



How to Use Splunk to Automate Troubleshooting In A Call Center Environment

Travis McBee | Sr. Team Lead in Support
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Forward-Looking Statements

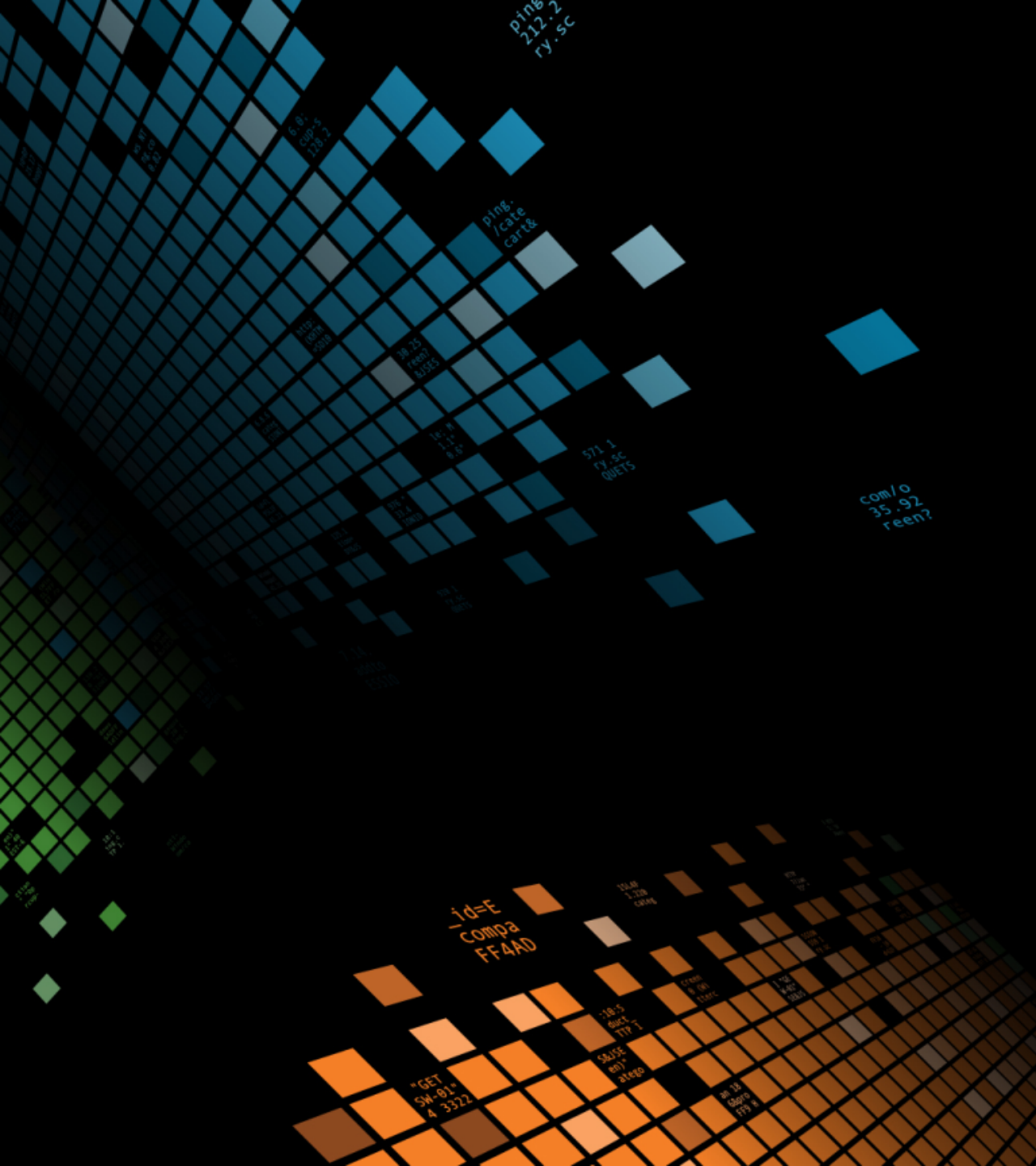
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Key Takeaways

1. How can you fix the problem?
2. What can your results look like?
3. What do you need to set this up?



Who am I?

Travis McBee

- ▶ Husband and Father
- ▶ Engineering/Legal Background
- ▶ 10+ Years In IT Support
- ▶ 2 Years Splunk Experience
- ▶ Email: Travis.McBee@Cerner.com



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What is Cerner?

- ▶ Headquarters: Kansas City, MO
- ▶ Founded: 1979
- ▶ Mission: Contribute to the systemic improvement of health care delivery and the health of communities.
- ▶ > 24,000 Associates Globally
- ▶ 2016 Revenue : \$4.8 Billion



Cerner®

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How Can You Utilize Non-technical Resources To Analyze Technical Logs?

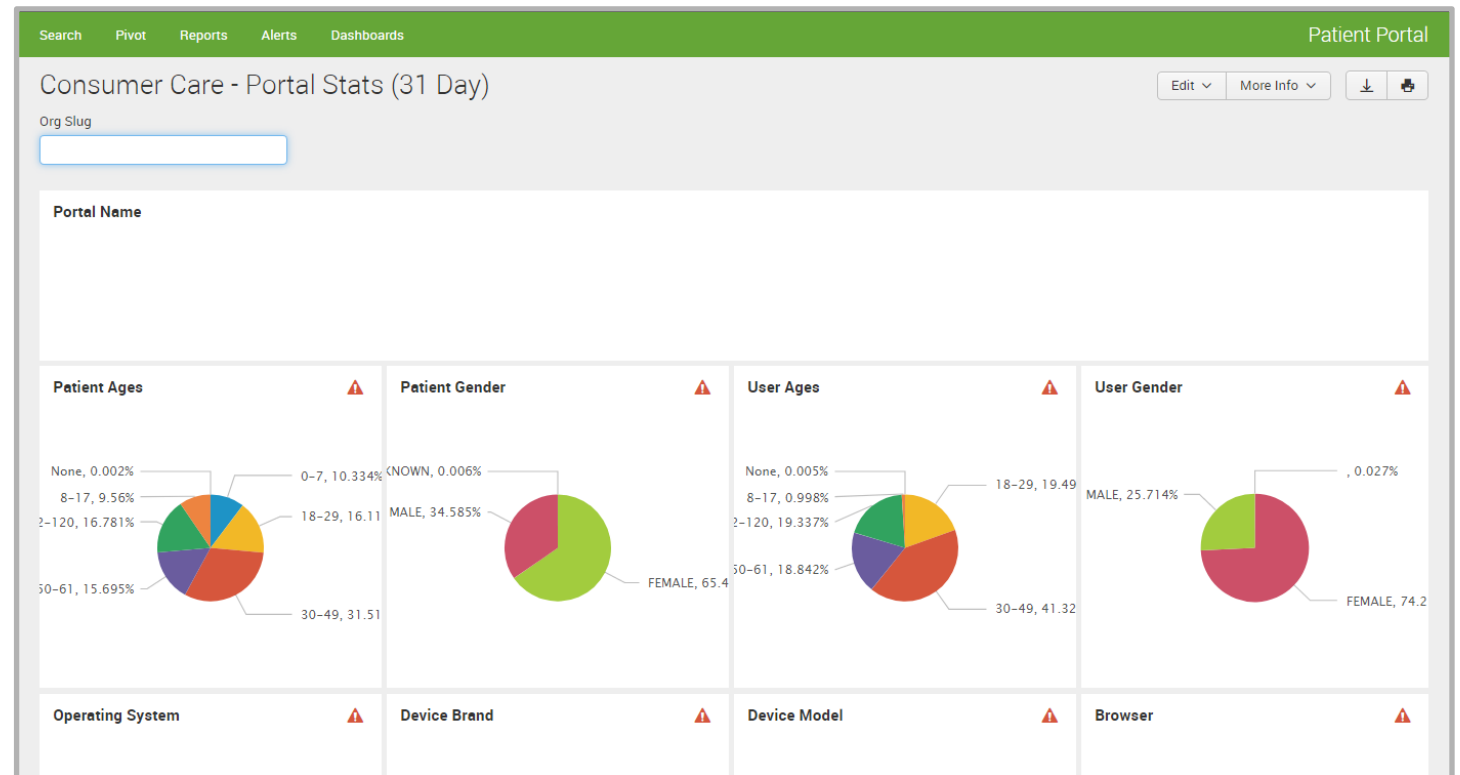
We Have Data But Can Support Use It

Analytics vs. Support

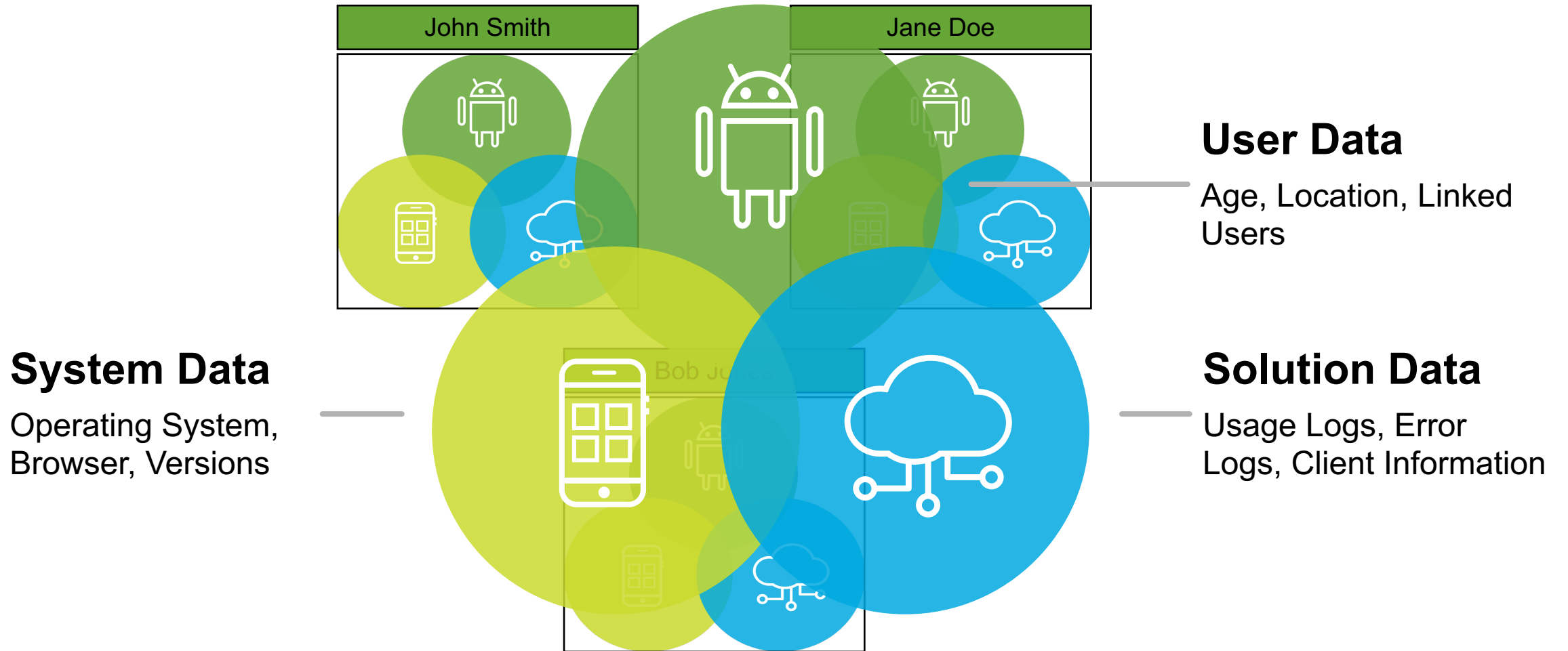
► Big Data Benefits

► Data Sources

- Log Files (Avg. 6.6 GB/Day)
- Website Usage Information
- Database Configurations

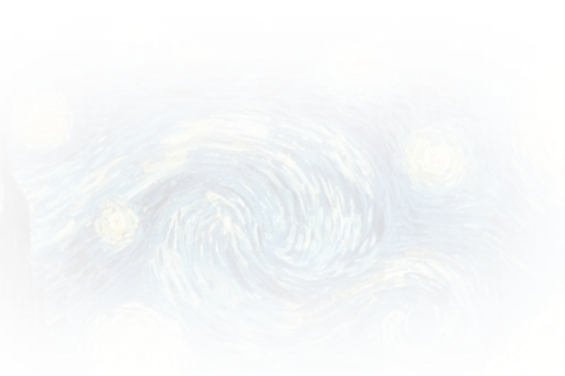


Transforming Data To User Knowledge



Eliminate Technical Need

1. Translate Log Files (Event Types)



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Eliminate Technical Need

1. Translate Log Files (Event Types)
2. Link To Work Instructions (Lookups)
3. Event Monitoring (Alerts)



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Eliminate Technical Need

1. Translate Log Files (Event Types)
2. Link To Work Instructions (Lookups)
3. Event Monitoring (Alerts)
4. Run Automated Scripts



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...

Bringing It Together

Bringing Support Information Together

- ▶ Mapped to Unique Identifier

Time	Request	Request Content
07/12/2017 03:06:49 PM	cad159a2ae67a2e2f899d273fcd4304	<pre>Traceback (most recent call last): File "/opt/.virtualenvs/iqh/lib/python2.7/site-packages/client_utils/mixins.py", line 163, in raise_for_status response.raise_for_status() File "/opt/.virtualenvs/iqh/lib/python2.7/site-packages/requests/models.py", line 670, in raise_for_status raise HTTPError(http_error_msg, response=self) HTTPError: 409 Client Error: Conflict</pre>

- ▶ Different Dashboards By Tier
- ▶ Transition Process

Org	Org Slug
University of Missouri	univ_mo

Org Slug	Time	Request ID	Event Type	Tier 1	Tier 2
univ_mo	07/12/2017 03:06:49 PM	cad159a2ae67a2e2f899d273fcd4304	User Alias does not match Millennium	If invitation does have User_Alias filled out, please create new invitation and ask user to claim that new invitation. Make sure you expire the previous one once they have claimed it so they do not get reminders. If the User_Alias is not filled out and you get this error patient needs new invitation from millennium.	
univ_mo	07/12/2017 03:06:49 PM	cad159a2ae67a2e2f899d273fcd4304	Unknown Issue		

ORG_SLUG	Time	Duration (minutes)	Browser	Browser Version	Operating System	Session ID	Language	Interface	Hosting	iqh_person_ids	Age	Gender	Prir
univ_mo	07/12/2017 03:03:32 PM	2.41	Mobile Safari	10	iOS	851134478ffc45cdbde4d7549bc3804c	en-us	web	Remote Hosted				No UNI

Bringing Client Information Together

The screenshot displays the 'Patient Portal' interface for 'Consumer Care - Client Overview'. The page includes a navigation bar with 'Search', 'Pivot', 'Reports', 'Alerts', and 'Dashboards'. Below the navigation, there is a search field for 'Org Slug' containing 'univ_mo'. The main content area is divided into several sections:

- Client Information Table:**

Field	Value
HealthLife Mnemonic	univ_mo
Login Identity	SSO (Session Service)
Organization Name	University of Missouri
Client Website	www.muhealth.org
HealthLife Login Page	muhealth.the.iqhealth.com
HealthLife Mnemonic	univ_mo
Navigator Mnemonic	UNIV_MO
Organization Name	University Of Missouri
- Triage Information Table:**

Field	Value
GA Tracking ID	[REDACTED]
Hosting	RHO
Last Extraction Date	June 16, 2017 02:07:36
Millennium Domain	[REDACTED]
Sensitive Data	True
OPTOUT_PACKAGE	YES
US Only Client	No
- Additional Cerner Solutions Table:**

Field	Value
HealthLife Engagement Enabled	Yes
Bill Pay	Not Supported
- Client Fever Gauge:** A circular gauge with a needle pointing to 0.51 on a scale from 0 to 30. A yellow warning triangle is next to the gauge.
- Registration Information Table:**

Field	Value
Self Enrollment Enabled	Yes; self-enrollment link is the login link and /self-enroll
Challenge Question	Selected By Patient
Registration Process	http://www.muhealth.org/patient/mu-health/
Registration Requirements	The patient will be called back within two business days after requesting an invite
- Invitation Assistance Table:**

Field	Value
Database Emancipation Age	13
Client Provided Emancipation Age	13 and 18
Update Invite/PIN	Request a new invitation online

- ▶ Integrated Knowledgebase
 - DB Connect
- ▶ Client Health Tracking
- ▶ Support Created/Owned Tools

Bringing Proactive Support To The Table

- ▶ Avoid Waiting For Phone Calls
- ▶ Easy Reporting
- ▶ Potential For Automated Alerts

The screenshot displays a Splunk dashboard titled "Patient Portal" with a green header. The main content area is titled "HealtheLife SWx" and includes a sub-header "This dashboard was created for HealtheLife SWx for common issues that we see". A dropdown menu shows "Last 30 days". The dashboard is divided into several panels:

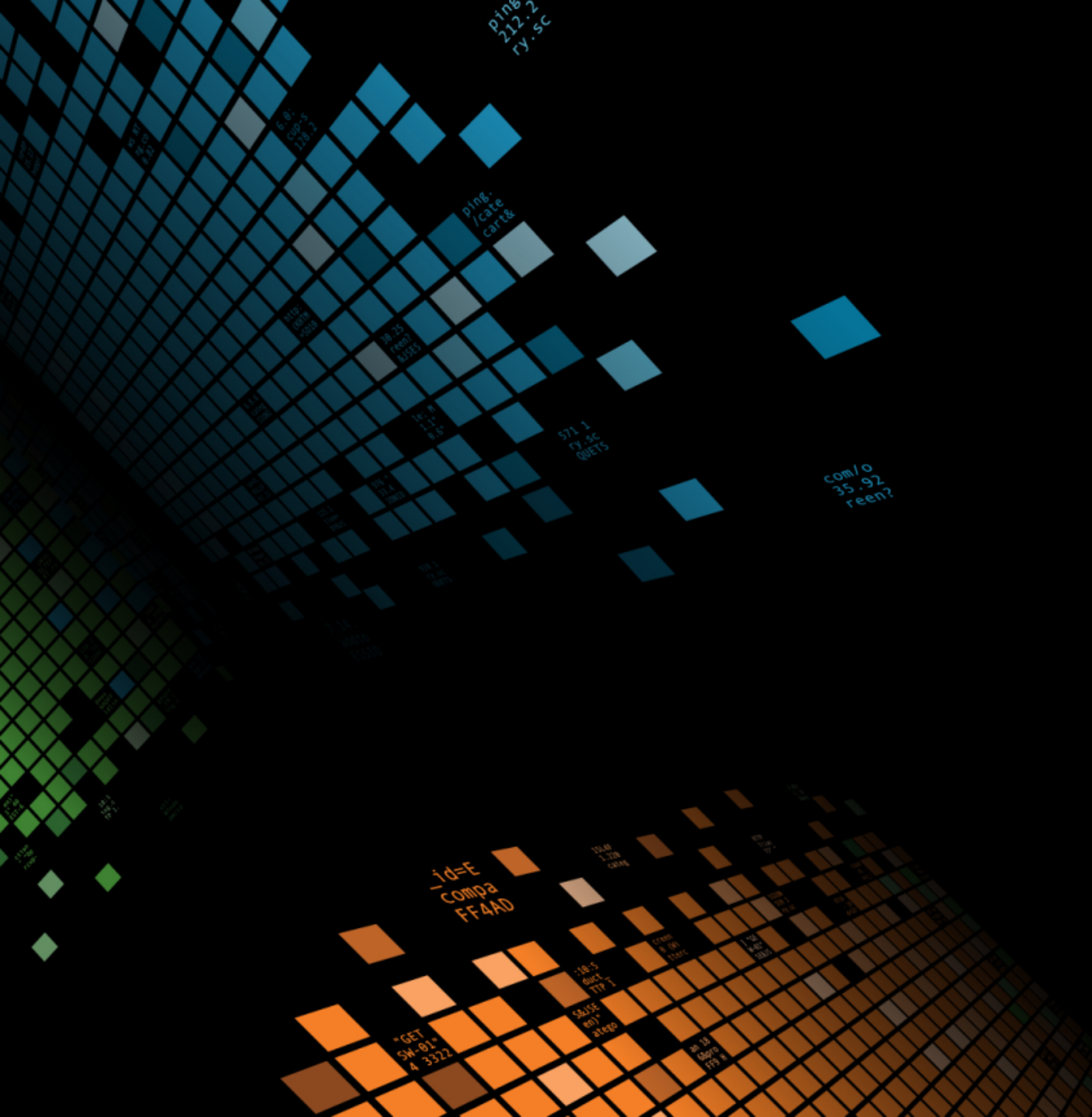
- Powerchart Ambulatory SWx**: A table with columns "org_slug" and "count".

org_slug	count
lcox_mo	116
cerner-clinic	97
b_chw_ca	9
umc_tx	9
cook_il	8
samt_az2	5
rutl_vt	4
unon_in	4
- Clinical Event SWx**: A panel with a yellow warning icon and the text "Document Service". Below it, it says "No results found."
- Clinical Event SWx**: A panel with a yellow warning icon and the title "Results service issue". It contains a table with columns "org_slug" and "count".

org_slug	count
lac_ca	432
bltm_wi	259
ahmi_wi	220
shcc_fl	13
chld_dc	9
ihc_ut	4
napl_fl	3
hnh_ca	1
mccg_ga_pwx	1
ric_il	1
- CAMM issue**: A panel with a yellow warning icon and the title "error opening a document (radiology document)". It contains a table with columns "org_slug" and "count".

org_slug	count
trum_mo	200
ahau_tx	52
lane_ks	28
- error opening a document (radiology document)**: A panel with a yellow warning icon and a table with columns "org_slug" and "count".

org_slug	count
hnh_ca	18
stvn_nm	6
chld_va	2



Our Results

Improved
confidence

80%
reduction in
triaged tickets



“The amount of knowledge we have about our users is amazing. I’ve never been able to provide this level of support before.”

Cerner associate



209 fewer
callbacks per month
about open issues

Reduced job
complexity



18,602
errors/month reduced
(proactive support)



30
second decrease
in time pre-call prep

“Our Consumer Care team is using Splunk to take the patient portal to the next level.”

Cerner associate

Better
cross-team
collaboration



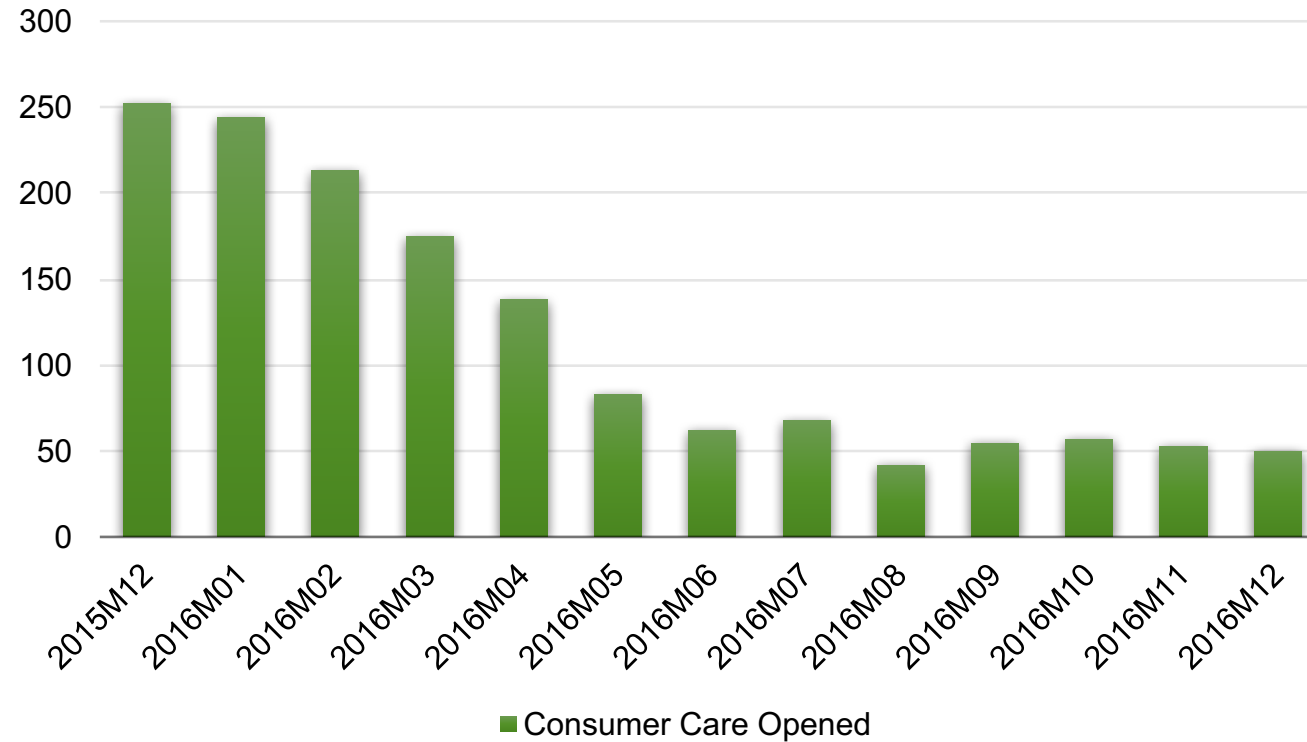
1.5%
increase in first
contact resolution



Greater understanding
of the system



HealtheLife Triage



- **Hours Saved: 1,080 / Month**
- **Money Saved: \$34,950 / Month**

Eliminating Questions

And Customer Frustration

Before Splunk

- ▶ Verify Identity
 - Can I get your first and last name?
 - Can I get your date of birth?
 - Can I get your email address?
- ▶ Things In The Data
 - How can I help you?
 - What does the error message say?
 - What type of device are you on?
 - What we browser are you using?
 -

After Splunk

- ▶ Verify Identity
 - Can I get your first and last name?
 - Can I get your date of birth?
 - Can I get your email address?

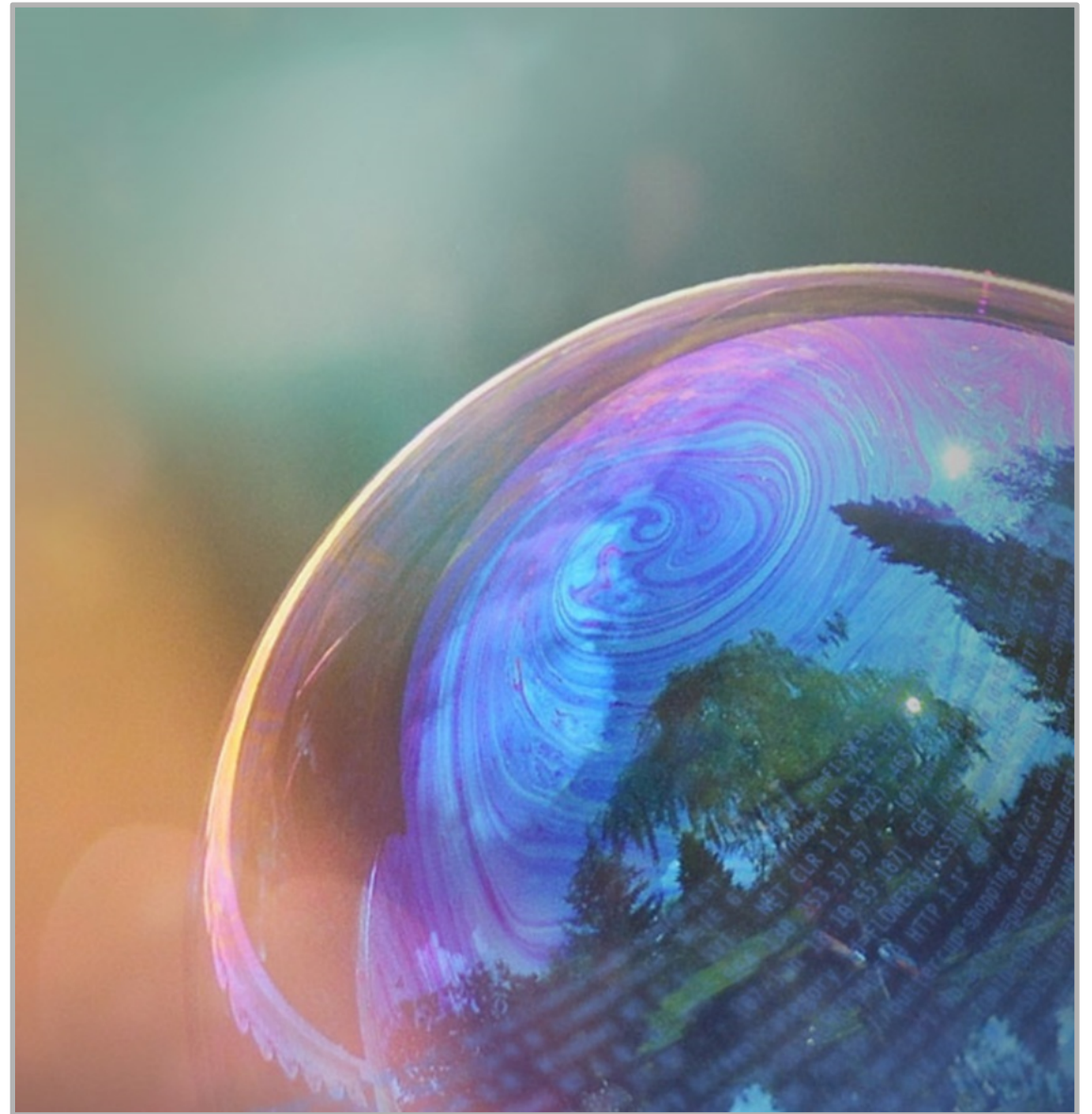
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itemId=EST-16&product_id=RP-LI-02" 468 125.17 14.1.1.1 (sreen?category_id=FLOWERS&JSESSIONID=5D55L9FF1ADFF3 HTTP 1.1" 200 3865 "http://buttercup-shopping.com/cart.do?action=remove&itemId=EST-188product_id=K0-CB-01"
action=purchase&itemId=EST-268product_id=K0-CB-01" 468 125.17 14.1.1.1 (sreen?category_id=FLOWERS&JSESSIONID=5D55L9FF1ADFF3 HTTP 1.1" 200 3865 "http://buttercup-shopping.com/cart.do?action=remove&itemId=EST-188product_id=K0-CB-01"
action=purchase&itemId=EST-268product_id=K0-CB-01" 468 125.17 14.1.1.1 (sreen?category_id=FLOWERS&JSESSIONID=5D55L9FF1ADFF3 HTTP 1.1" 200 3865 "http://buttercup-shopping.com/cart.do?action=remove&itemId=EST-188product_id=K0-CB-01"



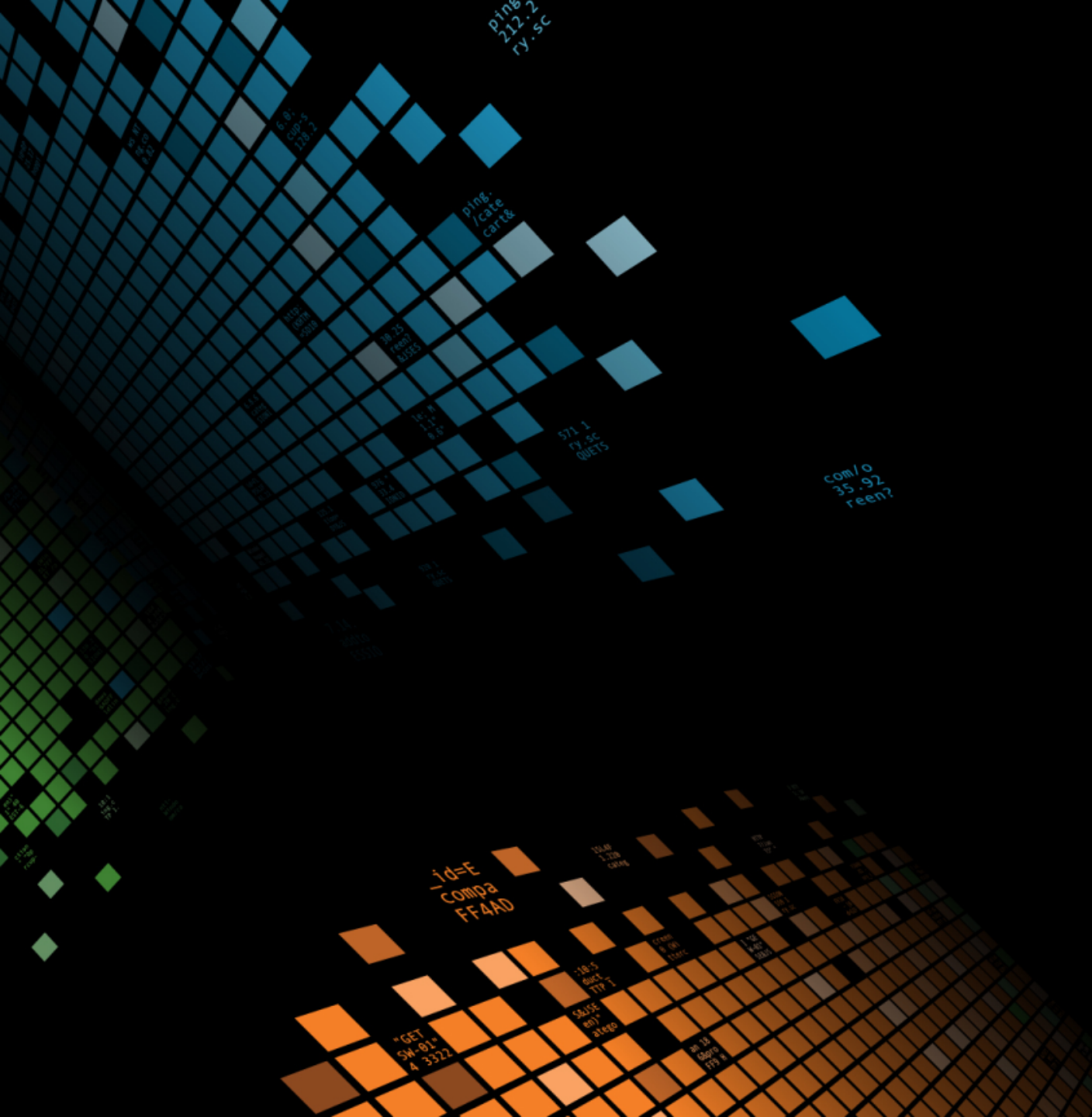
Setting It Up In Your Organization

Strategy, Design, & Implementation

- ▶ Stakeholders
- ▶ Tooling
- ▶ Communication
- ▶ Time Commitment
- ▶ Processes



130.60.4 - - [07/Jan 18:10:57:153] "GET /category.screen?category_id=GIFTS&JSESSIONID=5D1SLAFF10ADFF10 HTTP 1.1" 404 720 "http://buttercup-shopping.com/cart.do?action=view&itemId=EST-6&product_id=FL-5W-01"
 128.241.220.82 - - [07/Jan 18:10:57:123] "GET /product.screen?product_id=FL-DSH-01&JSESSIONID=5D95L7FF6ADFF0 HTTP 1.1" 404 3322 "http://buttercup-shopping.com/cart.do?action=purchase&itemId=EST-268product_id=K9-CW-01"
 317.27.160.0.0 - - [07/Jan 18:10:57:153] "GET /category.screen?category_id=GIFTS&JSESSIONID=5D1SLAFF10ADFF10 HTTP 1.1" 404 720 "http://buttercup-shopping.com/cart.do?action=view&itemId=EST-6&product_id=FL-5W-01"
 130.60.4 - - [07/Jan 18:10:57:153] "GET /category.screen?category_id=GIFTS&JSESSIONID=5D1SLAFF10ADFF10 HTTP 1.1" 404 720 "http://buttercup-shopping.com/cart.do?action=view&itemId=EST-6&product_id=FL-5W-01"
 128.241.220.82 - - [07/Jan 18:10:57:123] "GET /product.screen?product_id=FL-DSH-01&JSESSIONID=5D95L7FF6ADFF0 HTTP 1.1" 404 3322 "http://buttercup-shopping.com/cart.do?action=purchase&itemId=EST-268product_id=K9-CW-01"
 317.27.160.0.0 - - [07/Jan 18:10:57:153] "GET /category.screen?category_id=GIFTS&JSESSIONID=5D1SLAFF10ADFF10 HTTP 1.1" 404 720 "http://buttercup-shopping.com/cart.do?action=view&itemId=EST-6&product_id=FL-5W-01"
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 128.241.220.82 - - [07/Jan 18:10:57:123] "GET /product.screen?product_id=FL-DSH-01&JSESSIONID=5D95L7FF6ADFF0 HTTP 1.1" 404 3322 "http://buttercup-shopping.com/cart.do?action=purchase&itemId=EST-268product_id=K9-CW-01"
 317.27.160.0.0 - - [07/Jan 18:10:57:153] "GET /category.screen?category_id=GIFTS&JSESSIONID=5D1SLAFF10ADFF10 HTTP 1.1" 404 720 "http://buttercup-shopping.com/cart.do?action=view&itemId=EST-6&product_id=FL-5W-01"
 130.60.4 - - [07/Jan 18:10:57:153] "GET /category.screen?category_id=GIFTS&JSESSIONID=5D1SLAFF10ADFF10 HTTP 1.1" 404 720 "http://buttercup-shopping.com/cart.do?action=view&itemId=EST-6&product_id=FL-5W-01"
 128.241.220.82 - - [07/Jan 18:10:57:123] "GET /product.screen?product_id=FL-DSH-01&JSESSIONID=5D95L7FF6ADFF0 HTTP 1.1" 404 3322 "http://buttercup-shopping.com/cart.do?action=purchase&itemId=EST-268product_id=K9-CW-01"
 317.27.160.0.0 - - [07/Jan 18:10:57:153] "GET /category.screen?category_id=GIFTS&JSESSIONID=5D1SLAFF10ADFF10 HTTP 1.1" 404 720 "http://buttercup-shopping.com/cart.do?action=view&itemId=EST-6&product_id=FL-5W-01"
 130.60.4 - - [07/Jan 18:10:57:153] "GET /category.screen?category_id=GIFTS&JSESSIONID=5D1SLAFF10ADFF10 HTTP 1.1" 404 720 "http://buttercup-shopping.com/cart.do?action=view&itemId=EST-6&product_id=FL-5W-01"
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 317.27.160.0.0 - - [07/Jan 18:10:57:153] "GET /category.screen?category_id=GIFTS&JSESSIONID=5D1SLAFF10ADFF10 HTTP 1.1" 404 720 "http://buttercup-shopping.com/cart.do?action=view&itemId=EST-6&product_id=FL-5W-01"
 130.60.4 - - [07/Jan 18:10:57:153] "GET /category.screen?category_id=GIFTS&JSESSIONID=5D1SLAFF10ADFF10 HTTP 1.1" 404 720 "http://buttercup-shopping.com/cart.do?action=view&itemId=EST-6&product_id=FL-5W-01"
 128.241.220.82 - - [07/Jan 18:10:57:123] "GET /product.screen?product_id=FL-DSH-01&JSESSIONID=5D95L7FF6ADFF0 HTTP 1.1" 404 3322 "http://buttercup-shopping.com/cart.do?action=purchase&itemId=EST-268product_id=K9-CW-01"
 317.27.160.0.0 - - [07/Jan 18:10:57:153] "GET /category.screen?category_id=GIFTS&JSESSIONID=5D1SLAFF10ADFF10 HTTP 1.1" 404 720 "http://buttercup-shopping.com/cart.do?action=view&itemId=EST-6&product_id=FL-5W-01"



Questions?

Travis McBee

- ▶ Husband and Father
- ▶ Engineering/Legal Background
- ▶ 10+ Years In IT Support
- ▶ 2 Years Splunk Experience
- ▶ Email: Travis.McBee@Cerner.com



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130.60.4 - - [07/Jan 18:10:57:153] "GET /category.screen?category_id=GIFTS&JSESSIONID=5D15LAF10ADFF10 HTTP 1.1" 404 720 "http://buttercup-shopping.com/cart.do?action=view&itemId=EST-6&product_id=FI-5W-03" "Mozilla/5.0 (Windows NT 5.1; SV1; .NET CLR 1.1.4322)" "0"
128.241.220.82 - - [07/Jan 18:10:57:123] "GET /product.screen?product_id=FL-DSH-01&JSESSIONID=5D55L7FF6ADFF0 HTTP 1.1" 404 3322 "http://buttercup-shopping.com/cart.do?action=purchase&itemId=EST-268product_id=KQ-CB-01" "Mozilla/5.0 (Windows NT 5.1; SV1; .NET CLR 1.1.4322)" "0"
317 27.160.0.0 - - [07/Jan 18:10:56:156] "GET /oldlink?item_id=EST-26&JSESSIONID=5D55L9FF1ADFF3 HTTP 1.1" 200 1318 "http://buttercup-shopping.com/cart.do?action=changequantity&itemId=EST-18&product_id=AV-CB-01&JSESSIONID=5D55L9FF1ADFF3 HTTP 1.1" 200 3865 "http://buttercup-shopping.com/cart.do?action=remove&itemId=EST-18&product_id=AV-CB-01" "Mozilla/5.0 (Windows NT 5.1; SV1; .NET CLR 1.1.4322)" "0"
125.17.14.14 - - [07/Jan 18:10:55:187] "GET /category.screen?category_id=FLOWERS&JSESSIONID=5D55L9FF1ADFF3 HTTP 1.1" 200 1318 "http://buttercup-shopping.com/cart.do?action=remove&itemId=EST-18&product_id=AV-CB-01" "Mozilla/5.0 (Windows NT 5.1; SV1; .NET CLR 1.1.4322)" "0"
125.17.14.14 - - [07/Jan 18:10:55:189] "GET /category.screen?category_id=SURPRISE&JSESSIONID=5D55L9FF1ADFF3 HTTP 1.1" 200 1318 "http://buttercup-shopping.com/cart.do?action=remove&itemId=EST-18&product_id=AV-CB-01" "Mozilla/5.0 (Windows NT 5.1; SV1; .NET CLR 1.1.4322)" "0"
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Thank You

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