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Predictive Routing Help

Analyzing Dataset Trends and Details

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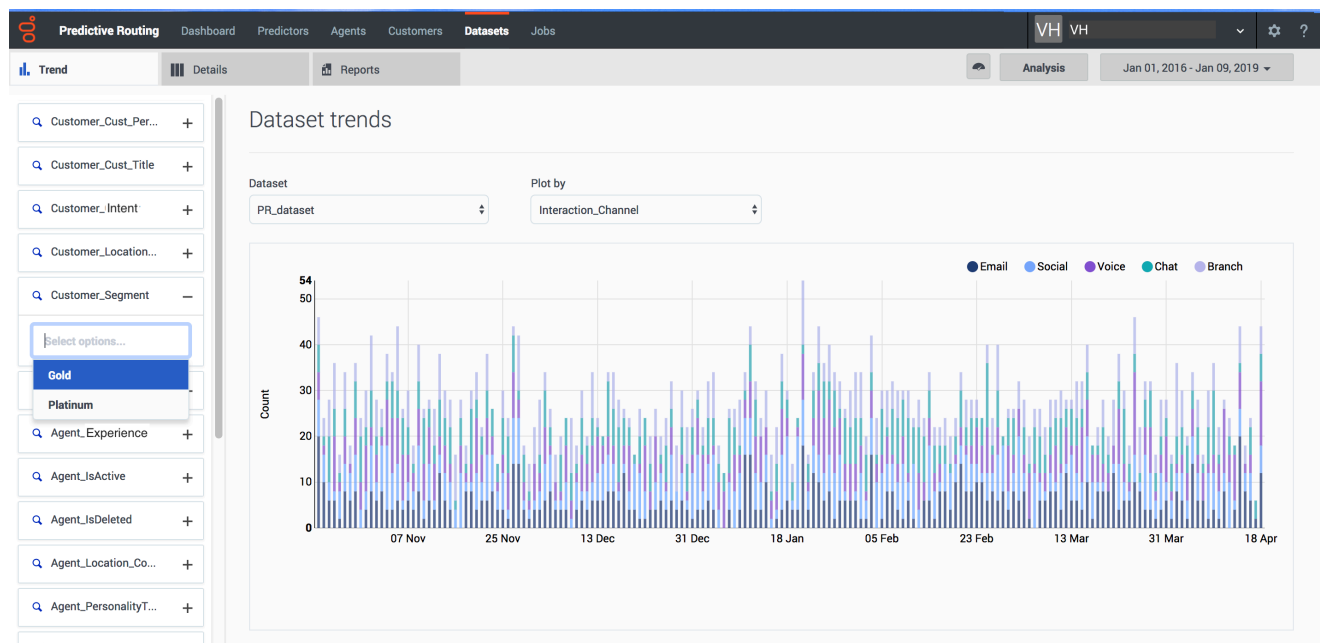
The **Dataset** page enables you to explore your datasets and perform analyses on them.

You can also run an analysis to create a **Feature Analysis report**, an **Agent Variance report**, or a **Lift Estimation report**. These reports show a series of charts and graphs, enabling even more nuanced ways of parsing and understanding your data. You can break down the view to show subsets of the data. After running an analysis, you can view a report of the results and compare reports with different input selected.

Tip

The **Datasets** tab might load and respond slowly if you are viewing a dataset with a large number of visible columns. To improve performance, go to the **Schema > Datasets** tab in the **Settings** window and configure the **Visibility** radio button to leave no more than about 20 fields visible.

View dataset trends



To view dataset trends, do the following steps:

1. Select **Dataset** from the top navigation.

2. Click the **Trends** tab.
3. From the left-hand navigation, select the parameters you want to include. To choose specific facets:
 1. Click the + sign by the facet you want to drill down into.
 2. Click in the text box that appears.
 3. Select the parameters from the drop-down list.
4. To change which dataset you are viewing, select the desired dataset from the **Dataset** drop-down list.
5. To change the graph axis, select the desired facet from the **Plot by** drop-down list.

View dataset details

Predictive Routing Dashboard Predictors Agents Customers **Datasets** Jobs

Trend **Details** Reports Analysis Jan 01, 2016 - Jan 09, 2019

Dataset details

Dataset: PR_dataset

#	Customer_CustomerID	Customer_AccountValue	Customer_Account_NAICSCode	Customer_Account_SIC	Customer_Account_YearStarted	Customer
1	5ada12f3e252a5175bd22bea	324278144	53612	1824	2016	1
2	5ada12f3e252a5175bd22bea	324278144	53612	1824	2016	1
3	5ada12f0e252a5175bd228ed	51495	85072	6070	2002	3
4	5ada12efe252a5175bd22874	22426994	45278	6120	2016	3
5	5ada12f2e252a5175bd22aec	81378	27804	9611	2001	1
6	5ada12efe252a5175bd22843	27882104	5419	5713	2016	1

The dataset **Details** tab enables you to drill down into your dataset to view the granular specifics of your data.

Important

If you have many columns in your dataset, some might not be visible in the interface. To view all columns for a row, click that row to open a window containing the complete record. It appears as a two-column table. The first column contains the names of all properties and the second column contains the corresponding values.

1. Select **Dataset** from the top navigation.
2. Click the **Details** tab.
3. From the left-hand navigation, select the parameters you want to include. To choose specific facets:
 1. Click the + sign by the facet you want to drill down into.
 2. Click in the text box that appears.
 3. Select the parameters from the drop-down list.
4. To change which dataset you are viewing, select the desired dataset from the **Dataset** drop-down list.