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Performance DNA Administrator Guide

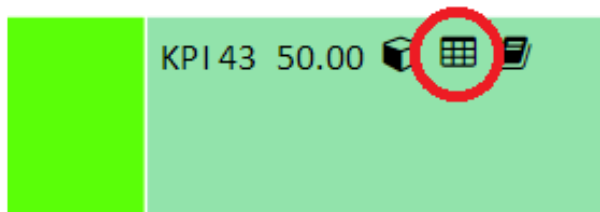
User Drilldown

5/10/2025

User Drilldown

On the leaf nodes of the partition chart, there is a grid button that can be pressed to view a more detailed view of the

Agent Performance



This will bring up a chart showing the strand name, the date range it applies to and all the users within the **Strand** with their individual warnings and errors, if applicable.

KPI 43, 06/04/2018 - 07/04/2018 Grid

Name	Value	Warnings
Agent 001	50.00	
Agent 002	50.00	
Agent 003	50.00	
Agent 004	50.00	
Agent 005	50.00	
Agent 006	50.00	
Agent 007	50.00	
Agent 008	50.00	
Agent 009	50.00	
Agent 010	50.00	
Agent 011	50.00	
Agent 012	50.00	
Agent 013	50.00	
Agent 014	50.00	
Agent 015	50.00	

10 of 100 items

If the node is a **Calculated Component**, it will show the formula used and the components' raw values within the user row.

Calculated, 06/04/2018 - 07/04/2018 Grid

Calculation used

KPI 1
KPI 2

Name	Value	Values used in formula	Warnings
Agent 001	0.00	KPI 1 + KPI 2	
Agent 002	0.00	KPI 1 + KPI 2	
Agent 003	0.00	KPI 1 + KPI 2	
Agent 004	0.00	KPI 1 + KPI 2	