as a property, but I don't see the custom hierarchy option.**

Yes, the custom hierarchies in the described way are not available in Fix Version. Currently, they are available only in standard user dimensions, Project, and Sprint dimensions.

**What if I would double fix the version with the component and attach the lead to the component - would it be possible to create the custom hierarchy in the project dimension based on component property?**

Unfortunately, no. It is not possible to build a hierarchy upon a property at the Component level. Components are a multi-value field.

**Will Usage Statistics be available in Jira Cloud?**

We are looking for the best possible way to add it also for Jira Cloud customers. However, no release date can be promised at the moment.

**I have a report showing created issues and closed issues. Knowing that inside closed issues there are issues that are canceled. How can we split the closed issues by 1) resolved issues that are closed; 2) canceled issues that are closed finally.**

Perhaps you can create a new calculated measure using tuples and specify the issues closed calculation for certain status or resolutions. https://docs.eazybi.com/eazybi/analyze-and-visualize/calculated-measures-and-members/calculated-measures#Calculatedmeasures-Tuples

**How to create the template account?**

See more on template accounts here: https://docs.eazybi.com/eazybijira/set-up-and-administer/manage-accounts/template-accounts

**Ran - Can you share examples of the reports that are created in the Shared Folder in this scenario? Is it aggregating roadmaps across the Data Consumers, or what kind of reporting is being created?**

Example: % Progress of Each Epic, calculated per some complex business logic depending on status and other parameters. The calculation is very not trivial, but we did it with MDX on eazyBI, and then the Data lake took this info and added the % Progress result for each Epic.

**If I used "Issues created" in some cases some issues were counted twice. So, I used "Issues created count". So, I had the issues once. Why is there a difference?**

This situation might appear if you have some multi-selection field, for example, Label, in the report. If two labels are assigned to the issue, then it is counted twice for each selected label. If you choose only one of the assigned labels for the report, the issue is counted only once. You might use distinct issue count measures in those cases:https://docs.eazybi.com/eazybijira/data-import/jira-issues-import/jira-core-measures-and-dimensions#JiraCoremeasuresanddimensions-Measures.

**The dashboards need to be more flexible; for example, we have 50 dashboards, and the list of dashboards gets really long. We need a better UI for the management of dashboards.**

We have an idea to introduce folders for dashboards (in the same way how reports can be organized in folders).

**We need the ability to make the custom text for Chart title, X-axis, and y-axis labels.**

You can add x- and y-axis labels in Axes options. See https://docs.eazybi.com/eazybi/analyze-and-visualize/create-charts#Createcharts-Axesoptions. Also, you can add report description with Markdown formatting to add custom text for the chart title."

**We need a toggle, for example, internal/external charts. This shows more detailed information in either x-axis label, y-axis label, and chart titles.**

For this, you most probably will need to create two different reports with more or less similar information and different customization. If only data should be limited, then maybe data access roles can help https://docs.eazybi.com/eazybijira/set-up-and-administer/manage-accounts/data-access-roles.

**Disable Pages selector if the dashboard is shared with a token. For example, the dashboard looks better without the selectors (page filter).**

In the embed report options, you can disable all actions and then enable just needed actions. In that way, you can disable page selection - https://docs.eazybi.com/eazybijira/publish-reports/dashboards-and-reports-visible-to-non-jira-users .

**Regarding coloring the charts - could you support ColourBrewer to get a color swatch that we can use for all the charts in a dashboard?**

It would be good to know use cases when you need a custom color scheme. In our new color scheme, available from version 6.0, we added many gradients of each color so that there would be a consistent scheme that also looks good with Atlassian default colors. Technically it is possible to create customization and override the default color scheme, but we would not recommend doing it now. So please write to our support and tell more about the need for additional custom color schemes.