

Session will be recorded



# Radial Reporting & Analytics

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## User Training

# Agenda

- Introduction to Radial Reporting & Analytics
- Sisense Overview
  - Viewing Dashboards
  - Dashboard Navigation
  - Filters – Selecting, Saving, Resetting
  - Widget Navigation – Selecting, Drilling down
  - Exporting Widgets
  - Creating Data Alerts
- Fulfillment Dashboards
- Radial Order Management Dashboards
- Payments & Fraud Dashboards

## Mission & Vision of Radial Reporting & Analytics

To simplify access and understandings of e-commerce and operational data by providing intuitive reporting, dashboards and insights

To create and deliver a business intelligence platform that drives operational efficiencies through predictive and prescriptive analytics

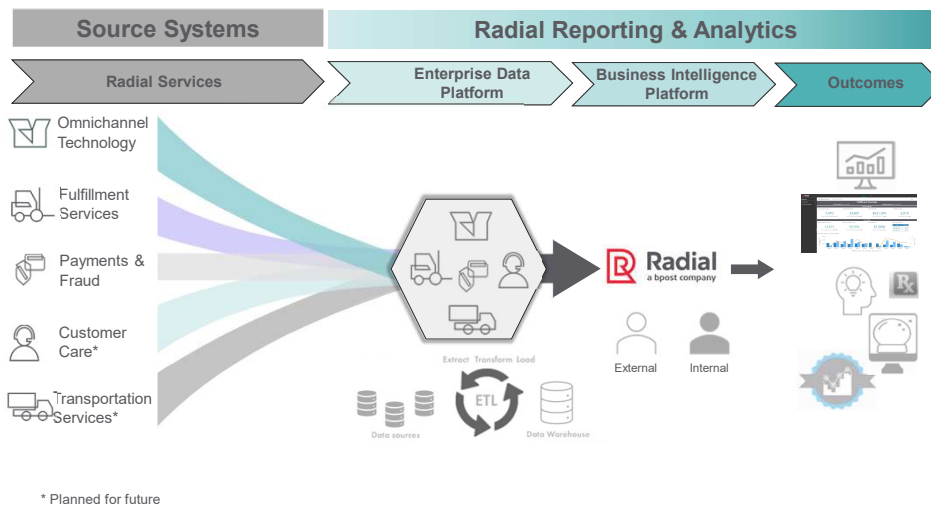
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This slide provides the Mission & Vision of Radial Reporting & Analytics (RRA)

## Objective of Radial Reporting & Analytics



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**Radial**  
a bpost company

As one may imagine, Radial has multitude of different source systems (sometimes even within Radial Services). Each of these services have one to many business intelligence platform.

We have started importing data from Omnichannel Technology, Fulfillment Services, Payments & Fraud services. In near future, we will also start bringing in data for Customer Care & Transportation Services.

This data is being transformed & loaded in a datawarehouse – Enterprise Data Platform. We have built dashboards using Sisense® application that allows users to see business insights on Radial data.

These dashboards and reports have been designed to provide a comprehensive understanding of how individual services are performing independently, as well as part of a whole, to help clients optimize their business strategies, reduce costs, and maximize profitability.

## Highlights of Radial Reporting & Analytics

- Provides metrics from **all** Radial services in one place
- Near Real time availability of critical data allows Radial clients to **reduce costs** and **maximize profitability**
- Intuitive dashboards that allow users to filter, tweak, drill down, save and publish dashboards
- Get business insights **quicker**, allows clients to optimize their business
- Building blocks for creating insights into cross business intelligence as well as predictive & prescriptive analytics
- Built using Sisense®

Summarizes the mission and purpose for Radial Reporting & Analytics:

- Consolidate all data sources into one platform in near real-time availability
- Provides a suite of out-of-the-box, intuitive industry standard reports and dashboards that are editable for the end user
- Enables users to run ad-hoc queries as needed
- Sets the foundation for reporting across all aspects of the client's business by centralizing their data from Radial services and their own data if they choose to import into RRA
- Has the functionality to build data intelligence through prescriptive and predictive analytics powered by Sisense

## System Requirements

- HTML5 supported Browsers



*(Microsoft Edge is not officially supported)*

- Works on Android & Apple smartphones that support HTML5
  - iPhone: Requires iPhone version 5+ (iOS 9+)
  - Android: Requires version 4.4+
- Screen Resolution
  - 1920 x 1080

Radial Reporting & Analytics tool runs in the following HTML5 supported browsers:

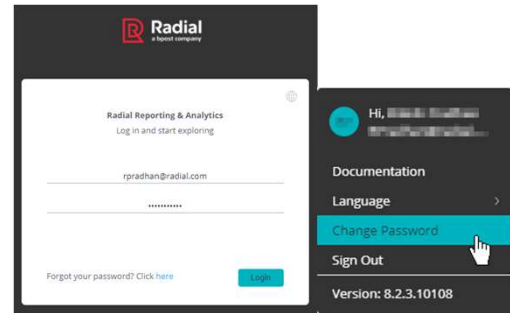
- Internet Explorer 10 and higher
- Google Chrome
- Firefox
- Safari version 7 and higher

Supported Phones and Operating Systems

- iPhone: Requires iOS 9 or later, Supported iPhone 5 device or higher.
- Android: Requires Android versions 4.4 or later.

# Log-in & Access

- Gaining Access
  - One account per user
  - Account creation and password will be shared as part of launch
  - Username: business email address
- Passwords
  - Do not expire; No formatting restrictions
  - Can be updated on user profile
- Two user roles
  - View Only
    - Only views already created dashboards
  - Web Designer (*provided later*)
    - Can view already created dashboards
    - Can develop & share new dashboards using existing Elasticubes

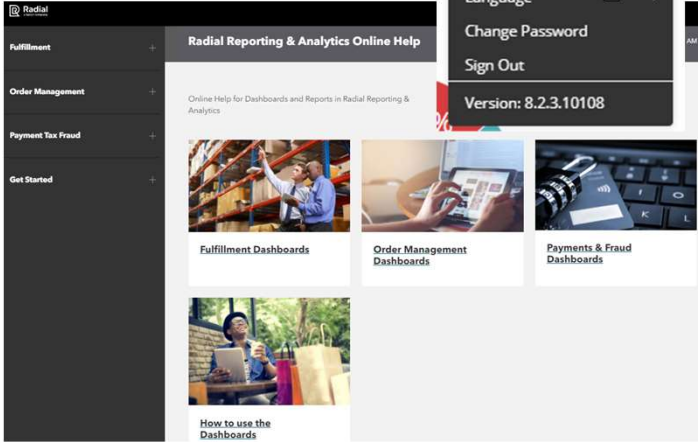


User id (typically, client's email address) will be provided by Radial technology team. Users should get email from Sisense to activate their account.

This training document is focused on users with View only access. We will be creating a separate training document that will focus on web designer functionality.

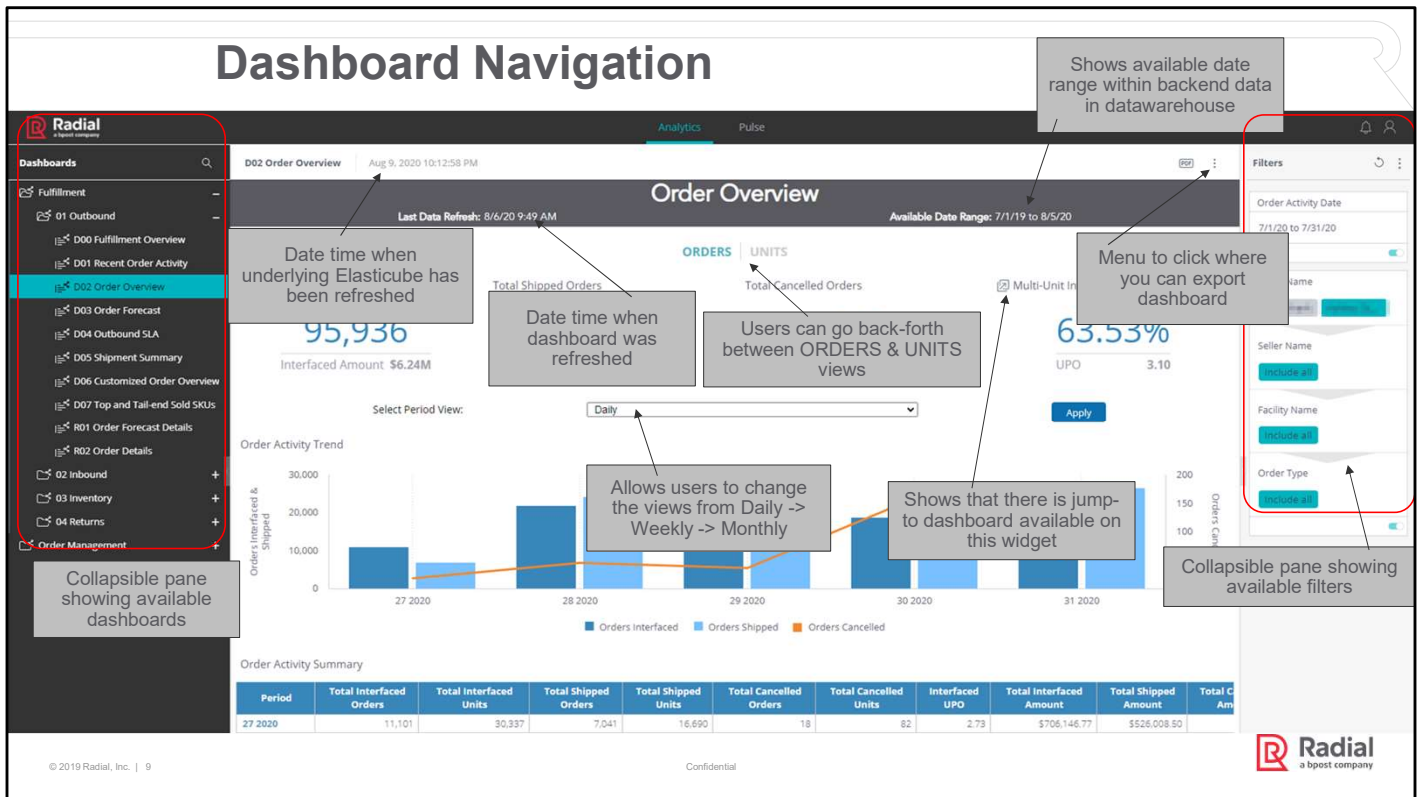
# Access to Documentation

- Documentation can be accessed via User Profile
- Sections in documentation
  - Get Started (*how to use dashboards*)
  - Fulfillment Dashboards
  - Order Management Dashboards
  - Payment & Fraud Dashboards



Clicking on the “Documentation” menu to see user documentation for all dashboards





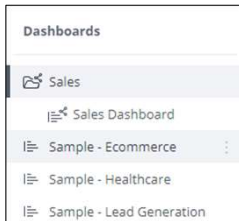
Radial Reporting & Analytics (RRA) consists of three major sections –



1. Left available dashboards section
2. Middle available widget section
3. Right available filters section

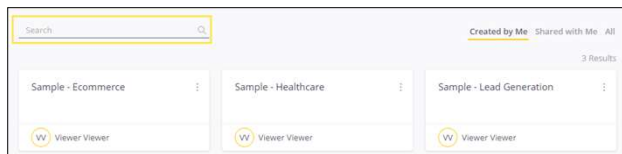
Both section #s 1 & 3 are collapsible and once collapsed, those spaces will be occupied by section #2. All the widgets in this section will automatically expand to occupy that space.

# Viewing Dashboards

- Dashboards available based on services subscribed at Radial



- In Left pane, Left-click  icon to open dashboard
- Close left pane by clicking  icon
- OR, Click on dashboard tile



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Dashboards are organized in different folders – one for each service. Even within each service folder, we have further organized these dashboards in sub-folders depending on the business area.

Main folders are –

- Fulfillment
- Order Management
- Payment, Tax & Fraud

For Fulfillment business, sub-folders are –

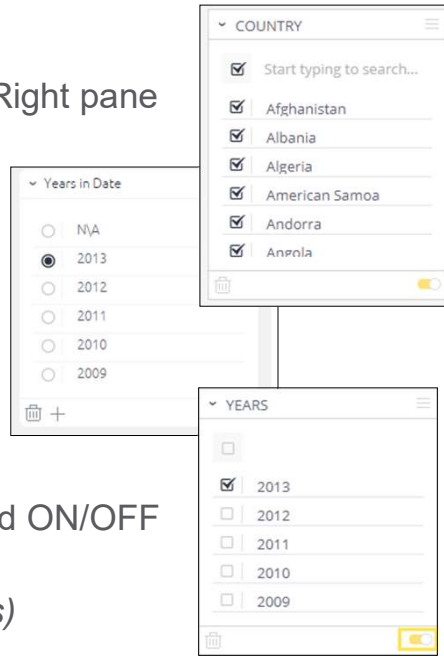
- 00 Executive Overview
- 01 Outbound
- 02 Inbound
- 03 Inventory
- 04 Returns

For Order Management, sub-folders are –

- 00 Executive Overview
- 01 Omnichannel
- 02 Store Fulfillment
- 03 Product Performance

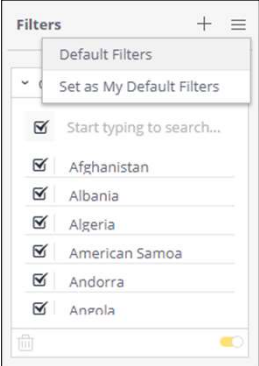
## Selecting Filters

- Filters available in Right pane
- Multi select filters
- Single select filters
- Filters can be turned ON/OFF
- Clear off all values  
*(Both show all values)*



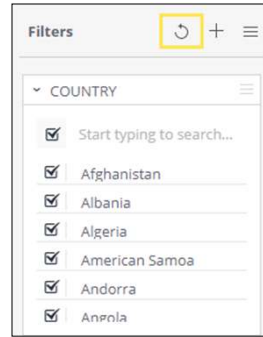
# Saving Filters

- Set selected filters as Default Filters  
*(Only 1 default filter per dashboard)*



# Resetting Filters


- Restore filters to default view



- Restore Dashboard to original state



# Widget Navigation

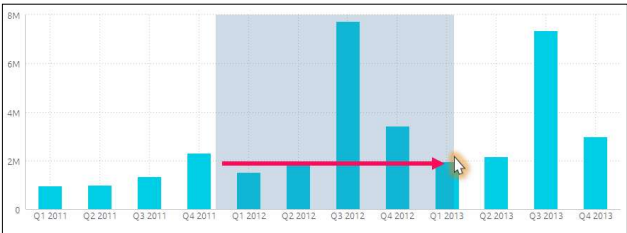
- Expand widgets by clicking on  icon
- Enable/Disable switch to change views



# Widget Navigation - Selection

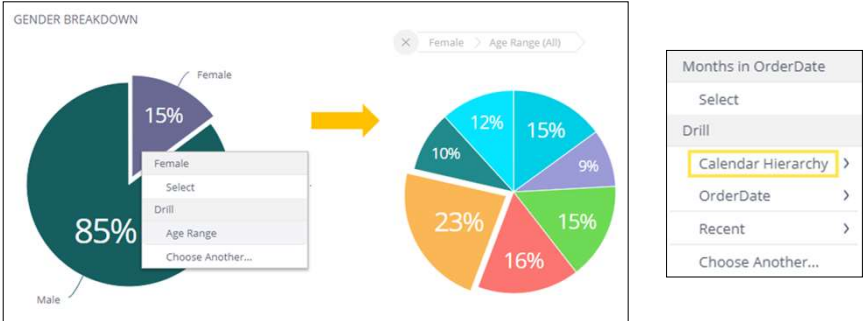
- Making Selections in a Widget
  - Left click and select
  - Use Ctrl key for multi selections
  
- Chart widgets, Drag & Draw

Months in OrderDate	
Select	
Drill	
Calendar Hierarchy	>
OrderDate	>
Recent	>
Choose Another...	

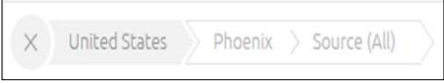


# Widget Navigation – Drill Down

- Drill down options available in most widgets



- Drill up higher level, click appropriate breadcrumb



- Exit breadcrumb click  icon



## Widget Navigation – jumpable Widgets

- Some widgets have jump-to Dashboard (shows  icon)




- Opens in **new** tab
- Appears just like any other dashboard
- If available, users can select filters, drill-in to data
- Close the window/tab to exit the dashboard
- Trigger mechanisms
  - Numeric widgets: click on the widget
  - Bar/Pie chart widgets: right click on widget

## Widget Navigation – accordion Widgets

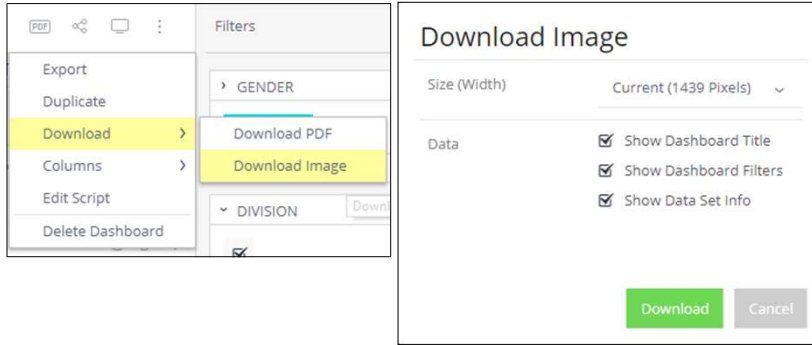
- Some widgets have accordion feature (shows  icon)



- Opens in **same** window/tab
- Inherits filters from parent dashboard
- Click  to exit accordion widget

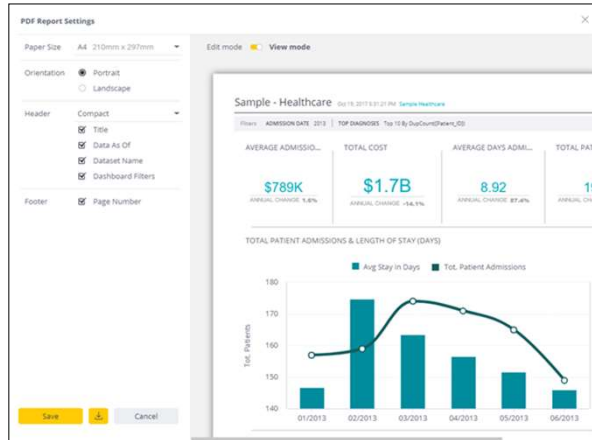
# Export Dashboards - Image

- Dashboards can be exported as PDF & Image
- Image Export



# Export Dashboards - PDF

- PDF Export






- Click  icon to download PDF locally

# Pulse Alerts

- Alert can be enabled by user on –

- Indicator Widgets
- Area Chart Widgets
- Bar Chart Widgets
- Column Chart
- Line Chart




- Alert conditions available –

- Threshold 
- Automatic 
- Always 

### Add to Pulse

Name

Alert Condition

Threshold Automatic Always

The system will monitor this value and notify you when anomalies are detected.

[Advanced](#)

## Pulse Alerts (contd.)

- Alerts can be delivered to individual users or groups
- Allow custom message
- Alerts can be delivered via
  - Email
  - Mobile
  - Slack
  - Zapier
  - Webhook

The screenshot shows a configuration form for adding a pulse. It is divided into several sections:

- Add to Pulse:** A header section with a search icon.
- Message:** A text input field with the placeholder "Type a message to be sent with the alert...".
- Notifications:** A list of notification channels with checkboxes:
  - Email
  - Mobile
  - Slack
  - Zapier
  - [+ Add Webhook](#)
- Additional Options:** A section with a dropdown menu currently showing "Basic" and "Add" and "Cancel" buttons.

This screenshot shows the search and selection part of the 'Add to Pulse' interface. It includes:

- A search bar with the placeholder "Enter names, email addresses or groups" and a magnifying glass icon.
- A search result for "Rishabh Pradhan" with the email address "Rishabh.Pradhan@radial.com" and the role "Owner".
- At the bottom, there are "Basic", "Add", and "Cancel" buttons.