Espressive Barista Reports

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Overview

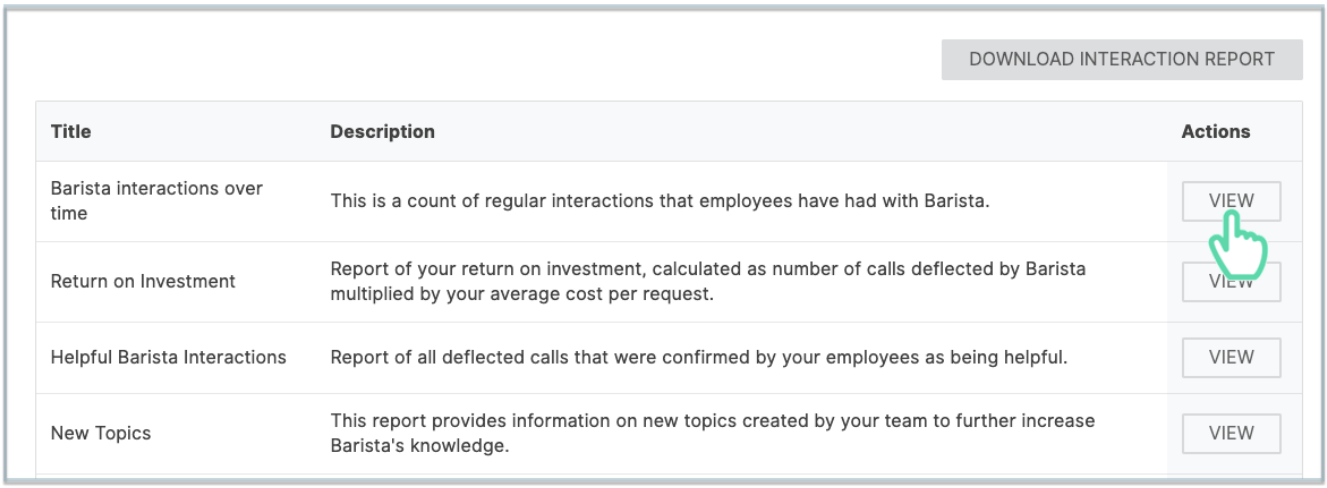
The purpose of this document is to explain the key performance indicators (KPI) of each report inside the Reports section of the Espressive Barista Admin menu. Currently, the reports are only about Barista interaction data.

To access the reports:

1. Go to Barista.
2. Click on **More** from the menu on the left.
3. Click on **Admin**.

   Note: The Admin tool is only available from the web application.
4. Click on **Reports** from the hidden menu on the left.

   Note: To access the reports section, you need to have an Admin role.
5. Click on **View** to access a report.



Barista Interactions Over Time

This report shows the count of regular interactions that employees have had with Barista.

- **This Week** includes the present day and the last six days. For example, if today were Day 14, it would count the interactions made from Day 8 until today.
- **Last Week** counts the week before **This Week**. Following the previous example, that means the report is counting from Day 1 to Day 7.

Total Barista Interactions

This includes both Regular and Chit Chat Interactions:

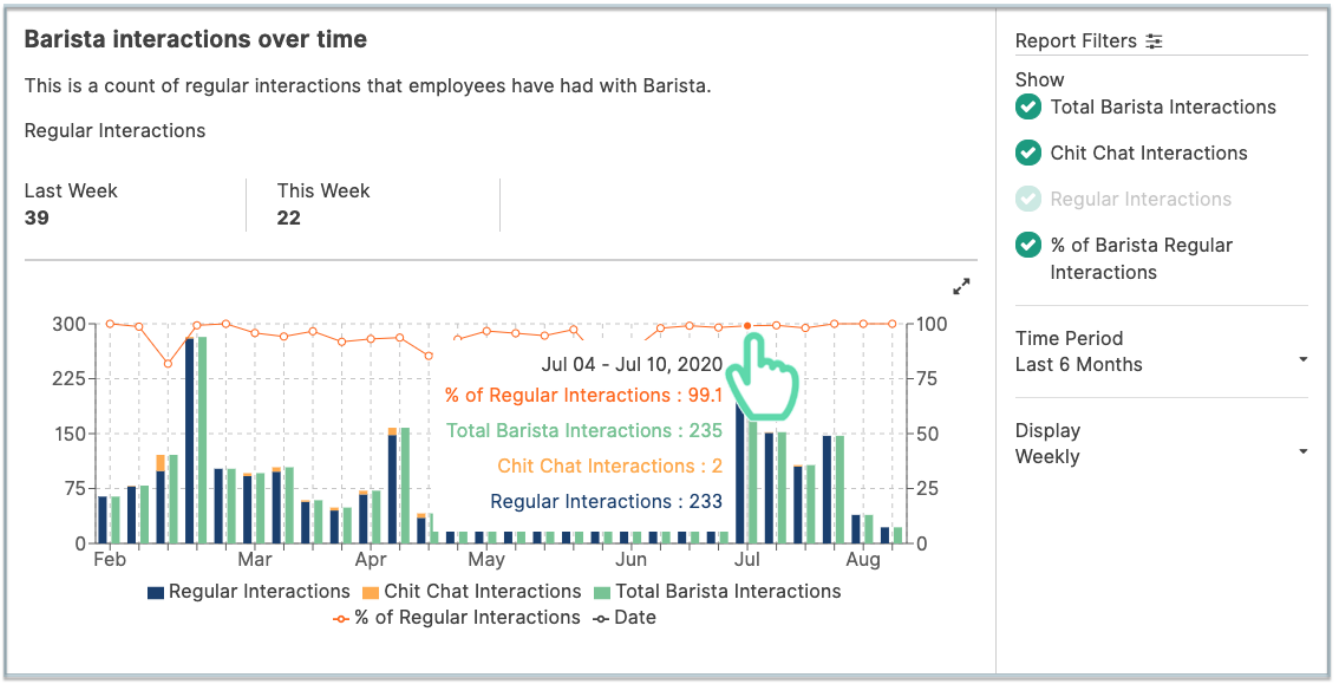
- **Chit Chat Interactions** with Barista are casual conversation topics such as, “Hello,” “How is the weather?” or “Do you like cats?”
- **Regular Interactions** are conversations about any type of employee requests or issue.
- The **% of Barista regular interactions** represents the behavior of regular interactions between the week you select and the previous one. It lets you know, at a glance, if there was an increase in usage.

Time Period & Display

This display option depends on the time period selected.

- Selecting the **Last 30 Days** and the **Last 60 Days** show daily and weekly display options.
- Selecting the **Last 6 Months** shows weekly and monthly display options.
- Selecting **Last Year** shows monthly display options.

Note: Focus on smaller periods, it takes less time to load.



Return on Investment (ROI)

The return on investment (ROI) is calculated as the number of calls deflected by Barista multiplied by the average cost per call.

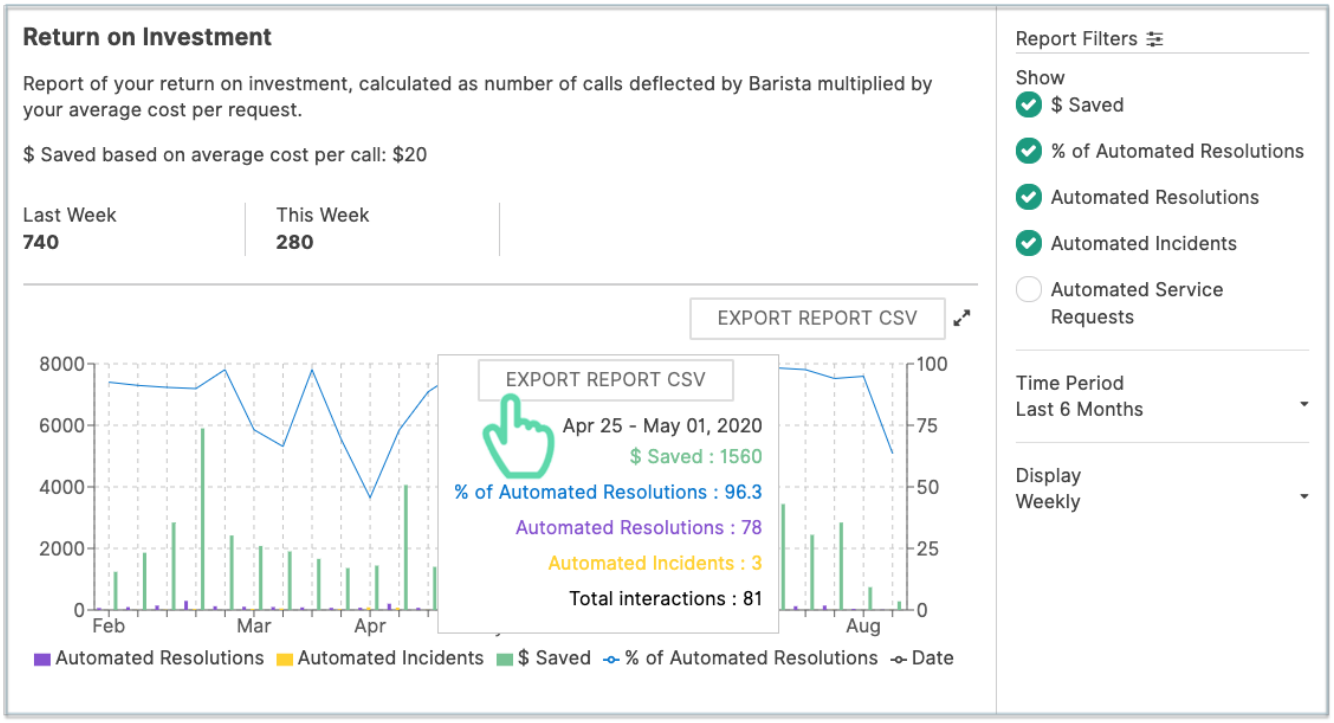
- **$ Saved** is the total dollars saved based on the total number of Automated Resolutions of that period, multiplied by the cost per call. For example, if you had 10 Automated Resolutions and the cost per call is $20, then you saved $200.

  Note: The cost per call is a configurable amount that is set in the system by your Customer Success representative.

- **% of Automated Resolutions**, otherwise known as the deflection percentage, represents the number of interactions where Barista was able to provide a response to an employee and a ticket was not created, over the total number of interactions.
- **Automated Resolutions** are the interactions with an employee that did not result in a ticket being created.
- **Automated Incidents** are the interactions with an employee that resulted in an incident being created.
- **Automated Service Requests** are the interactions with an employee that resulted in a service request record being created.

To understand the percentage showing, compare how much ROI you had **Last Week** to **This Week**. Ideally, you should see an increase in ROI.

To see the interaction data more granularly, click on the part of the chart you are interested in or download the entire report by clicking on **EXPORT REPORT CSV**.



Helpful Barista Interactions

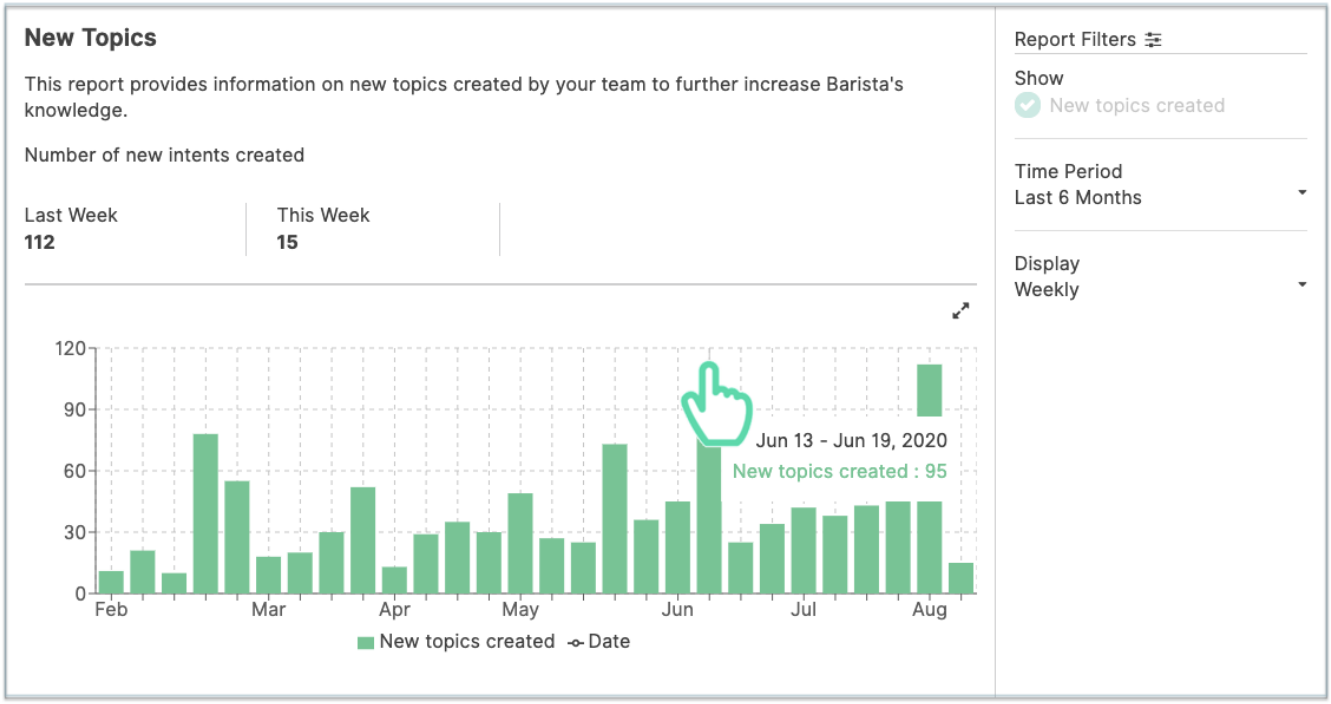
At the end of every interaction, Barista asks the employee if the provided answer was helpful or not. The employee answers are recorded and can be seen in this report.

- **Helpful FAQs** are the interactions when the employee selected the "Yes, this was helpful" option.
- **Not Helpful FAQs** are the interactions when the employee selected the "No, this wasn't helpful" option. When this option is selected, Barista will then ask the reason why and continues the corresponding flow. Also, when Barista didn't find a match or there is no response to a question that is recognized by Barista, this interaction will automatically be flagged as not helpful.
- **No feedback received FAQs** are the interactions when an employee did not provide feedback in the Barista chat survey or a different form of communication with Barista.
- The **% of Confirmed Helpful FAQ** is the most important KPI on this report. Ideally, it should be showing an increase between the helpful interactions last week and the current week.

New Topics

This report tracks any new topics added by the Employee Language Cloud (ELC) or the FAQ Admin users for your company. Below, you can see how the number of new topics increased in certain months.

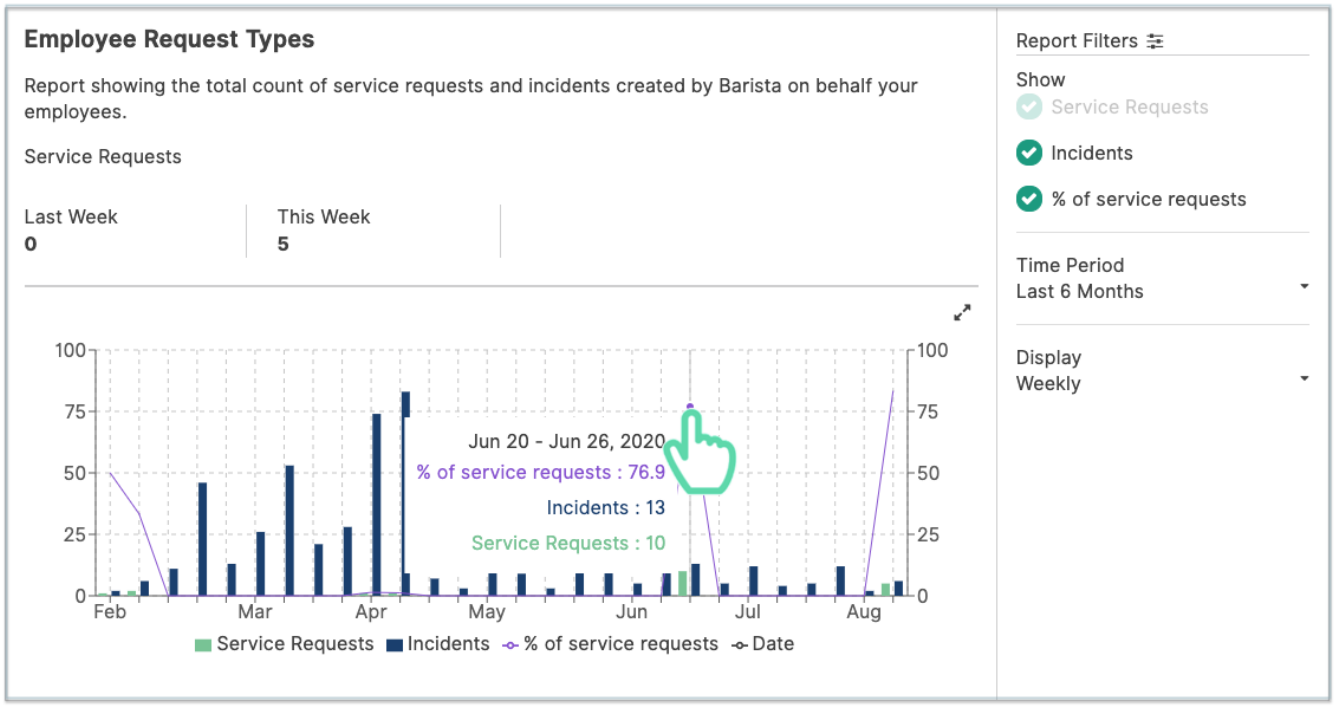
Keep in mind that content is always increasing. This report just shows which periods it increased more. Ideally, the **Number of new intents** created should be higher in the current week compared with the previous week.



Employee Request Types

This report shows the total number of tickets created by Barista. We only create a ticket when Barista can't give an employee the answer they need. Tickets can either be a **Service Request** or an **Incident**. For example, when an employee asks Barista, "I need a new laptop," that is a service request. If they say, "My laptop doesn't start," that is an incident. We keep track of both types of tickets being created, especially a service request defined by a record created in ServiceNow.

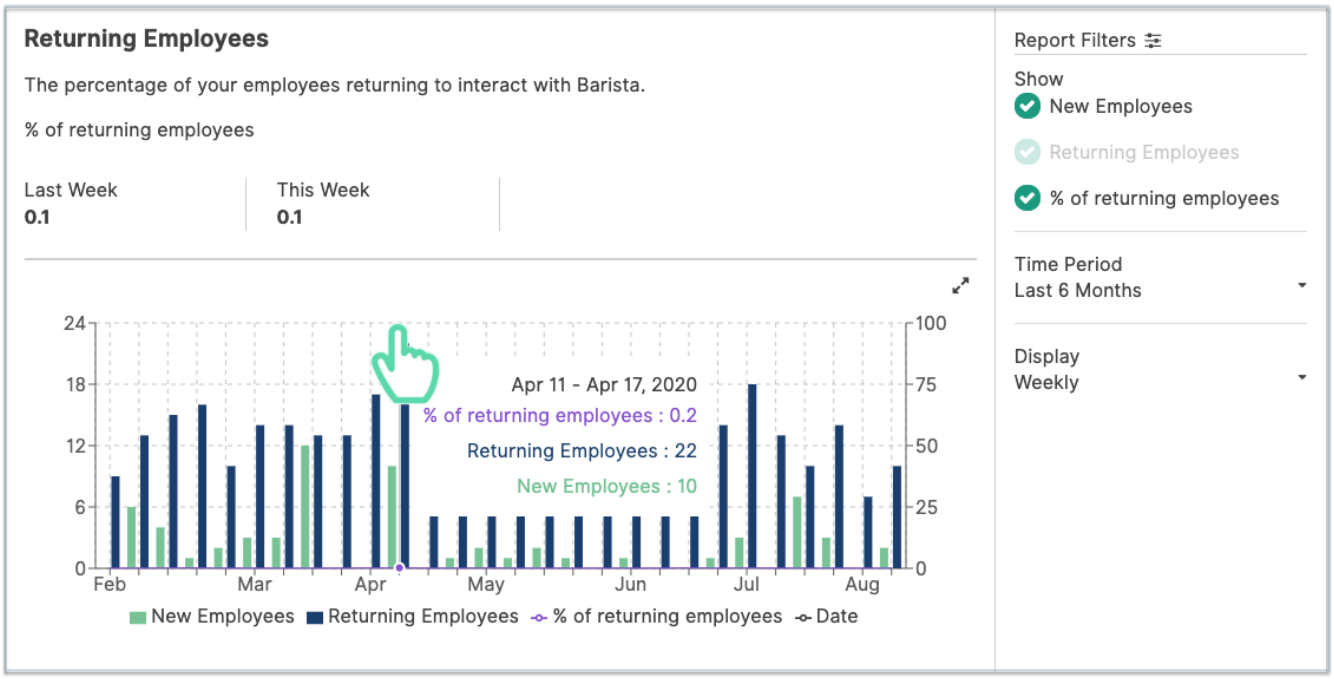
Overtime, these tickets should be more reflective of employees needing new things, such as a monitor or keyboard, than having IT issues because something went wrong. If you see the percentage of incident/service requests shift and there are more requests and fewer incidents, then you can say you are making progress, because there is something your IT team is doing that is reducing the number of failures. Therefore, the percentage of service requests should ideally show a constant increase.



Returning Employees

This report shows the number of employees that had a good experience interacting with Barista and then came back. Notice the number of **New Employees** communicating with Barista.

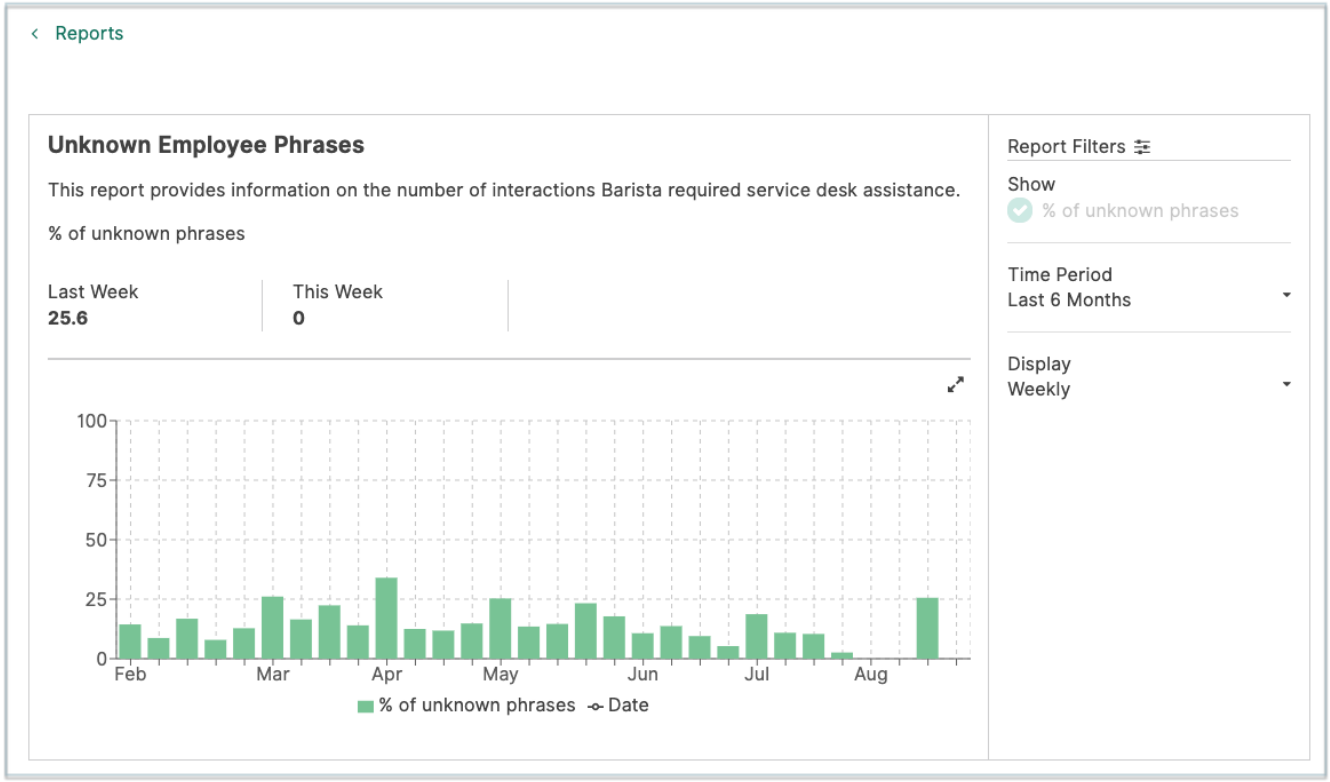
Returning Employees are interactions from an employee that has used Barista in the past. The optimum result is to see the percentage of returning employees increasing, which suggests these users are having a positive experience with Barista.



Unknown Employee Phrases

When we first roll Barista out to your employees, we prepare content according to what we assume they are going to ask. It is only after a few days that we learn what employees are truly asking.

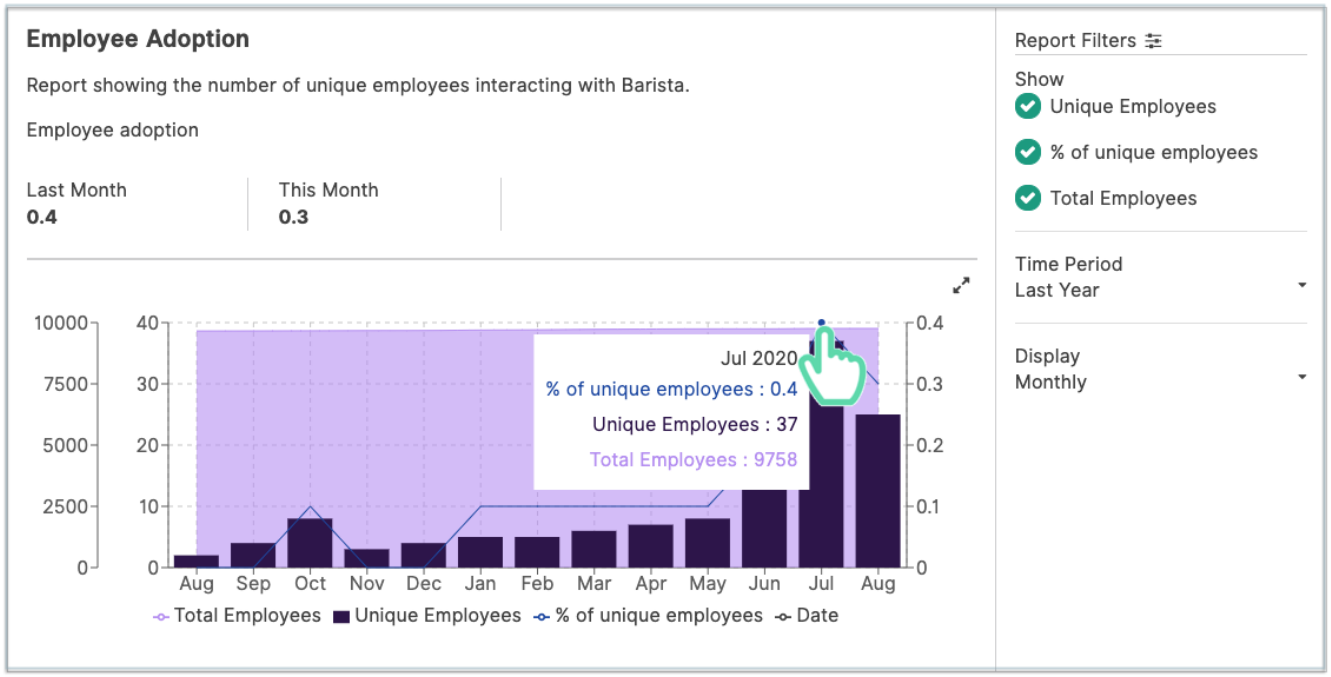
As usual, when Barista doesn't recognize a phrase, the result is a no-match scenario. The expected behavior of this report is a peak of no-matches at the beginning of usage, which Barista classifies as "unknown phrases," and a decrease in the percentage of unknown phrases over time as the FAQ admin builds new FAQs to answer employee questions.



Employee Adoption

This report shows the total number of employees in the environment and verifies how many more are using Barista each month (or each week). Ideally, you should see an increase in the percentage of unique employees, which represents the proportion of new employees using Barista.

- **Total Employees** are the total number of active employees as defined in the Barista user table.
- **Unique Employees** are the total number of individual employees that have used Barista. For example, if Employee A uses Barista five different times, it will only count one employee.
- The **% of unique employees** shows the total number of unique employees using Barista over the total number of employees overall.



Survey Data Reporting

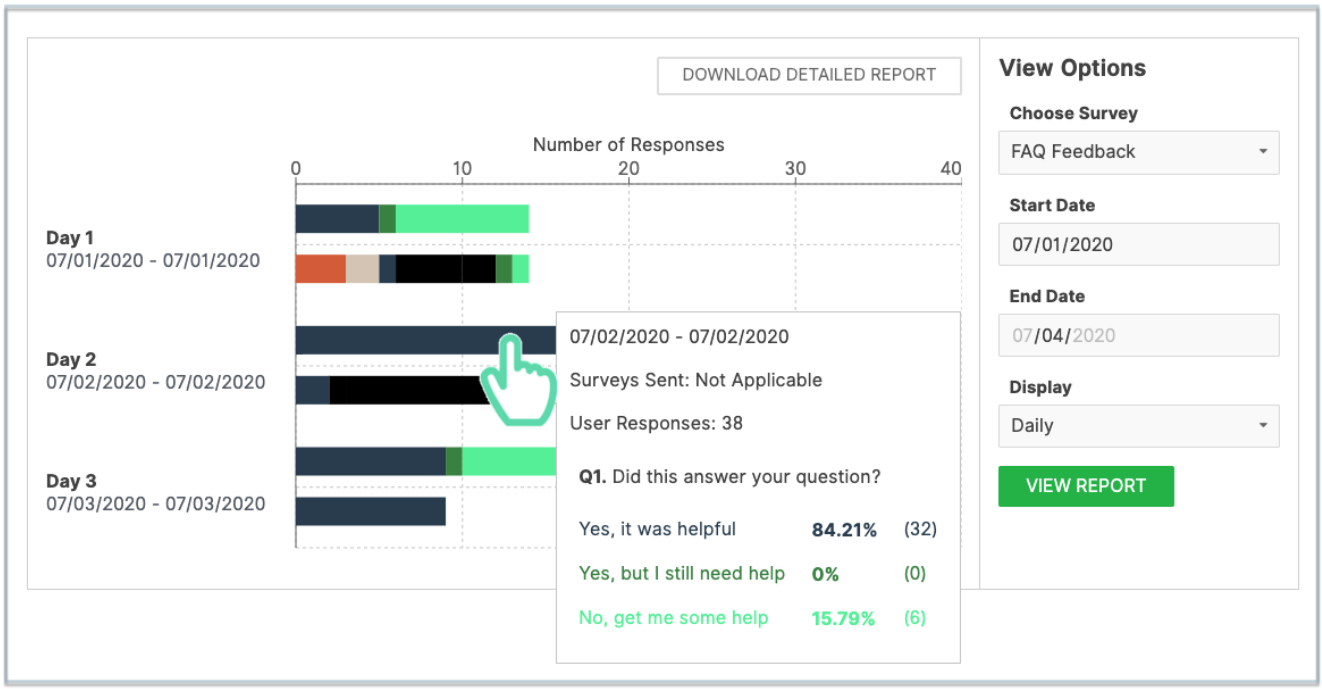
This report allows you to graphically view survey analytics, helping you to gain quick insight and make decisions on key questions. Survey announcements have a link to the graphical report, making it simple to check results as the survey progresses. You can also download Barista survey data in a CSV file in order to use Microsoft Excel (or another tool) to analyze your data exactly how you want.

What is "Barista Survey Data"? Barista is capable of asking employee questions in order to gather more data. For instance, after Barista gives an answer to an employee question, Barista will then ask the employee if the answer was helpful or not. Another example is when Barista asks an employee to rate the service that they received from the service desk after a ticket was resolved.

This report includes the ability to select the specific survey, time frame, and the time granularity (e.g., weekly) that you want the data to be displayed.

- Choose Survey are the surveys that either come with Barista or have been defined in your environment by the Barista admin.
- The Start Date is when you want to start looking at the survey data.
- The End Date is when you want to stop looking at the survey data.
- The Display is the time grouping of the survey data.

Every bar on the report corresponds to a question. The colors in the bar represent the spread or variety of different answers given. To see the specific answers of each question, you can click on the bar, which will display what question was asked and a breakdown of each response.



Top Topics

This report shows what questions employees are commonly asking Barista. To keep track of what topics are popular, we count the number of occasions these are triggered and list them, starting from the most popular topic to the 25th most popular topic. You will see the top 10 on the first page, the next 10 on the second page, and the bottom 5 on the third page (there are only 3 pages to display).

- Use the **Time Period** filter on the top right corner to see the top topics mentioned in the last 30 days, last 60 days, last month, last 6 months, or last year.
- Use the **Type** filter to see if the conversation was either Regular or Chit Chat.
- The gray shading part on the right lets you see a **Comparison Timeframe**, in order to see what a trending topic currently is and what is popular on the long-term ranking.
- **Triggered** is a count of the number of times an employee phrase triggered that topic or intent. You can view the current month, the last month, or the last year.

Note: This report only counts interactions that matched a response.

Top Topics

This report provides the list of top topics requested by your employees.

Top most topic of the week

Last Week	This Week
How do I view open tickets	**Reset Password**
Triggered 173 times	Triggered 2548 times

Show: **Top 25 topics** Type: **All** Time Period: **Last Year**

			Comparison Timeframe: Last Month VS This Month		
Topic Name	**Type**	**Triggered in Last 1y**	**Triggered: Last Month**	**Triggered: This Month**	**% fluctuation**
USA Holidays	Regular	567 times	44 times	52 times	▲ 19%
Network Printer Install	Regular	541 times	30 times	298 times	▲ 894%
How do I view open tickets	Regular	444 times	173 times	249 times	▲ 44%
Reset Password	Regular	346 times	6 times	2548 times	▲ 42367%
Laptop is broken	Regular	261 times	14 times	557 times	▲ 3879%
Can I upgrade to Windows 10	Regular	237 times	139 times	118 times	▼ 15%
Security - dealing with spam	Regular	223 times	31 times	63 times	▲ 104%
Security - what is spam	Regular	175 times	23 times	8 times	▼ 65%
Greeting	Chit Chat	152 times	27 times	9 times	▼ 66%
Look Up ServiceNow Ticket Status	Regular	146 times	–	–	–

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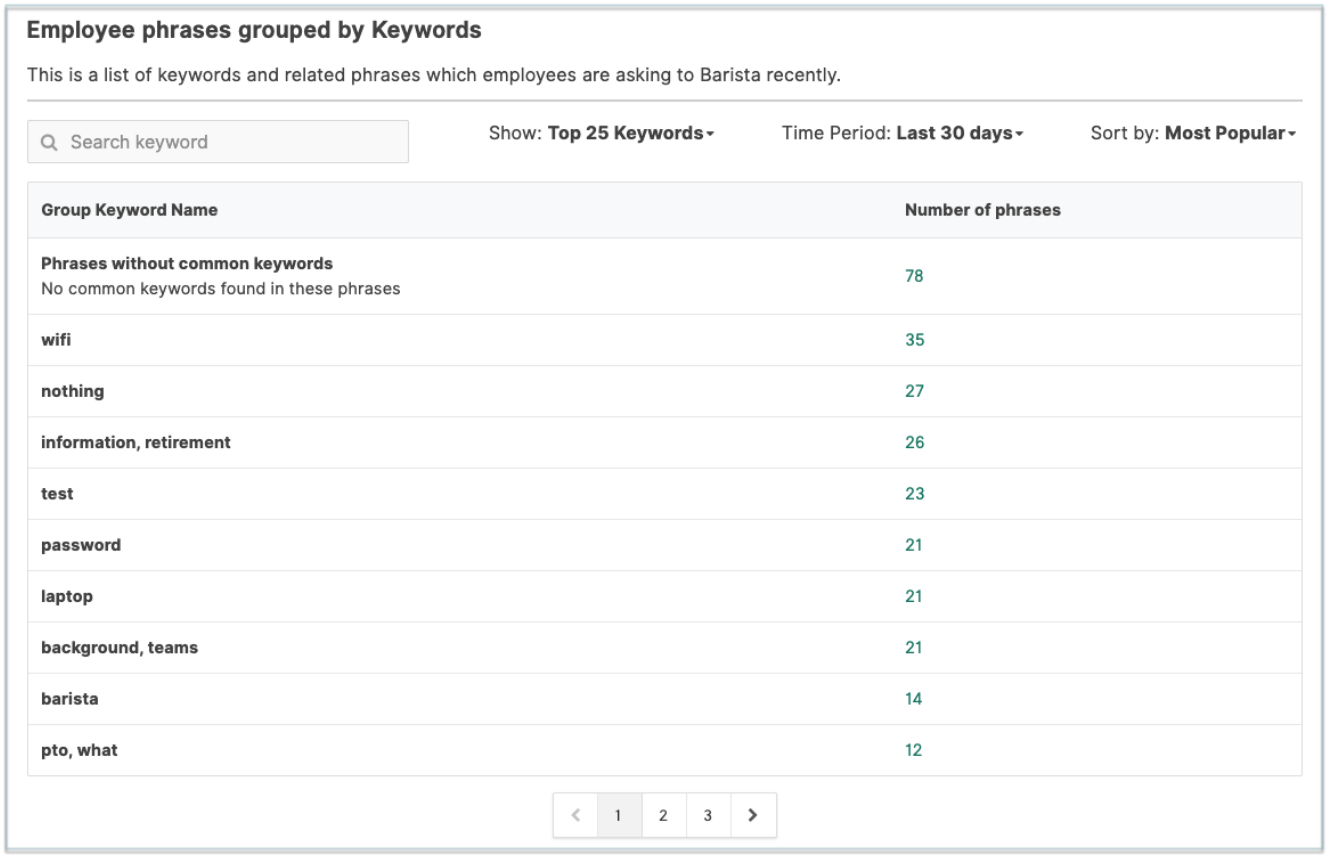
Employee Phrases Grouped by Keywords

This report shows the keywords mentioned to Barista frequently in similar phrases among all the interaction data, whether they matched some response or not. With this report, you can see what are the most popular topics that employees are asking about. This is useful when it comes to building new content to address these popular keywords.

- Use the filters on the top right corner to adjust the results you want to see.
- Click on the **Number of phrases** next to the **Group Keyword Name** to display, on a different screen, a list of **phrases** where a specific keyword was mentioned and the number of employees that typed it.

Note: Keep in mind that the loading time for this report takes a few minutes, since Barista is performing a keyword analysis into every single interaction.