

# Monitoring and Analytics for Agent Performance

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## 1. Overview

Gain deep insights into your agents' performance with Aimyze's built-in monitoring and analytics dashboards. This document explains how to effectively monitor, analyze, and optimize the performance of your Aimyze agents.

## 2. Dashboard Overview

The Aimyze monitoring dashboard provides real-time visibility into:

- Agent health and operational status
- Processing volumes and throughput
- Action success rates and error rates
- Response times and latency metrics
- Resource utilization and capacity

## 3. Key Performance Metrics

### 3.1 Availability Metrics

**Agent Uptime:** Percentage of time agents are operational and processing requests.

**System Availability:** Overall platform availability against SLA targets (99.9%).

**Integration Health:** Status of connections to integrated systems.

### 3.2 Performance Metrics

**Processing Time:** Average time to complete agent actions end-to-end.

**Queue Depth:** Number of pending tasks awaiting processing.

**Throughput:** Number of actions processed per hour/day.

**Latency:** Time between event detection and action initiation.

### 3.3 Quality Metrics

**Action Success Rate:** Percentage of actions completed successfully.

**Error Rate:** Percentage of actions resulting in errors or failures.

**Prediction Accuracy:** Accuracy of AI predictions (for predictive agents).

**False Positive Rate:** Rate of incorrectly triggered alerts or actions.

## 3.4 Business Impact Metrics

**Actions Automated:** Total count of autonomous actions taken.

**Time Saved:** Estimated time saved through automation.

**Cost Savings:** Calculated cost savings based on automation.

**SLA Compliance:** Percentage of actions meeting defined SLAs.

## 4. Alerting & Notifications

### 4.1 Alert Types

- Critical: Agent failure, integration disconnection, security events
- Warning: Performance degradation, approaching thresholds, anomalies
- Informational: Scheduled maintenance, configuration changes, status updates

### 4.2 Notification Channels

- Email notifications to configured recipients
- SMS alerts for critical issues (Enterprise tier)
- Webhook integration for custom alerting systems
- In-app notifications on the Aimyze dashboard

## 5. Reporting

### 5.1 Standard Reports

- Daily agent activity summary
- Weekly performance trend analysis
- Monthly executive summary with KPIs
- Quarterly business impact assessment

### 5.2 Custom Reports

Professional and Enterprise tiers include:

- Custom report builder with flexible filters
- Scheduled report delivery via email
- Export capabilities (PDF, Excel, CSV)
- API access for data extraction

## 6. Audit Logs

Comprehensive audit logging includes:

- All agent actions with timestamps and outcomes
- User access and configuration changes
- System events and administrative actions

- Integration activities and data transfers

Audit logs are retained according to your subscription tier and compliance requirements.

## 7. Performance Optimization

The Aimyze team continuously monitors and optimizes agent performance:

- Regular performance reviews with customer stakeholders
- Proactive identification of optimization opportunities
- Model retraining and tuning based on feedback
- Capacity planning and scaling recommendations

## 8. Access & Permissions

Dashboard access is controlled through role-based permissions:

- Viewer: Read-only access to dashboards and reports
- Operator: View plus acknowledge alerts and export data
- Administrator: Full access including configuration changes

Contact your account manager to configure user access.