

# Atlassian Analytics

## BI 全球數據一手掌握

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Harry - Linktech Inc - 2023雲端智慧企業實戰研討會

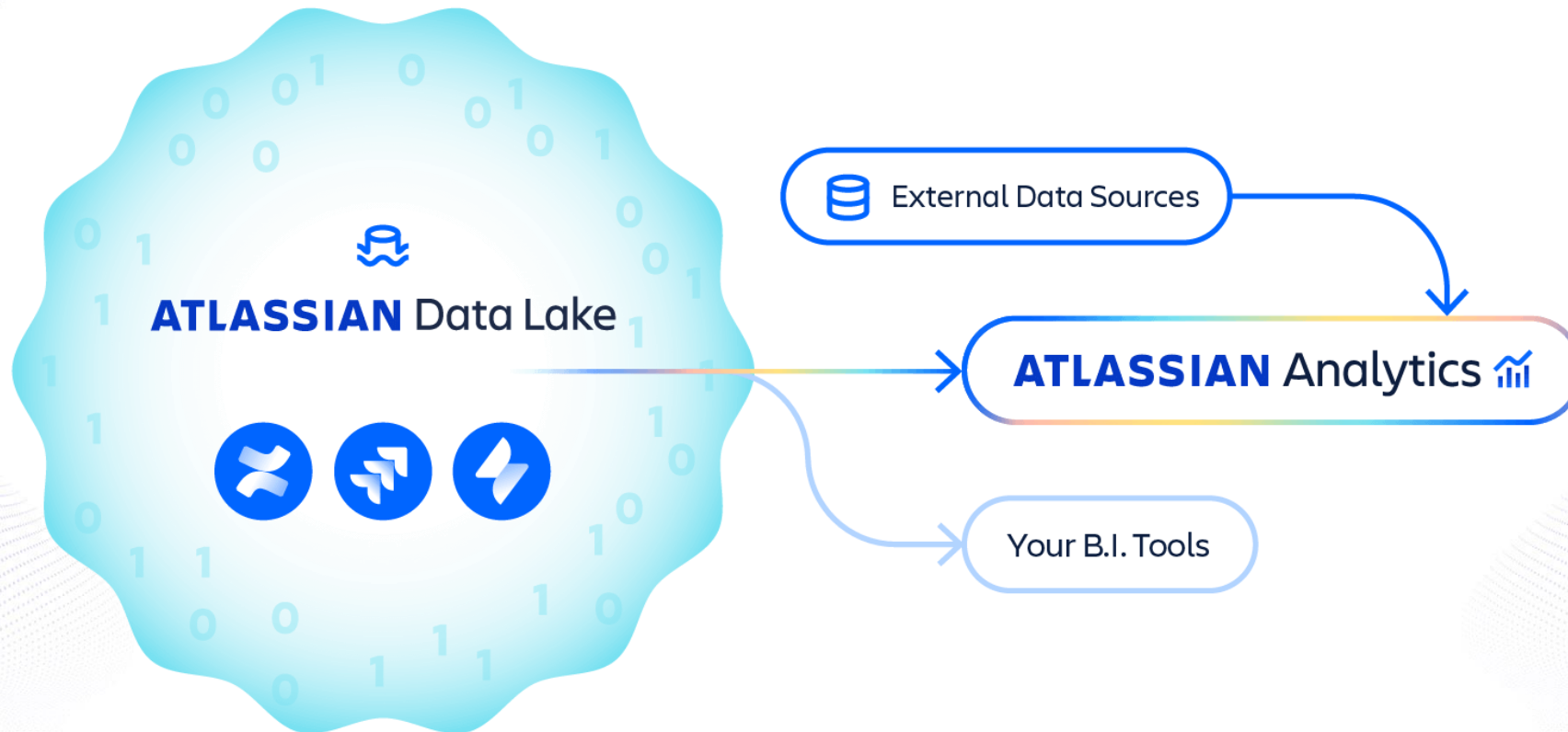
## OUTLINE

- Atlassian Data Lake
- What is Atlassian Analytics?
- Use Case
- Q&A

# Atlassian Data Lake

# Atlassian Data Lake

Atlassian product 會整理到 data lake 提供Analytics使用或其他 B.I.工具



# What is Atlassian Analytics?

# 常見挑戰與困難



雲端報表難以整合跨系統資料。

運算過資料的維度不同，沒地方儲存，  
且使用者沒辦法自行設定完成。



## 常見挑戰與困難



REST API 撈取資料太慢了!  
雲端系統是否能開放讓我們  
直接對 DB 下 SQL 取用資料?

JIRA 原生的圖表已經不敷使用  
是否有其他的建議?



# SQL 模式

能夠直接針對 Atlassian Data Lake 進行查詢，並自由切換 Visual 與 SQL 模式

Issue details from **Atlassian Analytics Demo** Visual SQL

Columns

Ab Issue ID	Count of unique	x	Issue
# Status sort order	Group	x	Issue
Ab Status	Group	x	Issue

+ Add column

Sort rows by  
Status Sort Order Asc then by Status Asc

**Run query** Generated query

Sort rows by Status Sort Order Asc

Hide Status Sort Order

Filters

- Project ID is one of (PROJECT) x
- Priority is one of (PRIORITY) x
- Issue type is one of (ISSUE\_TYPE) x

+ and condition

Search for column, table

- account
- asset\_object
- asset\_object\_attribute
- asset\_object\_issue\_mapping
- asset\_object\_schema
- asset\_type
- asset\_type\_attribute\_metada...
- asset\_type\_attribute\_type\_m...

Issue details from **Atlassian Analytics Demo** Visual SQL

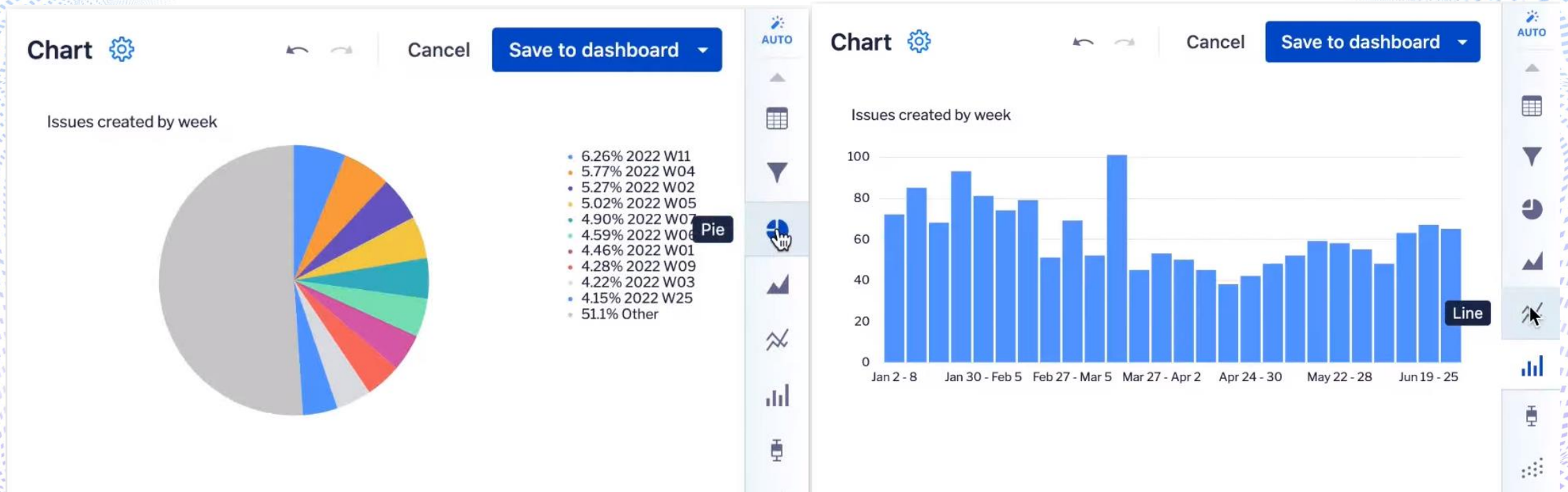
```
1 SELECT `Issue`.`status_sort_order` AS `Status Sort Order`,
2       `Issue`.`status` AS `Status`,
3       COUNT(DISTINCT `Issue`.`issue_id`) AS `Count of distinct Jira Issue Issue Id`
4 FROM `jira_issue` AS `Issue`
5 WHERE ({PROJECT.IN(`Issue`.`project_id`)})
6       AND {PRIORITY.IN(`Issue`.`priority`)})
7       AND {ISSUE_TYPE.IN(`Issue`.`issue_type`)})
8 GROUP BY `Issue`.`status_sort_order`,
9          `Issue`.`status`
10 ORDER BY `Issue`.`status_sort_order` ASC,
11          `Issue`.`status` ASC
12 LIMIT 100000;
```

**Run query**



# Choose charts and diagrams

有多種圖表提供用戶選擇



# Formula column

可對欄位進行公式運算或結合多個欄位組合出想要的結果

ATLASSIAN Analytics Dashboards Data **Create** Give feedback

Unresolved issues from Atlassian Analytics Demo

- Ab Issue ID Count of unique
- Ab Priority Group
- # Priority sort order Group

Resolution at is null  
Priority is one of (PRIORITY)  
Issue type is one of (ISSUE\_TYPE)  
Project ID is one of (PROJECT)

Hide Priority Sort Order

**Formula column**

Chart

Chart Unresolved issues by priority

Priority	Issue count
Critical	429
Highest	19
High	14
Medium	2.21k
Low	19
Lowest	6

Formula column = add ( Issues , 2 ) ×

Priority	Issues	Formula column
1 Critical		429
2 Highest		19
3 High		14
4 Medium		2208
5 Low		19
6 Lowest		6

# Formula column

ATLASSIAN Analytics Dashboards Data **Create** Give feedback

Unresolved issues from Atlassian Analytics Demo

Ab Issue ID Count of unique  
Ab Priority Group  
# Priority sort order Group

Resolution at is null  
Priority is one of (PRIORITY)  
Issue type is one of (ISSUE\_TYPE)  
Project ID is one of (PROJECT)

Hide Priority Sort Order

Formula column Add = add(Issues, 2)

Chart

### Unresolved issues by priority

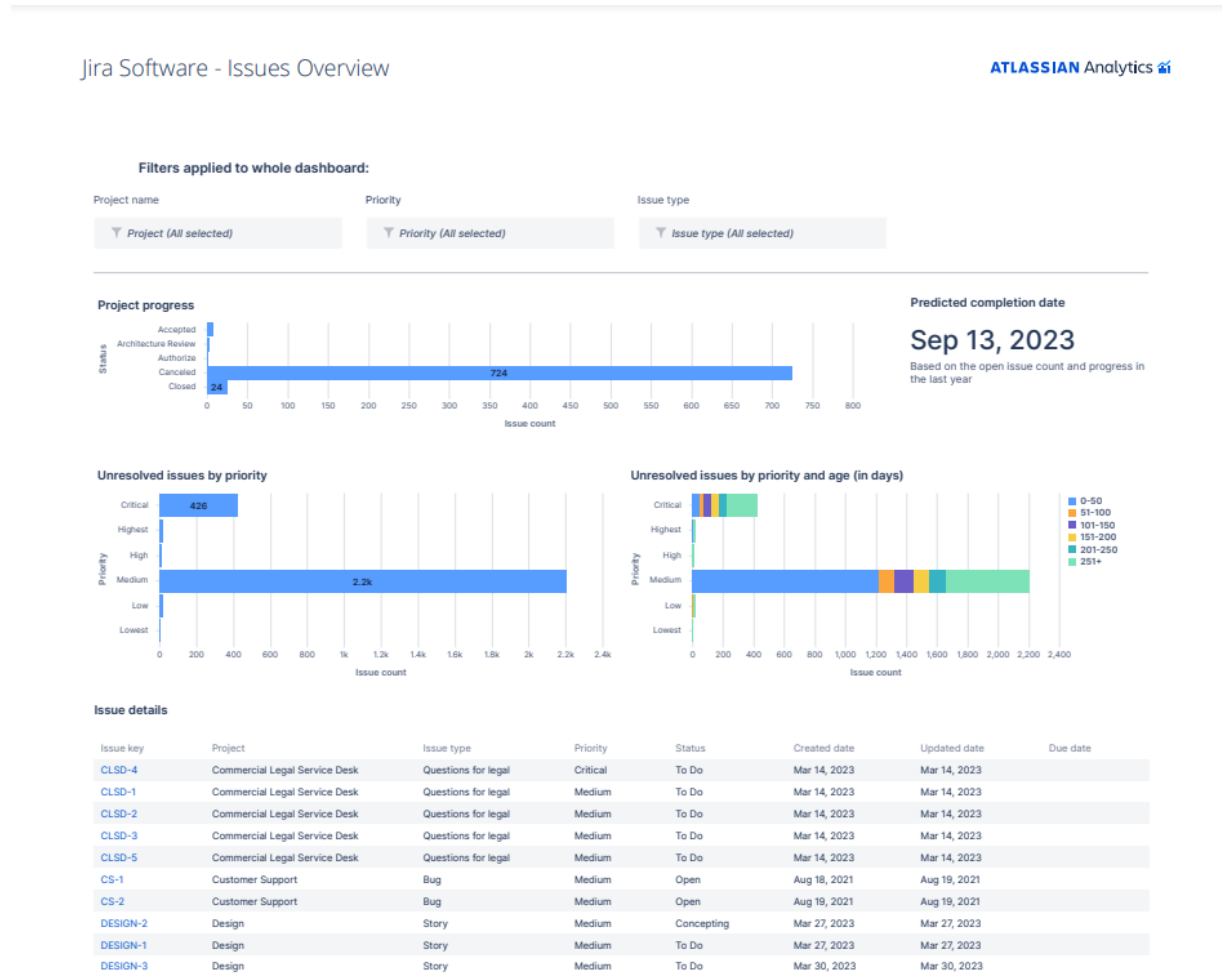
Priority	Issues	Add
Critical	429	431
Highest	19	21
High	14	16
Medium	2208	2210
Low	19	21
Lowest	6	8

Result table Formula column Reorder columns Sort rows Pivot Group & aggregate Zero fill Filter Limit rows Bucket data Unpivot Transpose Forecast Add query

Priority	Issues	Add	Formula column
1 Critical	429	431	
2 Highest	19	21	
3 High	14	16	
4 Medium	2208	2210	
5 Low	19	21	
6 Lowest	6	8	

# Download

支援 PDF 與 CSV 的格式匯出



# Performance Review

## Performance breakdown for *Issue details*

[Stats](#) [Logs](#)

Min Query Duration

1.71s

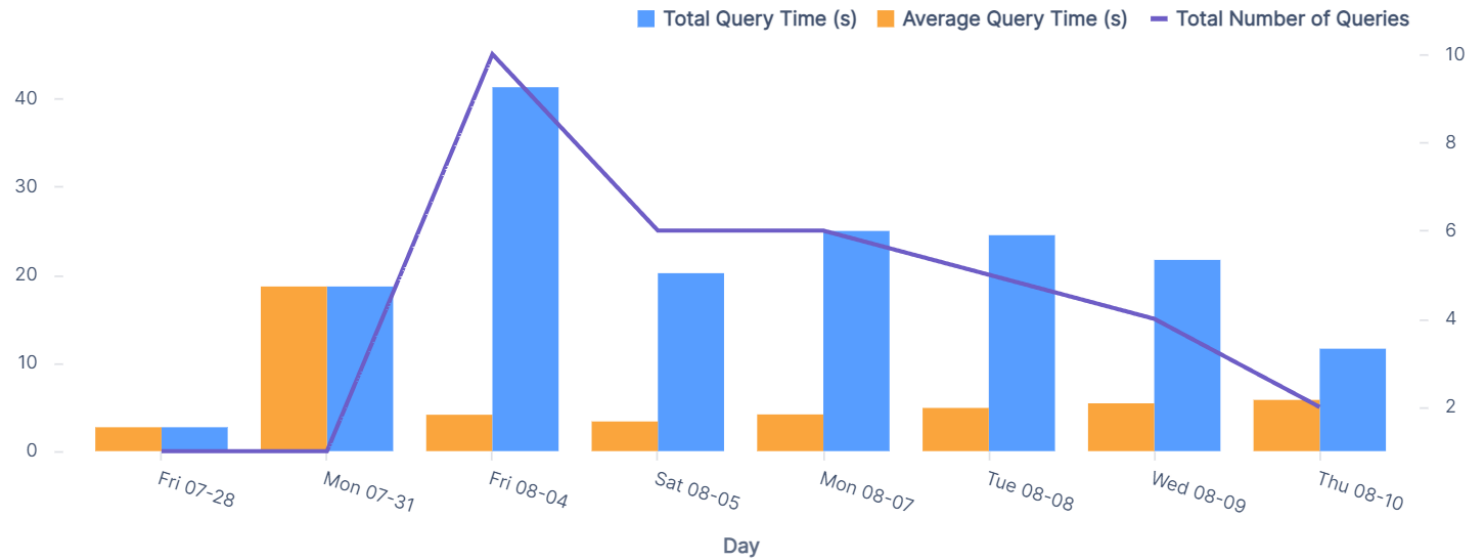
Avg Query Duration

4.73s

Max Query Duration

18.66s

### Query Performance



# Use Case

# Table Mode

Issue key	Value	Email進件	電話進件	客服平台進件
ITO-5207	客服平台	0	0	1
ITO-5208	Email	1	0	0
ITO-5209	客服平台	0	0	1
ITO-5210	Email	1	0	0
ITO-5211	客服平台	0	0	1
ITO-5212	客服平台	0	0	1
ITO-5213	Email	1	0	0
ITO-5214	客服平台	0	0	1

# Pie Chart



- 58.3% 客服平台
- 33.3% Email
- 8.33% 電話



# Mean Time-1

Mean Time (結案)

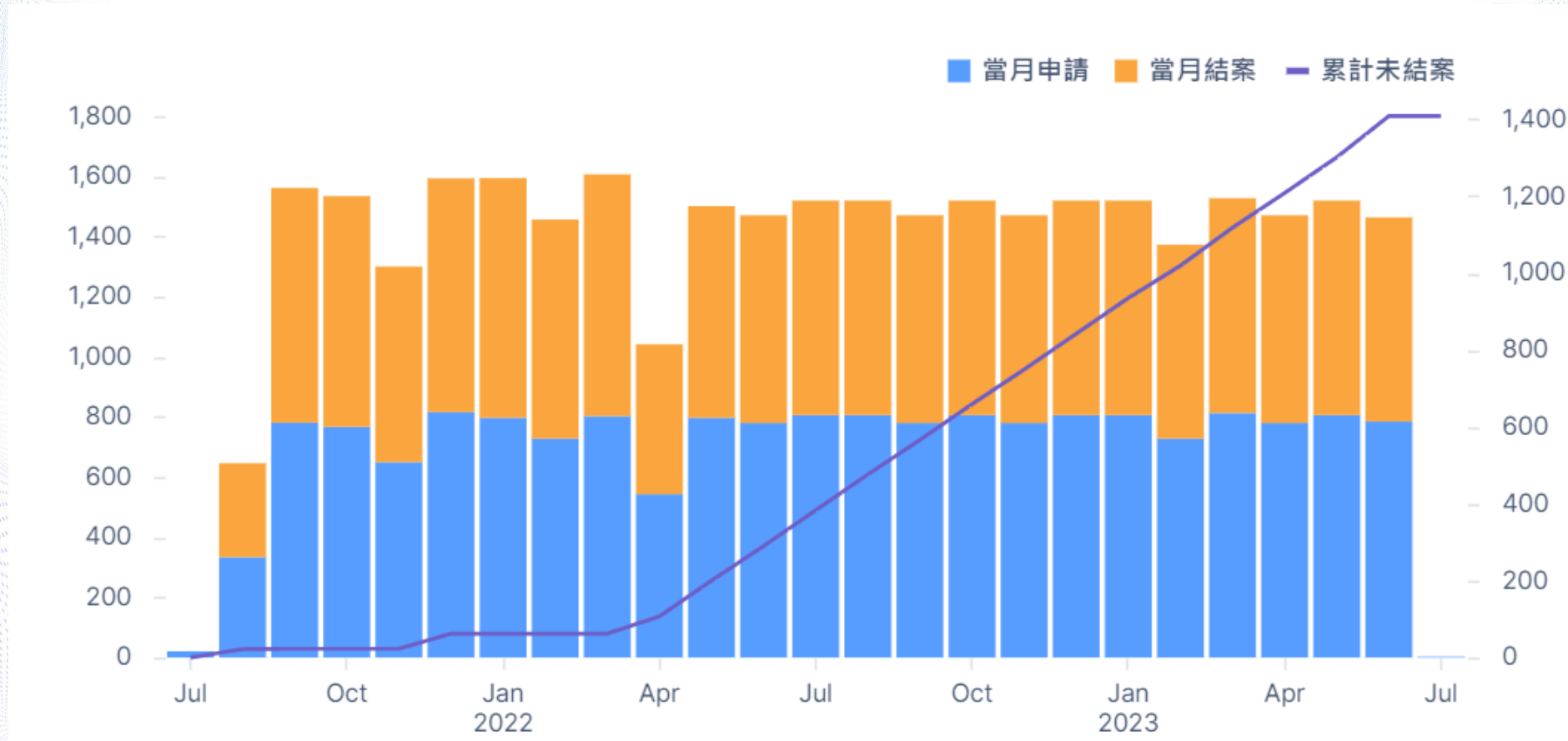


# Mean Time-2

Mean Time (回覆時間)



# Multi-dimension Report





Q & A



**Thanks!**

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