

Insights User Interface

Overview

ESO Insights allows your agency comprehensive reporting that provides meaningful and actionable insights. View video instruction here.

What's needed

This guide is intended for users with Designer or Viewer rights to manage Insights in ESO Suite.

Open a web browser and navigate to <https://www.esosuite.net> and login.

1. Launch the Insights module.



The screenshot shows the ESO Fire & EMS dashboard. The top navigation bar contains various icons for different modules: Activities, EHR, Tracker, Outcomes, Incidents, Properties, Inspections, Hydrants, Permits, Scheduling, Inventory, PM, QM, Academy, Learning, Insights, and More Apps. The Insights icon is highlighted with a red box. Below the navigation bar, the dashboard displays a greeting "Good morning, JENNY" for Friday, May 20, 2022, along with filters for Unit, Shift, Station, and District. There are also sections for "Messages" (showing "All caught up!") and "Your Health & Wellness Matters" with a "Check-in now" link.

Step 1

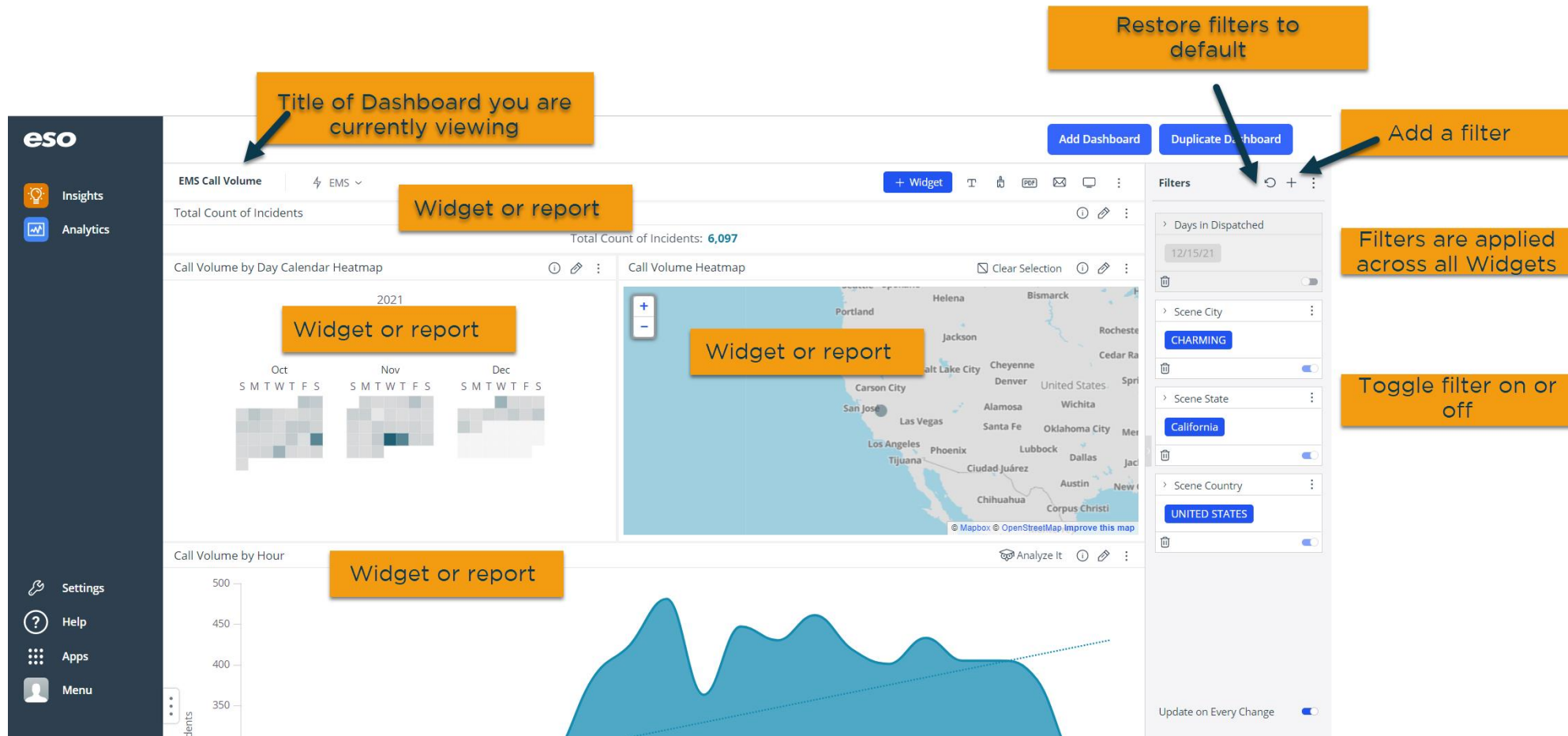
2. Insights Designer Landing Page

- a. On the Insights landing page you can navigate to creating a new dashboard or view ESO dashboards, Agency dashboards, Analytics, or your own created dashboards.
- b. To navigate to a dashboard, click the highlighted blue name of the dashboard you wish to view.

The screenshot shows the ESO Insights Designer Landing Page. On the left is a dark sidebar with the ESO logo and navigation options: Insights, Analytics, Settings, Help, Apps, and Menu. The main content area is titled "Insights Designer Landing Page" and features a search bar for "Search Insights Dashboards and Analytics Reports". Below the search bar is a "Dashboard & Reports" filter panel with the following options: All Dashboards & Reports, ESO Dashboards (checked), Recently Viewed, Created By Me, Shared With Me, and Analytics. An arrow points from the "Analytics" option to an orange callout box that says "Choices for what is viewed on the landing page". To the right of the filter panel is a table of dashboards with columns for Name, Report Type, Owner, Last Modified, and Last Ran. Each row has an "Actions" dropdown menu. An arrow points from the "Add Dashboard" button in the top right to another orange callout box that says "Add a new Dashboard (A page created by you with multiple visual reports all on 1 page with filters that can be applied to all)". At the bottom right, a dropdown menu is visible with options: Rename, Duplicate, Delete, and Transfer Ownership.

Name	Report Type	Owner	Last Modified	Last Ran	Actions
_drill CrtdAnlytcsDash COUNTS	Insights Dashboard	ESO EHR	05/19/2022	05/19/2022	Actions
CMS Ground Ambulance Data Collection	Insights Dashboard	ESO EHR	05/19/2022	05/19/2022	Actions
EMS Call Volume	Insights Dashboard	ESO EHR	05/20/2022	05/20/2022	Actions
EMS Destination	Insights Dashboard	ESO EHR	05/19/2022	05/19/2022	Actions
Operational Response Times	Insights Dashboard	ESO EHR	05/19/2022	05/19/2022	Actions
Recreated Analytics Report to Dashboard	Insights Dashboard	ESO EHR	05/19/2022	05/19/2022	Actions

3. An ESO dashboard page.
 - a. On the ESO dashboard there are multiple widgets or reports present at one time. The filters bar on the right-hand side filters every widget on the page. To just adjust on widget or report, you must edit the individual widget.



4.

The screenshot shows the ESO Insights dashboard interface with several callouts and annotations:

- Add Text to your dashboard**: Points to the text editing icon in the widget toolbar.
- Color Choices**: Points to a color palette menu with options: Vivid, Pastel Rainbow, Basic, Meadow, Urban, Midnight Light, and Sunset.
- Send Dashboard**: Points to the share icon in the widget toolbar.
- Presenter view**: Points to the presenter view icon in the widget toolbar.
- Options**: Points to a context menu with options: Duplicate, Export, Restore Dashboard, Download, Columns, Edit Script, and Dashboard Settings.
- Buttons are applied across the whole Dashboard and every widget**: A large orange box with text pointing to the widget toolbar, which includes buttons for '+ Widget', text editing, share, presenter view, and filters.

The dashboard content includes:

- Header: EMS Call Volume | EMS
- Summary: Total Count of Incidents: 6,097
- Call Volume by Day Calendar Heatmap: Shows data for Oct, Nov, and Dec 2021.
- Call Volume Heatmap: A map of the United States with a zoom control.
- Call Volume by Hour: A line chart showing call volume over time.
- Filters: Scene City (CHARMING), Scene State (California), Scene Country (UNITED STATES).
- Footer: Update on Every Change (checked).