



# Cognos Event Studio

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## An Introduction

**Cognos Event Studio** to notify decision-makers of events as they happen, so that they can make timely and effective decisions.

**Agents:** That monitor your organization's data to detect occurrences of business events.

**Event :** An event is identified when specific items in your data achieve significant values.

**Tasks:** When an agent detects an event, it can perform tasks, such as sending an e-mail, adding information to the portal, and running reports.

**Source Items :** IBM Cognos Event Studio works with source items that were defined in an IBM Cognos Framework Manager model and published as a package to IBM Cognos Connection.



## The IBM Cognos Event Studio Window

I want to area

Summary area

http://sottinstdoc1.ent.ad.cognos.com - New - IBM Cognos Event Studio - Microsoft Internet Explorer

File Edit View Insert Actions Help

I want to...  
Specify an event condition...  
Add a task  
Manage the task execution rules...  
Schedule the agent...

Insertable Objects  
GO Sales (query)  
Inventory (query)  
Product forecast (query)  
Returned items (query)  
Sales (query)  
Sales target (query)  
Filters and calculations

Event: Tasks:  
none

Specify an event condition.  
Specify the condition that defines an event by selecting or dragging insertable objects, or by typing items, functions, parameters, and values in the event box. When the agent detects this event, it performs each task that meets the task execution rules.

Detail Summary

Use the Detail tab to create an expression that is applied to the values in the data source.

Expression:  
Define an event by selecting or dragging insertable objects, and/or typing items, functions, parameters, and values required.

Information:  
[finance].[monthly].[code] = 'A' and [finance].[monthly].[amount] > ?parameter?  
Use items, functions, parameters, and values to build an expression.

Tips Enter

Internet

Insertable Objects area

Content area



## Example - Create an Agent with a Single Task

You create an agent to perform a task when it detects a business event. You are a sales manager who wants to ensure that your most valued customers are pleased with the quality of service they receive.

You decide that, whenever a valued customer calls your support group, you will call the customer the next day to make sure they're satisfied. You use IBM Cognos Event Studio to create an agent that monitors support call records. You specify an event condition as follows:

**[Call\_Status]= Open AND [Customer\_Profile]= Gold**

Next you add a task and specify that, when the event occurs, the agent sends you an e-mail entitled **Urgent: Call Customer Today.**

The e-mail message you receive contains details both about the customer and about the call. You do not need to continually check the call system or run reports.

The relevant data is sent to you only when you need to act upon it.



## Event Criteria

[Return quantity] > 100 and [Order method type] ='E-mail'

The screenshot displays a software interface for configuring an event condition. On the left, a tree view under 'Ins' shows a hierarchy of data sources: Product Forecast (query), Returned items (query), Order, Order method, Products, Retailers, Return reason, Sales staff, Time, Sales (query), Sales target (query), and Filters and calculations. The 'Order method' folder is expanded, and 'Order method type' is selected. A context menu is open over this selection, listing tasks such as 'Send an email...', 'Publish a news item...', 'Run a report...', 'Run a job...', 'Run an agent...', 'Run an approval request...', and 'Run a notification request...'. The main workspace shows a 'Specify an event condition...' task with a 'none' placeholder. Below this, the 'Expression' field contains the text: [Return quantity] > 100 and [Order method type] ='E-mail'. An 'Information' panel at the bottom indicates 'No Errors.' and includes 'Tips' and 'Error' tabs.



## Event Instances

An event instance is a single row of data that matches the event query expression. When an agent monitors data, it detects each event instance. The agent then follows the task execution rules to determine if it should perform a task.

## Event List

An event list shows the events processed by the agent. Each event is categorized by one of the following statuses: new, ongoing but changed, ongoing and unchanged, or ceased.

## Task Execution Rules

The task execution rules specify the event status for which each task is performed.

## Example - Event Status of New

You want to receive an e-mail message advising you whenever a Gold category customer phones technical support about a new problem. You specify that an e-mail task be performed only when the event status is new. You receive an e-mail when the call record from a Gold customer is first placed in the call database.



## What Is an Event?

- Events are the driving force behind the agent, they look for conditions in the data that meet the specifications required for an action to occur.
- When a condition is met, the event tells the agent to trigger the list of actions defined within the agent.
- Events are made up of **event instances**, an **event list**, an **event key**, and **task execution rules**.

**An event instance** : is a row of data that meets the criteria of the event condition.

**An event list** : shows the events that have been processed by the agent and are categorized by the following statuses:

- **New** This is the first time the event has occurred.
- **Ongoing But Changed** The event occurred before but the results are different this time.
- **Ongoing And Unchanged** The event occurred before and the results are the same this time.
- **Ceased** The event has stopped occurring.

**An event key** is a unique combination of fields from your data source that identifies an event and is used to determine the status of an event.

Task execution rules define the event status for which each task is executed.

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### **Example - Event Status of New**

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### **Example - Event Status of Ongoing But Changed**

You want a report to run if the account balance of an overdrawn customer changes.

### **Example - Event Status of No Events**

You want to receive a daily e-mail that reassures you that none of your company's accounts has a balance less than zero.

You define the following event condition:

**[Account\_Balance] < 0**

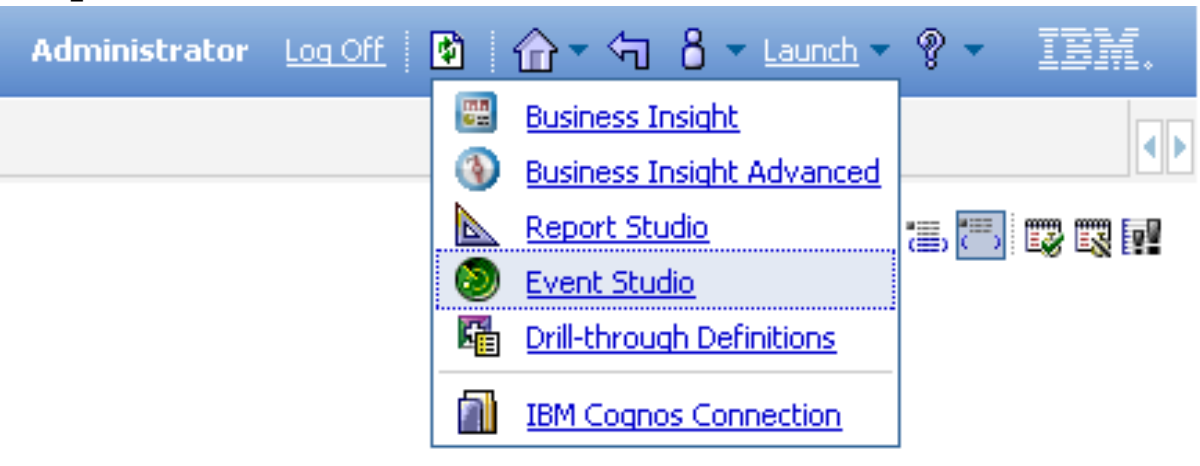
You specify that an e-mail task be performed if the event status is no events.





## Accessing Event Studio

You access Event Studio from Cognos Connection. Event Studio opens in a separate web browser.



## Example1

For instance, if quantity of a product on stock is less than a given value, event manager can send an email to a responsible person which will contain a warning with the problem description and a link to appropriate report. Then Event studio will take necessary actions.



## Define a Parameter

- Parameters can be defined to be used within an event condition.
- When the agent is manually run, the user will be prompted to enter a value for the parameter.
  1. From the Insert menu, select Parameter. Define the Parameter screen displays.
  2. In the Parameter Name text box, type a name for the parameter.
  3. Click OK. The parameter displays on the Parameters tab in the Insertable Objects pane, as shown next:

## Define a Calculation

A calculation uses multiple data items to derive a single value.

1. From the Insert menu, select Calculation. Define the Data Item screen displays.
2. In the Name text box, type a name for the calculation. For this example, we name the calculation Gross Profit %.
3. In the Expression text box, define the calculation by dragging items and/or functions from the Insertable Objects pane or by typing directly in the Expression text box. For this example, we define the expression for the calculation as Gross Profit divided by Revenue,
4. Click OK. The calculation displays in the Data Items tab. You can include the calculation when specifying an event condition or task. For this example, we add the Gross Profit % calculation to the event condition.



## TESTING PROCEDURE

1. From the Actions menu, select Validate. If any syntax errors are found in the agent, they display in the View The Validation Results dialog after the validation is complete.
2. From the Actions menu, select Preview All. A new window displays each task in the agent. Examine the steps to determine whether they are correct.

## Adding a Task

- Multiple tasks can be added to an agent, but only one condition can be defined per agent.
- Tasks can be used for things such as sending a notification to the business as data changes, providing automation to workflow, or running administrative tasks.

### The following tasks are available:

• Send an email	• Update a database
• Publish a news item	• Call a web service
• Run a report	• Run an export
• Run a job	• Run an import
• Run an agent	• Run a content maintenance task
• Advanced	• Run a metric task
	• Run a migration task



## Event Status

IBM Cognos Administration Administrator [Log Off](#)

[Status](#) [Security](#) [Configuration](#) [Index Search](#)

- [Current Activities](#)
- [Past Activities](#)
- [Upcoming Activities](#)
- [System](#)
- [Schedules](#)

Filter

Period:  
 Last 4 hours  
From: Sep 10, 2013 3:49 AM.  
 To: Sep 11, 2013 3:49 AM.  
[Edit...](#)

Run by:  
Any  
[Select a user...](#)

Status:  
Any

[Advanced options](#)  
[Reset to default](#)

### Past Activities

Total: 2

Status	Count
Failed	2
Succeeded	0
Canceled	0

Entries: 1 - 2

Name	Requested time	Run by	Status
Actual_Target_Variance	11 September 2013 03:47:00	Administrator (administrator)	Failed
Actual_Target_Variance	11 September 2013 03:46:20	Administrator (administrator)	Failed

Last refresh time: 11 September 2013 03:49:00

[View run history](#)  
[View run history details](#)



## Run a Job

A job is a group of executable entries, such as reports, that are executed as a batch and share the same schedule settings.

## Run an Agent

Add an agent task when you would like the agent to run another agent. Running more than one agent in sequence allows the output from one agent to be used as the input for another agent. An agent task can also be used to allow agents pulling from different data sources to interact.

## Call a Web Service

Add a web service task to run applications on either internal or external web servers using standard Internet protocols.

## Run an Export

You can use an agent to run a saved content export process. This is useful when different installations of Cognos 8 are used for your development and production environments and you want an export to be deployed dependent upon a specific event.

## Run an Import

The import task goes hand-in-hand with the export task. You can use an agent to run a saved import task; this will move migrated content from an export file into the target environment.



## Run a Content Maintenance Task

You can use an agent to run a previously defined Content Maintenance task. The Content Maintenance tasks do one of two things: a consistency check or a report upgrade. A consistency check can confirm that each Cognos 8 user defined in the Cognos namespace is a valid user in the Authentication namespace. Report upgrade attempts to upgrade any reports in the defined location to the currently installed version of Cognos 8. Report upgrades should be done only for very simple reports, as the conversion process can be complex and usually requires some sort of manual intervention.

## Specify the Task Execution Rules

Task execution rules define the event status for which each task is executed. By default, tasks are executed for all new and all ongoing instances of events. You can modify this behavior through the Manage The Task Execution Rules option. This option allows you to define when a specific task will or will not run based on the status of the event.

## Scheduling an Agent

Setting a schedule for an agent allows you to set the agent to run at a later date and time or on a recurring basis. The agent monitors data and performs tasks according to its schedule and does not need to be run manually.

Only one schedule can be associated with an agent.



# Q & A

QUESTIONS  
ANSWERS