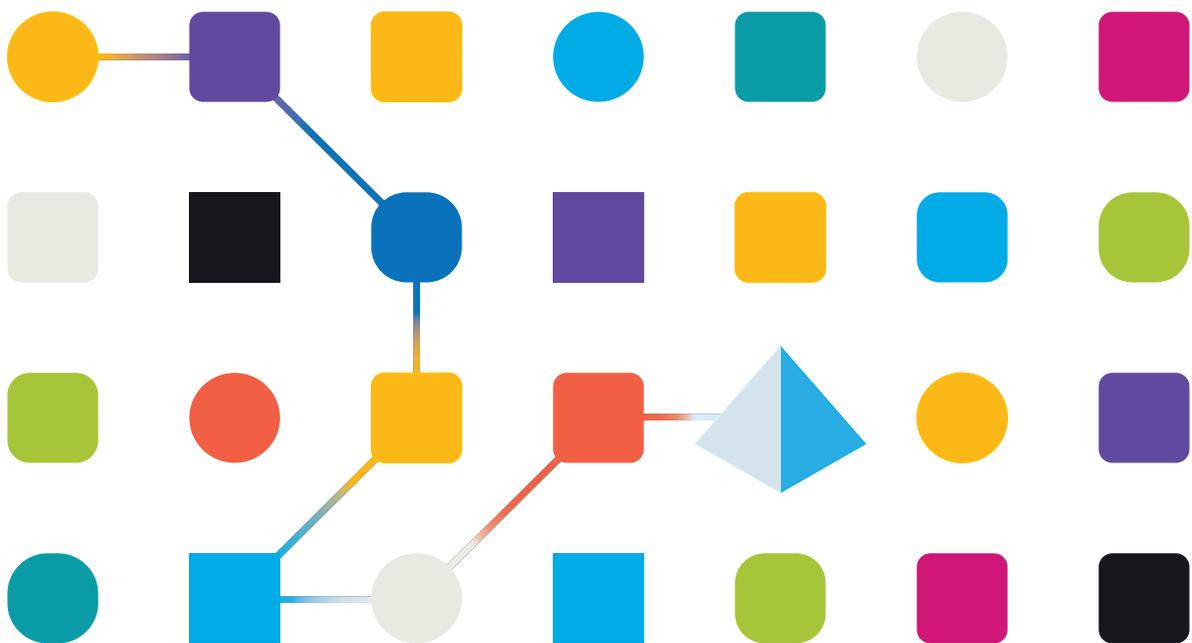


blueprism[®]

Control Room 4.5

User Guide

Document Revision: 1.0



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Control Room

The Control Room plugin is a freely available plugin within Blue Prism® Hub that lets you view and manage Blue Prism activity for all your environments – view schedules, monitor work queues, oversee session activity, and more.

The Control Room plugin components utilize well-established Blue Prism functionality:

- [Work Queues](#) – Monitor the status of work queue items and track queue activity.
- [Schedules and Tasks](#) – View, run, and monitor schedules and tasks.
- [Sessions](#) – View, filter, and organize session activity in each environment.
- [Digital Worker Health](#) – View and monitor the Digital Workers in each environment.

The Control Room plugin also provides a number of [dashboard widgets](#), which you can apply and customize to monitor your Blue Prism environment at a glance. These are:

- **Monthly utilization diary** – Enables you to view the utilization of your digital workforce for each day of a month.
- **Utilization chart** – Enables you to view the utilization efficiency of your digital workforce.
- **Utilization heatmap** – Enables you to view patterns, peaks and troughs of activity for the digital workforce.
- **Work queue compositions** – Enables you to view the composition of work queue items across your work queues.

Dependencies

The Control Room plugin requires access to the following components:

- **Blue Prism API 7.0** – The API URL is referenced as part of the Hub [installation](#) or [upgrade](#) process. For information on installing the Blue Prism API, see the [Blue Prism API install guide](#).
- **Blue Prism 7.0** – For information on installing Blue Prism 7.0, see the [Blue Prism install guide](#).

Installation and access

To use the Control Room plugin, a Hub administrator needs to install it and provide you with access.

Prerequisites

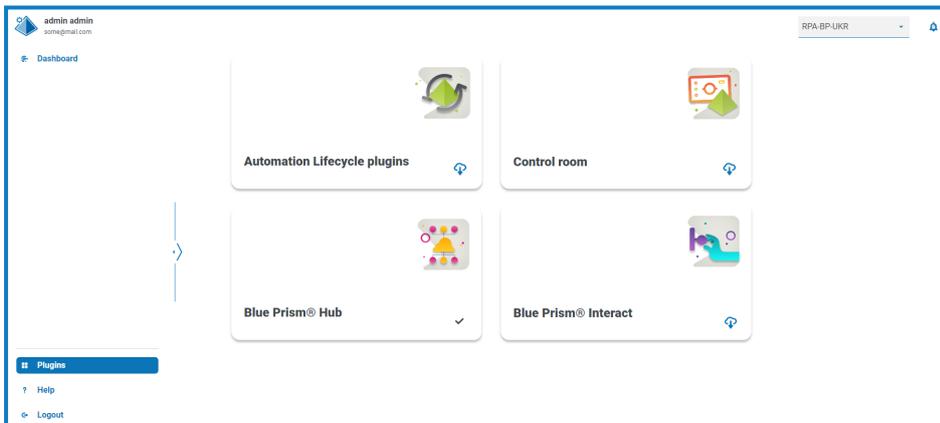
For the Control Room plugin to function, the following must be configured:

- The Control Room plugin requires Blue Prism 7.0 or later.
- The URL of the Blue Prism API must be known to Hub. This can be defined using one of the following methods:
 - The URL can be entered as part of the Hub installation or upgrade processes directly into the wizard screen. For more information, see [Install Blue Prism Hub](#) or [Upgrade Hub and Interact](#).
 - The URL can be entered directly into the Hub appsetting.json file if it was not entered through the install wizard screen. For more information, see [Troubleshoot a Hub installation](#).
- Authentication Server must be configured to authorize the user to view the Blue Prism data within the Control Room plugin. For more information, see the [Authentication Server configuration guide](#).

Install the Control Room plugin

The Control Room plugin must be installed from the Plugin Repository by a Hub administrator.

1. If you are a Hub administrator, log into Hub and click **Plugins** to open the plugin repository.



2. On the **Control Room** tile, click the download icon  in the bottom corner to initiate the install.

The plugin installs and a message displays informing you that the site is restarting. Once complete, the plugin repository displays and the download icon on the **Control Room** tile is replaced with a tick.

 The site restart will affect all users who are logged into Hub. Although this does not take long, it is recommended that this is performed outside normal working hours to minimize disruption.

Configure access to the Control Room plugin

The Control Room plugin is automatically available to Hub administrators. Users need to be added to a role that provides access to the Control Room. This access can be given via a new role or added to an existing user role. If a role does not already exist, a new role can be created to grant access to the plugin:

Create role

Cancel Save Delete

Role information

Role name *
Control Room

Select role type
 Hub
 Interact

Role description
Role with access to the Control Room plugin

Add plugin
Control Room

Add user
No data available
(testuser1004) Test User1004

1. On the Roles and permissions page, click **Create role**.
The Create role section displays.
2. Enter a role name and select **Hub**.
3. If required, enter a description.
4. Select **Control Room** from the **Add plugin** drop-down list.
5. Select the users that will be assigned this role from the **Add user** drop-down list. The list only displays Hub users and not Interact users.
6. Click **Save** to create the role and allow access to the specified users.

 Users can be added to and removed from existing roles by selecting the required role on the Roles and permissions page and clicking **Edit**. For more information, see the [Hub user guide](#).

Although this role allows users to access the plugin, both users and Hub administrators are unable to see any data in the Control Room plugin if their account is not synchronized with Blue Prism through Authentication Server. If your organization is using the default administrator (admin) credentials for Hub, this account will also need to be synchronized if you want to use it to view the Control Room data. When selecting a user from Blue Prism to synchronize with the Hub admin user, it is recommended at least one administrator account in Blue Prism is not synchronized with Hub to enable access for troubleshooting in the event of any connection issues. For more information, see the [Authentication Server configuration guide](#).

Open Control Room

After the Hub administrator has installed the plugin and provided you access, click **Control Room** from the navigation menu.



The following tiles are available:

- [Work Queues](#)
- [Schedules and Tasks](#)
- [Sessions](#)
- [Digital Worker Health](#)

Work Queues

The Work Queues page provides you with a summary of all the work queues that are currently running or paused for your connected Blue Prism environments. These are the same as the work queues that you see in the Blue Prism interactive client Control Room.

The screenshot shows the 'Work Queues Overview' page. At the top, there are two tabs: 'Overview' (selected) and 'Items'. Below the tabs are two red circular icons labeled 'A' and 'B'. The main heading is 'Overview'. Below this, there are four icons: 'Edit view' (labeled 'C'), 'Filter' (labeled 'D'), 'Save view' (labeled 'E'), and 'Load view' (labeled 'F'). To the left of the table is a 'Rows per page' dropdown menu set to '10' (labeled 'G'). To the right of the table are 'Previous' and 'Next' navigation buttons (labeled 'H').

Queue name	Group name	Status	Locked	Completed	Pending	Exception	Average case time
Bank Run		Running	0	88	0	12	00:00:06
Change customer address		Running	0	23	14	3	00:00:14
Interact		Running	0	0	0	0	00:00:00
Mortgage Requests		Running	0	20	0	2	00:00:25

The Work Queues page provides you with the following information and functions:

- Overview** – Displays the [Work Queues Overview](#) page. This shows the work queues that are running or paused in your Blue Prism environment. This is the default view.
- Items** – Displays the [Work Queues Items](#) page. This shows the items within a work queue.
- Edit view** – Define the columns that are displayed. You can then show or hide the columns using the toggle switches. You can also change the grid to display in a compact format.
- Filter** – Filter the information that is displayed. You can then turn on the [required filters](#) and enter or select the appropriate information for display, for example, you could turn on the **Status** filter and select **Paused**.
- Save view** – Save your current column settings. You can enter a name for your view to make it easily identifiable when loading views.
- Load view** – Load a saved view. You can select the required view and click **Apply**.
- Rows per page** – Enter a number, or use the up and down arrows, to change the number of rows seen on a page.
- Previous and Next** – Click **Previous** or **Next** to move through the pages of work queues.

View your work queues

The Work Queues Overview page provides you with a summary of all the work queues that are currently running or paused across your Blue Prism environments. By default, the columns display the number of completed, locked, and pending queue items, and any that have resulted in an exception.

You can use the filters to find specific information. The filters also enable you to filter using minimum and maximum values, for example, you could set the minimum number of exceptions to be 10 and you will only see queues which have more than 10 exceptions.

To view the details of a queue, perform one of the following actions:

- Click the name of the queue in the **Queue name** column.

The [Items](#) page displays for the selected queue.

- Click **Items**.

The [Items](#) page displays with the most recently accessed queue. This will be the first queue in the queue list if it is the first time you opened this page since you logged in.

View your items

The Items page provides you with information about the status of your queue items. The page displays the items for the work queue that you have selected on the [Overview](#) page, but you can change the queue using the **Queue** drop-down list.

Use the filters on the Work Queues page

The filters enable you to easily find work queues based on the selected criteria.

1. On the Work Queues page, click **Filter** to open the Filter panel.
2. Use the toggle to turn on the required filter and complete the information to find the work queue. You can apply multiple filters at the same time.

The available filters are:

Filter	Description
Queue name	Enter the full or partial name of the Blue Prism work queue.
Status	Select the status of the work queue from the following options: <ul style="list-style-type: none"> • Running – Displays all the work queues that are currently running. • Paused – Displays all the work queues that are paused and not actively running.
Locked	Enter a numerical range to filter against the number of items in the work queue that are locked. You can enter a minimum item count, a maximum item count, or both to search between values.
Completed	Enter a numerical range to filter against the number of items in the work queue that have been completed. You can enter a minimum item count, a maximum item count, or both to search between values.
Pending	Enter a numerical range to filter against the number of items in the work queue that are still pending. You can enter a minimum item count, a maximum item count, or both to search between values.
Exception	Enter a numerical range to filter against the number of items that have raised exceptions in the work queue. You can enter a minimum item count, a maximum item count, or both to search between values.

The information on the Work Queues page is immediately filtered displaying any matches that contain the text you have entered.



If you have set the filters but want to view the unfiltered information again, either turn off the required filters, or remove any settings within the filter so that it is blank.

3. Click **Close drawer** to close the filter panel.

Schedules and Tasks

The Schedules and Tasks page provides you with a summary of all the schedules for your connected environments. You can also select and run a schedule. These are the same schedules that you see in the Blue Prism interactive client Control Room. When you open the Schedules and Tasks page, the Schedule activity page is shown by default:

The screenshot shows the 'Schedules and Tasks' page with a 'Schedule activity' section. The page includes navigation tabs for 'Schedule activity' (A) and 'Schedules' (B). Below the tabs are icons for 'Edit view' (C), 'Filter' (D), 'Save view' (E), and 'Load view' (F). A 'Rows per page' dropdown (G) is set to 10. At the bottom right, there are 'Previous' and 'Next' navigation buttons (H). The main content is a table with the following data:

Status	Name	Server name	Start time	End time	Schedule log id
Terminated	Change customer address	BP-SANDBOX-43:8199	07/05/2021 15:22:00	07/05/2021 15:22:00	10
Completed	Bank Run - Daily Schedule	BP-SANDBOX-43:8199	07/05/2021 15:12:23	07/05/2021 15:17:48	9
Completed	Bank Run - Daily Schedule	BP-SANDBOX-43:8199	07/05/2021 15:01:52	07/05/2021 15:07:18	8
Terminated	Change customer address	BP-SANDBOX-43:8199	07/05/2021 14:54:02	07/05/2021 15:00:23	7
Completed	Mortgage Requests	BP-SANDBOX-43:8199	07/05/2021 14:44:02	07/05/2021 14:53:17	6
Completed	Bank Run - Daily Schedule	BP-SANDBOX-43:8199	07/05/2021 14:25:31	07/05/2021 14:30:57	5

The Schedules and Tasks – Schedule activity page provides you with the following information and functions:

- Schedule activity** – Displays the [Schedule activity page](#). This shows a list of schedules in your Blue Prism environment. This is the default view. This page is shown in the example above.
- Schedules** – Displays the [Schedules page](#). This shows a tab view of the schedules, where you can select to [run the schedule](#), [view the schedule history](#), [view the tasks](#) within the schedule, and [retire the schedule](#).
- Edit view** – Define the columns that are displayed. You can then show or hide the columns using the toggle switches. You can also change the grid to display in a compact format.
- Filter** – Filter the information that is displayed. You can then turn on the [required filters](#) and enter or select the appropriate information for display, for example, you could turn on the **Status** filter and select **Completed**.
- Save view** – Save your current column settings. You can enter a name for your view to make it easily identifiable when loading views.
- Load view** – Load a saved view. You can select the required view and click **Apply**.
- Rows per page** – Enter a number, or use the up and down arrows, to change the number of rows seen on a page.
- Previous and Next** – Click **Previous** or **Next** to move through the pages of schedules.

View your schedules

The Schedules activity page provides you with a summary of all the active schedules in your environments. By default, the columns display the status of the schedule, the name, the server, and the start and end time (if the schedule has finished), as well as the log identifier.

You can filter by the status and time periods, for example, allowing you to see schedules that are currently running, those that are pending, or schedules that have run over the past day or week. If you want to [find a schedule](#) by name, use the [Schedules](#) page.

To view the details of a schedule, perform one of the following actions:

- Click the name of the schedule in the **Name** column.
The [Schedules](#) page displays for the selected schedule.
- Click **Schedules**.
The [Schedules](#) page displays with all the schedules listed in the tab view, with the details of the top schedule displayed to the right.

View the schedule history

The Schedules and Tasks –Schedules page provides you with the following information and functions:

The screenshot shows the 'Schedules and Tasks' interface. On the left, there are two tabs: 'Schedule activity' (A) and 'Schedules' (B). The 'Schedules' tab is active, showing a list of schedules. A search filter (C) and a checkbox for 'Include retired schedules' (D) are visible. The list includes 'Bank Run - Daily Schedule', 'Change customer address', and 'Mortgage Requests'. The 'Mortgage Requests' schedule is selected, and its details are shown on the right. The details include a 'Filter' (E), 'Rows per page' (F) set to 10, and a table of schedule log entries. The table has columns for 'Schedule log id', 'Status', 'Start time', and 'End time'. The entries show two completed requests on 07/05/2021.

Schedule log id	Status	Start time	End time
6	✓ Completed	07/05/2021 14:44:02	07/05/2021 14:53:17
2	✓ Completed	07/05/2021 13:20:00	07/05/2021 13:20:05

- Schedule activity** – Changes the view to the [Schedule activity](#) page. This shows a list of schedules in your Blue Prism environment. This is the default view.
- Schedules** – Changes the view to the Schedules page. This shows a tab view of the schedules, where you can select to [run the schedule](#), [view the schedule history](#), [view the tasks](#) within the schedule, and [retire the schedule](#). This page is shown in the example above.

C. **Filter by schedule name** – Search for a [specific schedule](#).



When you click the name of a specific schedule in the Schedule activity page, you are only shown the information for that schedule on the Schedules page. The search bar contains the name that you selected. If you want to see all your schedules, clear the entry in the search bar.

D. **Include retired schedules** – Displays the retired schedules in the tab view with the active schedules.

E. **Filter** – Filter the information that is displayed. You can then turn on the [required filters](#) and enter or select the appropriate information for display, for example, you could turn on the **Status** filter and select **Completed**.

F. **Rows per page** – Enter a number, or use the up and down arrows, to change the number of rows seen on a page.

G. **Previous and Next** – Click **Previous** or **Next** to move through the pages of schedules.

H. **Run (play icon)** – [Run](#) the selected schedule.

I. **Schedule history (line icon)** – Displays the schedule history for the selected schedule in the pane to the right.

J. **Additional tasks (ellipsis icon)** – Additional tasks that can be performed on the schedule, such as, [viewing the tasks](#) and [retiring the schedule](#).

K. **Refresh (refresh icon)** – Refresh the history for the currently selected schedule. This icon replaces the schedule history icon when a schedule is selected.

To view the history for a specific schedule:

1. Click the schedule history icon  for the required schedule.

The schedule history is shown in the pane and the icon changes to a refresh icon.

2. If required, click the refresh icon  to update the schedule history, for example, if the schedule is set to run on a frequent basis such as every few seconds or minutes.

Find a specific schedule

1. On the Schedules page, start typing in the **Filter by schedule name** field.

The list of schedules reduces to only those that match the text entered in the field.

2. To view all the schedules again, clear the text in the **Filter by schedule name** field.

Run a schedule

You can manually run a schedule rather than wait for it to be triggered at the scheduled time. Manually running the schedule does not impact the schedule that has been configured, it will still be triggered to run at the scheduled time.



If a schedule is already running, another run cannot be manually triggered.

1. On the Schedules page, click the run icon  for the required schedule.

A message displays asking you to confirm.

2. Click **Run** to run the schedule.

A message displays confirming the schedule has been run.

Retire and reinstate a schedule

To retire a schedule:

1. On the Schedules page, click the ellipsis icon (...) for the required schedule.
A menu displays.
2. Click **Retire**.
A message displays asking you to confirm.
3. Click **Yes**.
The schedule is retired and removed from the active list.

To reinstate a retired schedule:

1. On the Schedules page, select the **Include retired schedules** check box.
The retired schedules appear in the list with the active schedules.

 Retired schedules show **Retired** beneath the schedule title, next to the number of tasks in the schedule.

 **Change customer address**
Contains 1 task(s) | **Retired**
Runs hourly, between 00:00 and 23:59, never expires

2. Click the ellipsis icon (...) for the required schedule.
A menu displays.
3. Click **Unretire**.
A message displays asking you to confirm.
4. Click **Unretire**.
The schedule is reinstated and added to the active list.

View the schedule tasks

1. On the Schedules page, click the ellipsis icon for the required schedule.
A menu displays.
2. Click **View tasks**.
The Tasks and Sessions panel displays showing the information for the schedule.

Use the filters on the Schedules activity page

The filters enable you to easily find schedules based on the selected criteria.

1. On the Schedules activity page, click **Filter** to open the Filter panel.
2. Use the toggle to turn on the required filter and complete the information to find the schedule. You can apply multiple filters at the same time.

The available filters are:

Filter	Description
Status	<p>Select the status of the schedule from the following options:</p> <ul style="list-style-type: none"> • Completed – Displays schedules that have run successfully and completed. • Terminated – Displays schedules that have terminated and not completed. • Part exceptioned – Displays schedules where some tasks have resulted in exceptions. • Running – Displays schedules that are currently running. • Pending – Displays schedules that are due to run. <p>You can filter on more than one status at the same time.</p>
Start time	Select the required time period that the start time falls within from the drop-down list. If you select A given range , enter the date range and times in the fields provided.
End time	Select the required time period that the end time falls within from the drop-down list. If you select A given range , enter the date range and times in the fields provided.

The information on the Schedules activity page is immediately filtered displaying any matches that contain the text you have entered.



If you have set the filters but want to view the unfiltered information again, either turn off the required filters, or remove any settings within the filter so that it is blank.

3. Click **Close drawer** to close the filter panel.

Sessions

The Sessions page provides you with a summary of all the processes for your connected environments. This provides you with an alternative view of the sessions that you can view in the Blue Prism interactive client Control Room.

Session number	Process name	Resource	User	Status	Start time	End time	Latest stage	Stage started	Exception
15	Bank Run	BP-SANDBOX-43	[Scheduler]	✓ Completed	07/05/2021 15:12:23	07/05/2021 15:17:44	Work Queues::Get Next Item	07/05/2021 15:17:44	
14	Bank Run	BP-SANDBOX-43	[Scheduler]	✓ Completed	07/05/2021 15:01:53	07/05/2021 15:07:13	Wait1	07/05/2021 15:07:06	
13	Change customer address	BP-SANDBOX-43	[Scheduler]	✗ Terminated	07/05/2021 14:54:03	07/05/2021 15:00:22	Wait1	07/05/2021 15:00:06	System Exception
12	Mortgage Requests	BP-SANDBOX-43	[Scheduler]	✓ Completed	07/05/2021 14:44:03	07/05/2021 14:53:14	Wait1	07/05/2021 14:52:46	
10	Bank Run	BP-SANDBOX-43	[Scheduler]	✓ Completed	07/05/2021 14:25:32	07/05/2021 14:30:55	Wait1	07/05/2021 14:30:47	
9	Change customer address	BP-SANDBOX-43	[Scheduler]	✗ Terminated	07/05/2021 14:22:00	07/05/2021 14:22:01	Start	07/05/2021 14:22:00	Internal
5	Change customer address	BP-SANDBOX-43	[Scheduler]	✗ Terminated	07/05/2021 13:22:00	07/05/2021 13:22:00	Start	07/05/2021 13:22:00	System Exception
4	Mortgage Requests	BP-SANDBOX-43	[Scheduler]	✓ Completed	07/05/2021 13:20:00	07/05/2021 13:20:01	Start	07/05/2021 13:20:00	

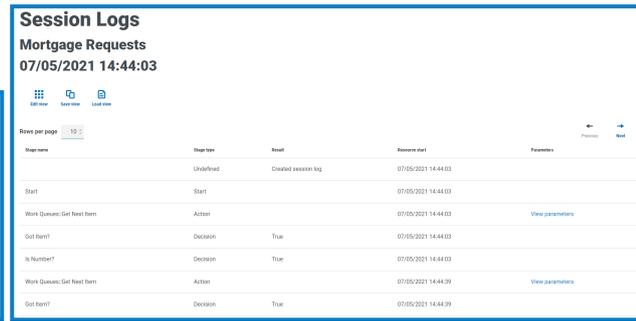
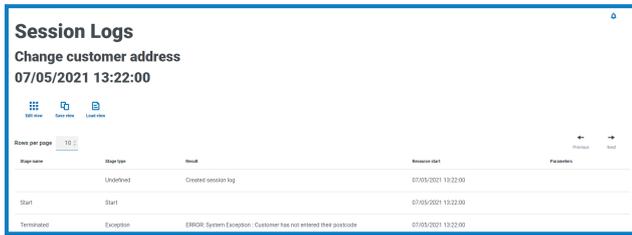
The Sessions page provides you with the following information and functions:

- Edit view** – Define the columns that are displayed. You can then show or hide the columns using the toggle switches. You can also change the grid to display in a compact format.
- Filter** – Filter the information that is displayed. You can then turn on the **required filters** and enter or select the appropriate information for display, for example, you could turn on the **Status** filter and select **Terminated**.
- Save view** – Save your current column settings. You can enter a name for your view to make it easily identifiable when loading views.
- Load view** – Load a saved view. You can select the required view and click **Apply**.
- Rows per page** – Enter a number, or use the up and down arrows, to change the number of rows seen on a page.
- Previous and Next** – Click **Previous** or **Next** to move through the pages of work queues.
- Process name** – Click on the name of a process to [view the log](#) for that session.

View the session logs

- On the Sessions page, click the name of the required process.
The Session Logs page displays with a history of the processes that have been run.
- If available in the **Parameters** column, you can click **View Parameters** to see the information about the parameters in the process.

As an example, the images below show a log for a terminated session and for a completed session:



Use the filters on the Sessions page

The filters enable you to easily find sessions based on the selected criteria.

1. On the Sessions page, click **Filter** to open the Filter panel.
2. Use the toggle to turn on the required filter and complete the information to find the session. You can apply multiple filters at the same time.

The available filters are:

Filter	Description
Session number	Enter the full or partial number for the session.
Process name	Enter the full or partial name of the process.
Digital worker	Enter the full or partial name of the Digital Worker.
User	Enter the user's username, or part of their username.
Status	<p>Select the status of the session from the following options:</p> <ul style="list-style-type: none"> • Pending – Displays sessions that are due to run. • Running – Displays sessions that are currently running. • Terminated – Displays sessions that have terminated and not completed. • Stopped – Displays sessions that have been stopped and are no longer running, but are not completed. • Completed – Displays sessions that have run successfully and completed. • Stopping – Displays sessions that are in the process of stopping. • Warning – Displays sessions that have warnings. <p>You can filter on more than one status at the same time.</p>
Start time	Select the required time period that the start time falls within from the drop-down list. If you select A given range , enter the date range and times in the fields provided.
End time	Select the required time period that the end time falls within from the drop-down list. If you select A given range , enter the date range and times in the fields provided.
Latest stage	Enter the full or partial stage name.

Filter	Description
Stage started	Select the required time period that the stage started within, for example, select Over 2 hours to filter against start times more than two hours ago.

The information on the Sessions page is immediately filtered displaying any matches that contain the text you have entered.

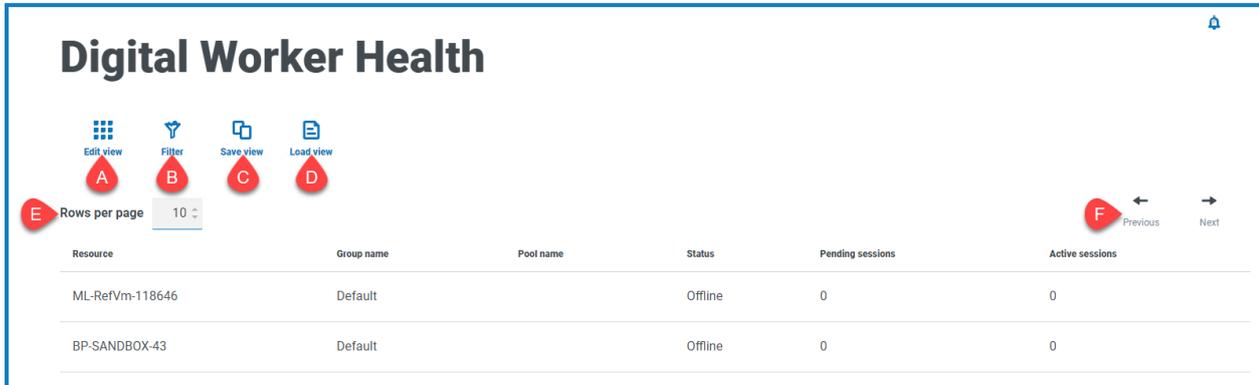


If you have set the filters but want to view the unfiltered information again, either turn off the required filters, or remove any settings within the filter so that it is blank.

3. Click **Close drawer** to close the filter panel.

Digital Worker Health

The Digital Worker Health page provides you with a summary of all the Digital Workers/runtime resources that are available for your connected environments. These are the same as the resources that you see in the Blue Prism interactive client Control Room.



The Digital Worker Health page provides you with the following information and functions:

- A. **Edit view** – Define the columns that are displayed. You can then show or hide the columns using the toggle switches. You can also change the grid to display in a compact format.
- B. **Filter** – Filter the information that is displayed. You can then turn on the [required filters](#) and enter or select the appropriate information for display, for example, you could turn on the **Status** filter and select **Id**.
- C. **Save view** – Save your current column settings. You can enter a name for your view to make it easily identifiable when loading views.
- D. **Load view** – Load a saved view. You can select the required view and click **Apply**.
- E. **Rows per page** – Enter a number, or use the up and down arrows, to change the number of rows seen on a page.
- F. **Previous and Next** – Click **Previous** or **Next** to move through the pages of work queues.

Use the filters on the Digital Worker Health page

The filters enable you to easily find audit events based on the selected criteria.

1. On the Digital Worker Health page, click **Filter** to open the Filter panel.
2. Use the toggle to turn on the required filter and complete the information to find the Digital Worker. You can apply multiple filters at the same time.

The available filters are:

Filter	Description
Digital worker	Enter the full or partial name of the Digital Worker.
Group name	Enter the full or partial name of the group.
Pool name	Enter the full or partial name of the pool.
Status	Select the status of the session from the available options. You can select more than one status.

Filter	Description
Pending sessions	Enter a numerical value for the minimum number of pending sessions that a Digital Worker has. Digital workers with this number of pending sessions or higher will display.
Active sessions	Enter a numerical value for the minimum number of active sessions that a Digital Worker has. Digital workers with this number of active sessions or higher will display.

The information on the Digital Worker Health page is immediately filtered displaying any matches that contain the text you have entered.



If you have set the filters but want to view the unfiltered information again, either turn off the required filters, or remove any settings within the filter so that it is blank.

3. Click **Close drawer** to close the filter panel.

Dashboard widgets

The Control Room plugin also provides a number of dashboard widgets, which you can apply and customize to monitor your Blue Prism environment at a glance.

To customize your widgets:

1. On the Dashboard, click **Edit widgets**.

The widgets that can be customized display an **Options** icon; all widgets display a **Remove** icon.

2. Click **Options** next to the required plugin.

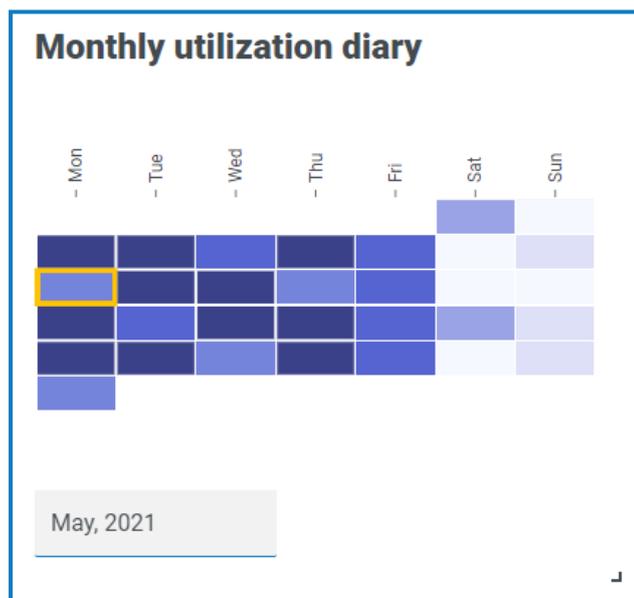
The Display options panel displays.

3. Set the options as required and click **Close drawer**.

The widgets update as soon as the options are selected and the Display options panel closes.

Monthly utilization diary

This enables you to view the level of use of your digital workforce for each day of a month. You can hover over a block in this chart to view the utilization level. An example of the Monthly utilization diary widget is shown below:



 The darkest color indicates the highest level of use, the lightest color is the lowest level.

Utilization chart

This displays how much the selected Digital Workers are used as a line graph against the hours for a given date.

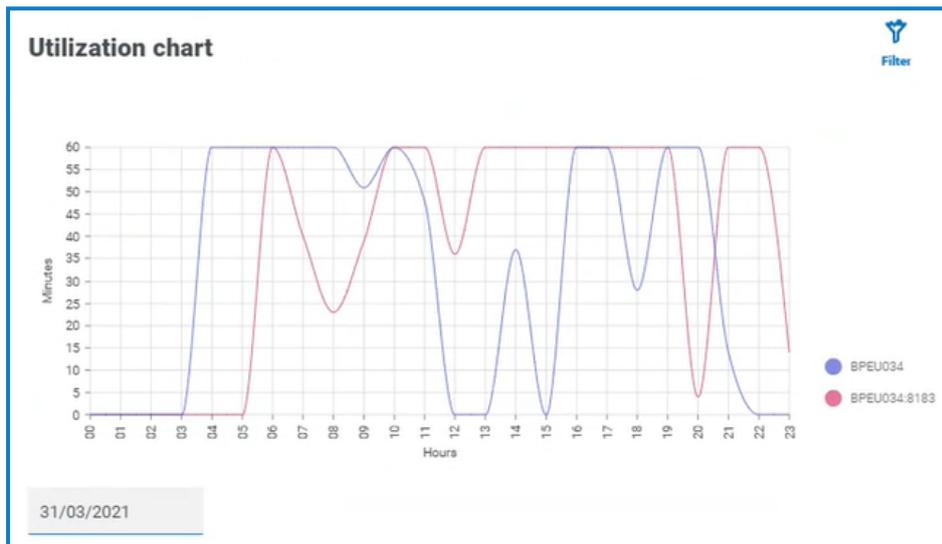
To configure the widget:

1. On the Utilization chart widget, click **Filter**.

The Filter panel displays.

2. Under the **Select digital workers** filter, enter the Digital Worker name or select one from the drop-down list. You can have more than one Digital Worker set for this widget.

For example (with the options set to activity and minutes):



3. Click **Close drawer** to close the Filter panel.
4. If you want to view the information for a different day, enter the date in the date field and press Enter.
5. If required, use the [options](#) to customize this display further.

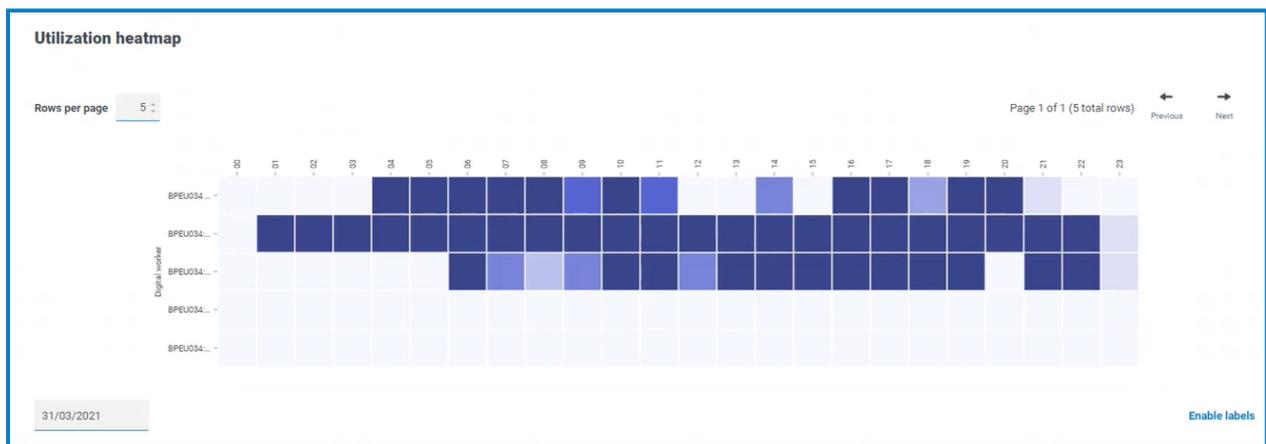
Utilization heatmap

This displays a list of Digital Workers and the hours that they were utilized for a given date. By default, it will show you the data for the current date.

To configure the widget:

1. On the Utilization heatmap widget, click **Enable labels** to view a numerical value within each of the colored squares. You can click **Disable labels** to remove these values.
2. If you want to view the information for a different day, enter the date in the date field and press Enter.

The Utilization heatmap updates. For example (with the options set to activity and minutes):



The darkest color indicates the highest level of use, the lightest color is the lowest level.

3. If required, use the [options](#) to customize this display further.

Work queue compositions

This enables you to view the composition of work queue items across your work queues. When you add the widget, it will not display any data.

To configure the widget to point at a specific work queue:

1. On the Work queue compositions widget, click **Filter**.
The Filter panel displays.
2. Under the **Select queue** filter, enter the queue name or select one from the drop-down list.
3. Click **Close drawer** to close the Filter panel.

The widget displays the information for the work queue that you want to monitor. For example:

