

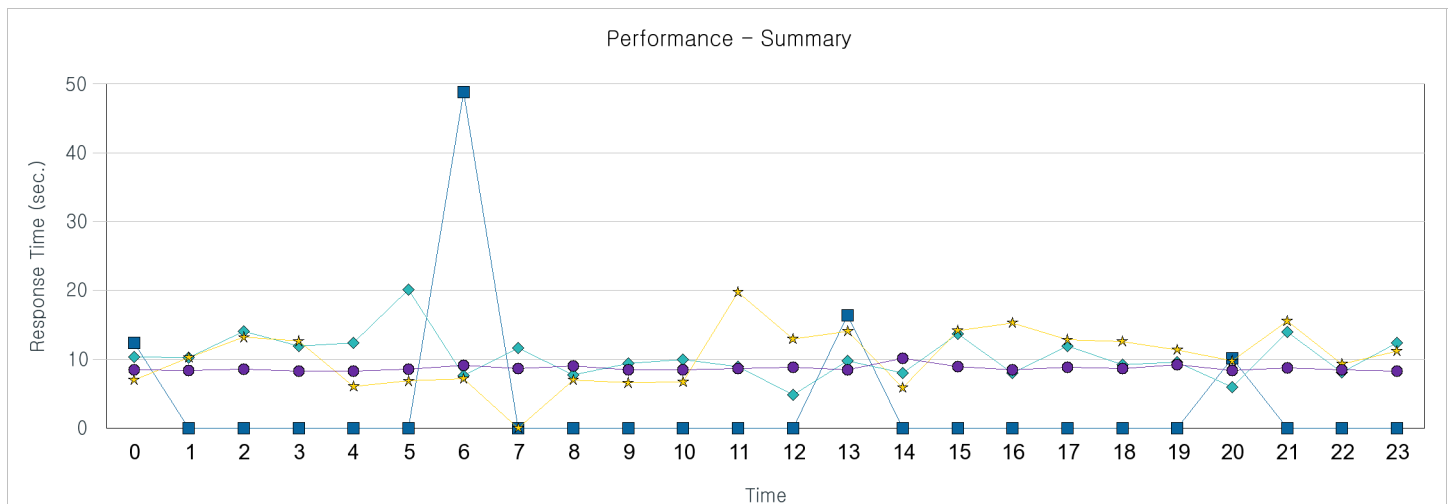
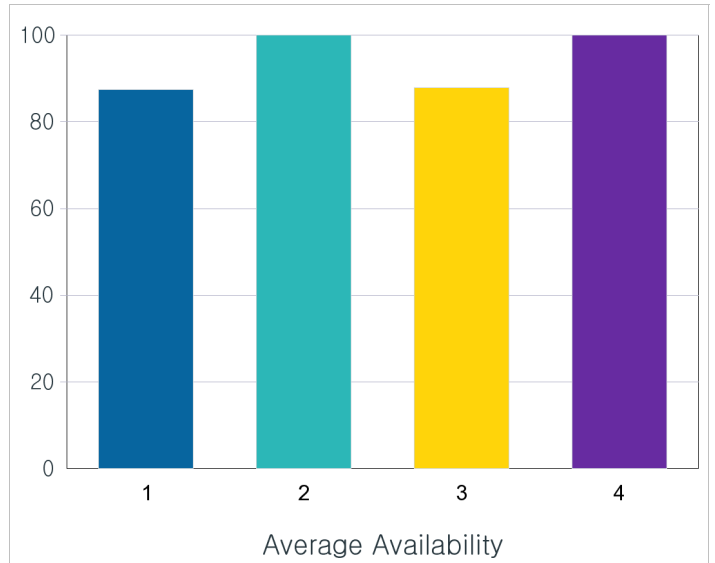
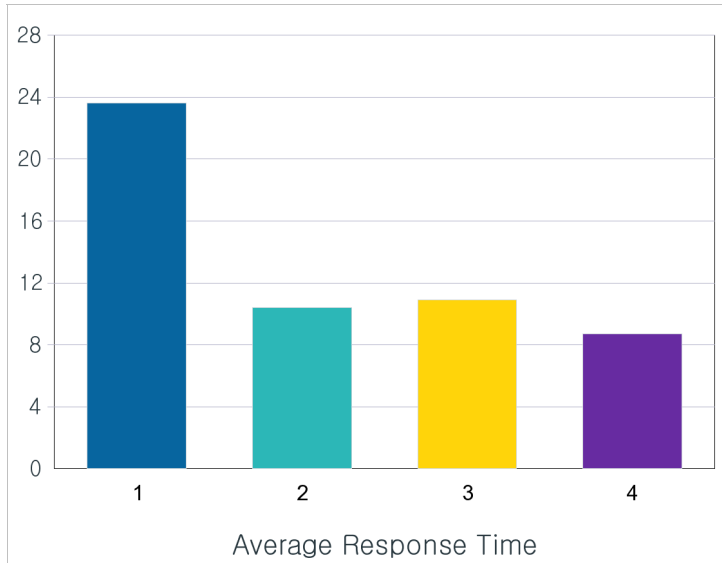
Prepared For: Schneider-Electric

Refresh Date: 28 Sep 2017 05:00

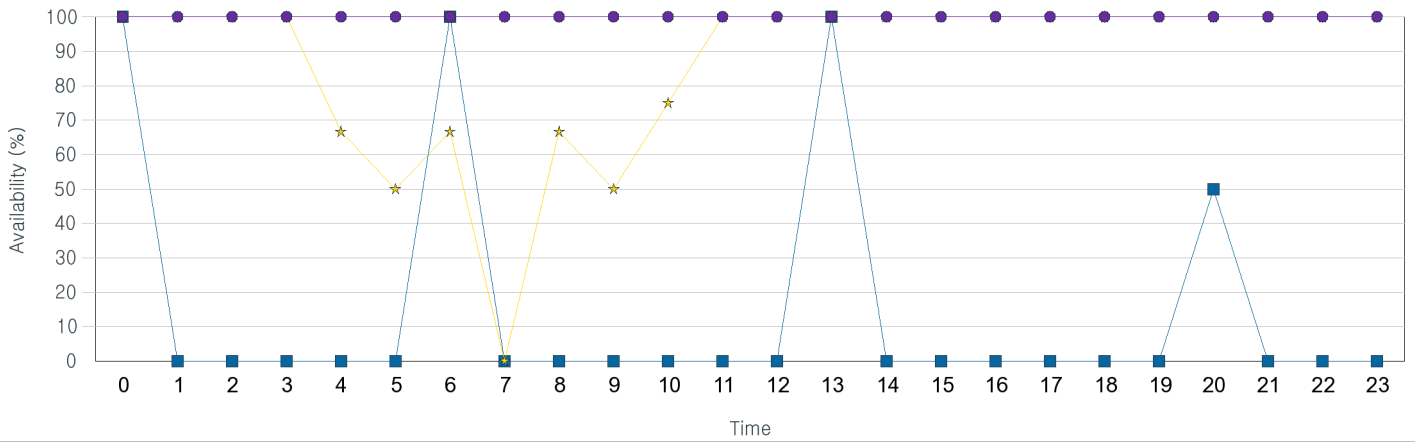
Time Period: Yesterday (27 Sep 2017 00:00 to 28 Sep 2017 00:00)

(GMT +02:00) Central European Summer Time

Test	Type	# Steps	Average Response Time (sec)	Availability (%)
1 ■ bFS - Test - FF Agent	Private Peer	3	23.63	87.5
2 ■ cKM-Proface-Japan-BB - FF Agent	Backbone	3	10.42	100
3 ■ cKM-SE-BB - FF Agent	Private Peer	3	10.90	87.93
4 ■ REMEDY_SUPPORT_8082 - Chrome Agent	Private Peer	3	8.69	100

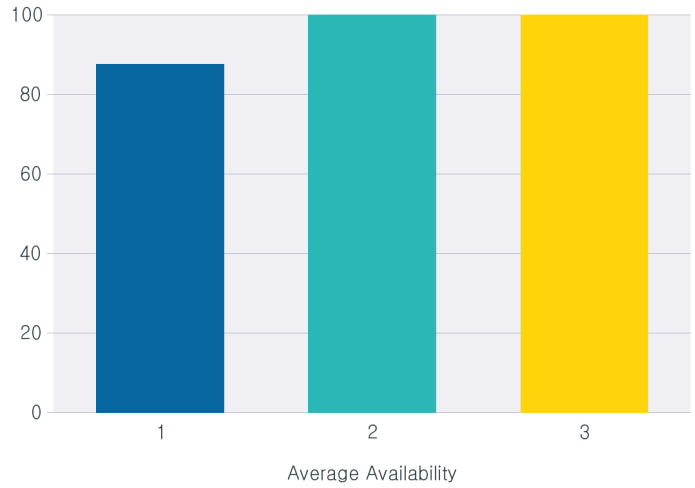
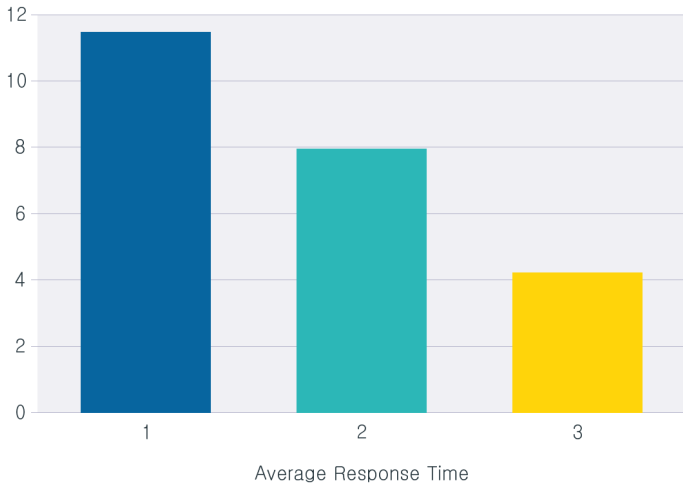


Availability - Summary

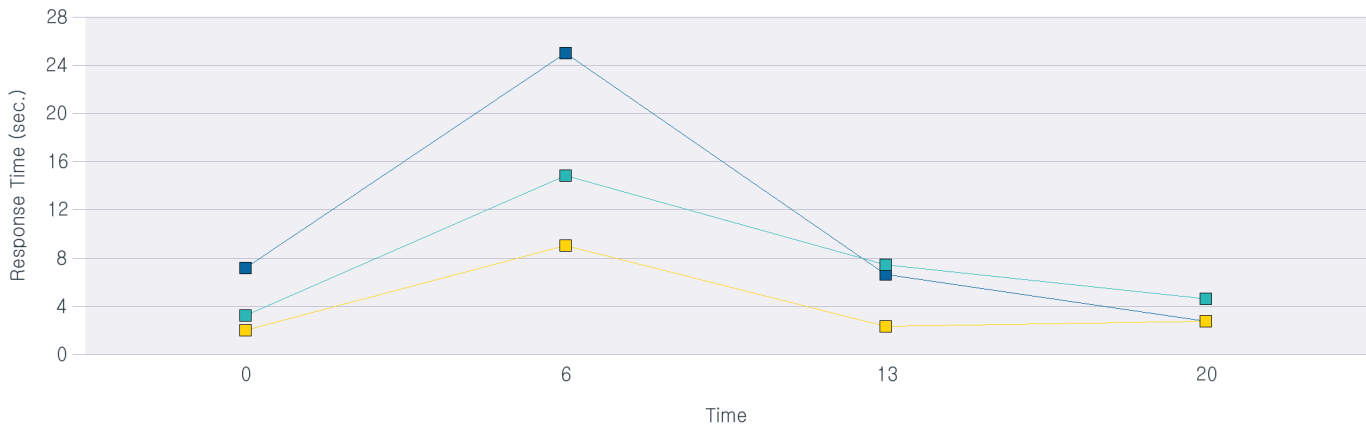


**Private Peer Test: bFS - Test - FF Agent**

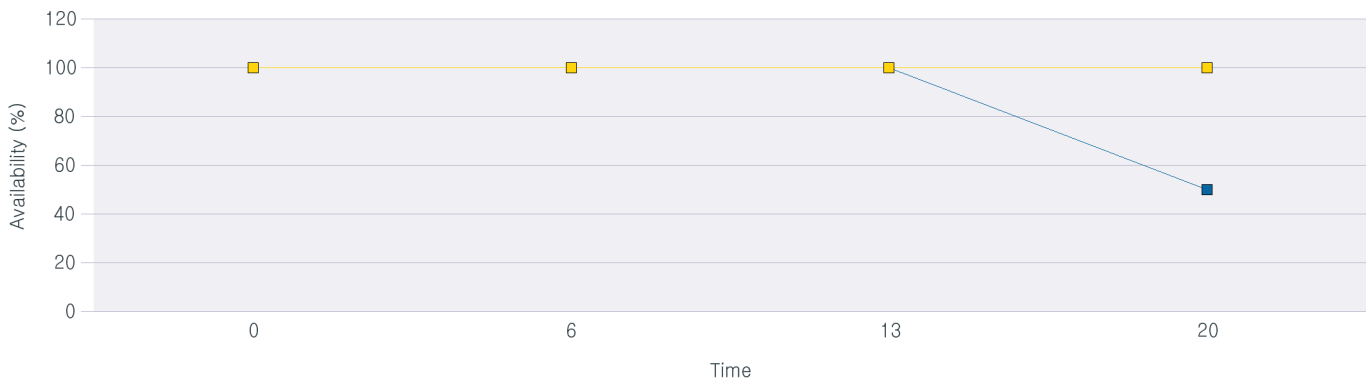
Pagename	Average Response Time (sec)	Availability (%)	Total Steps	Failed Steps	Valid Steps
Browse SFDC address	11.47 <span style="color: red;">■</span>	87.5 <span style="color: red;">■</span>	8	1	7
Login   Salesforce	7.94 <span style="color: red;">■</span>	100 <span style="color: green;">■</span>	7	0	7
Salesforce Login	4.21 <span style="color: red;">■</span>	100 <span style="color: green;">■</span>	7	0	7



**Performance - Summary**

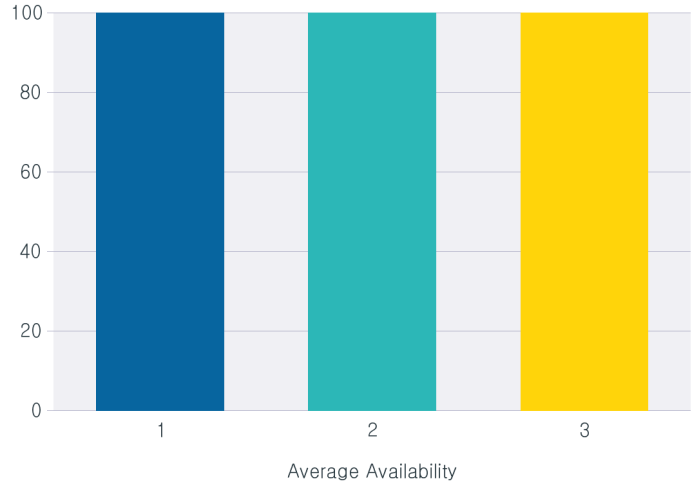
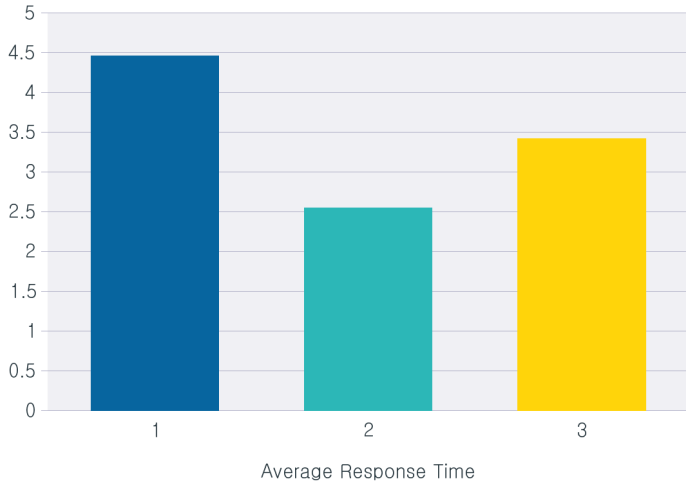


**Availability - Summary**

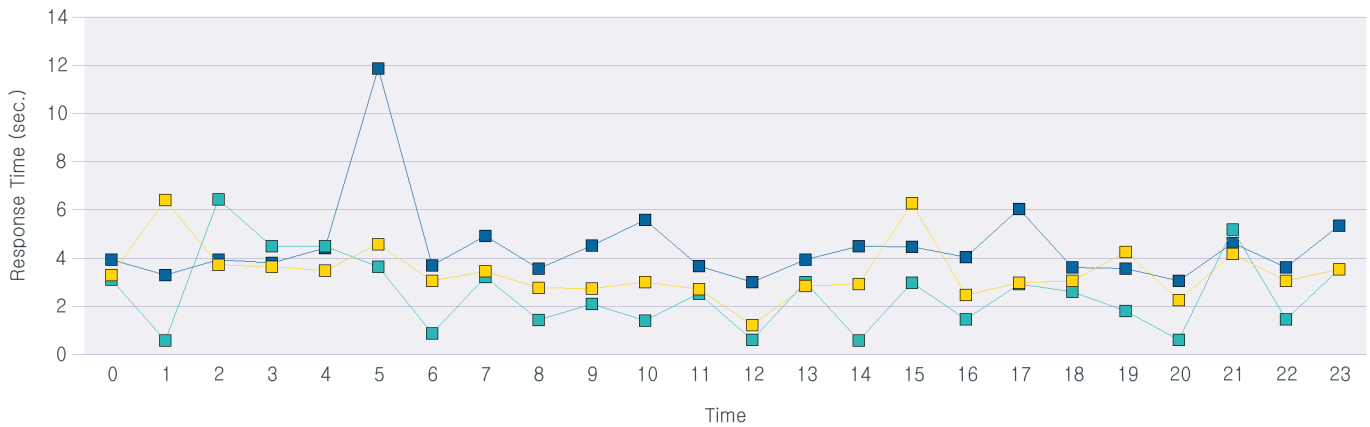


## Backbone Test: cKM-Proface-Japan-BB - FF Agent

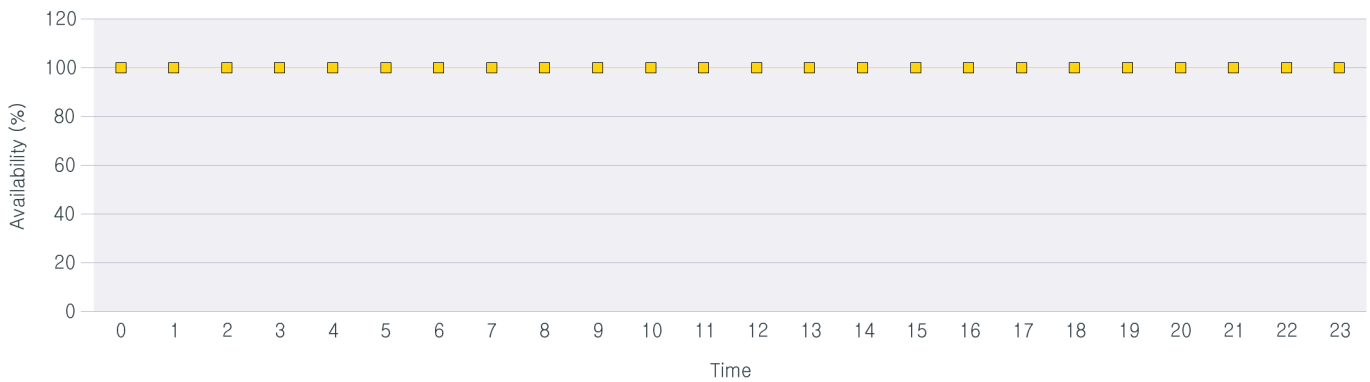
Pagename	Average Response Time (sec)	Availability (%)	Total Steps	Failed Steps	Valid Steps
Home Page	4.46	100	24	0	24
Search FAQ	2.55	100	24	0	24
FAQ Detail	3.41	100	24	0	24



### Performance - Summary

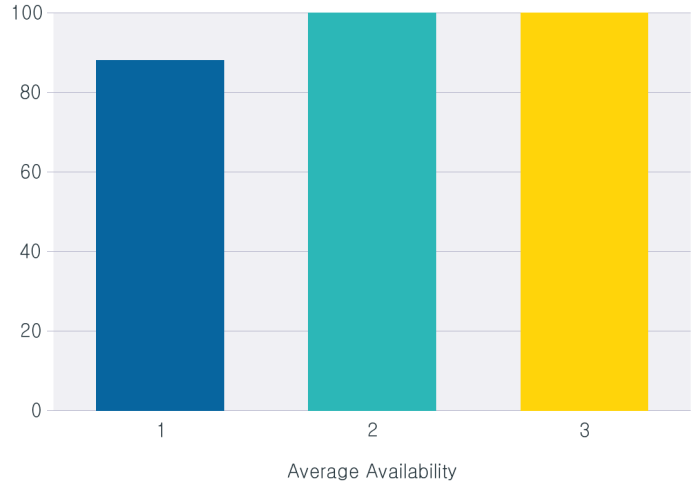
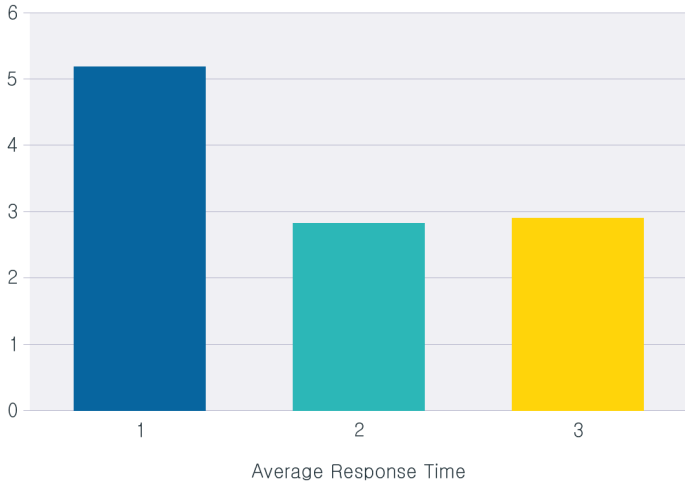


### Availability - Summary

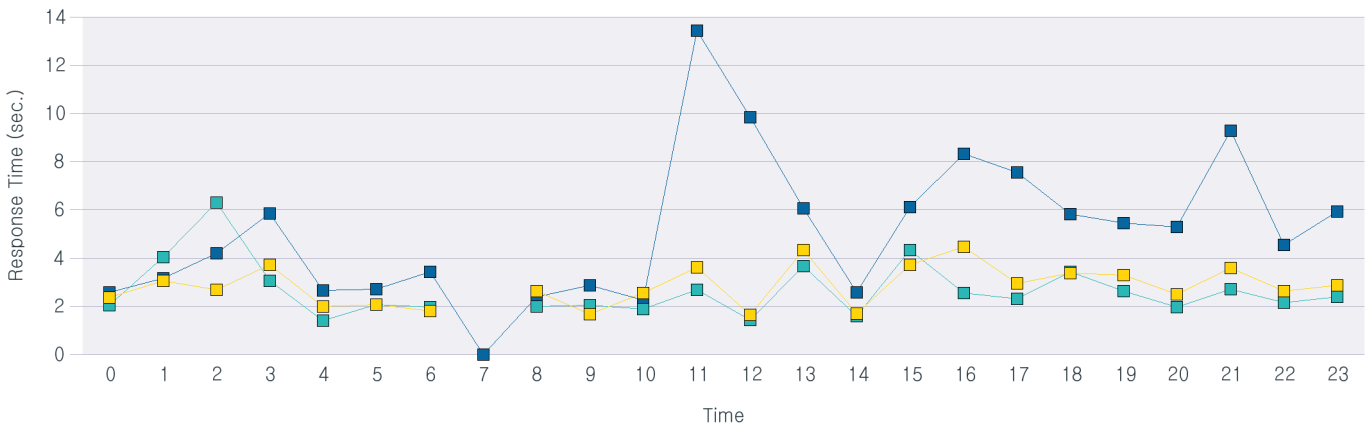


## Private Peer Test: cKM-SE-BB - FF Agent

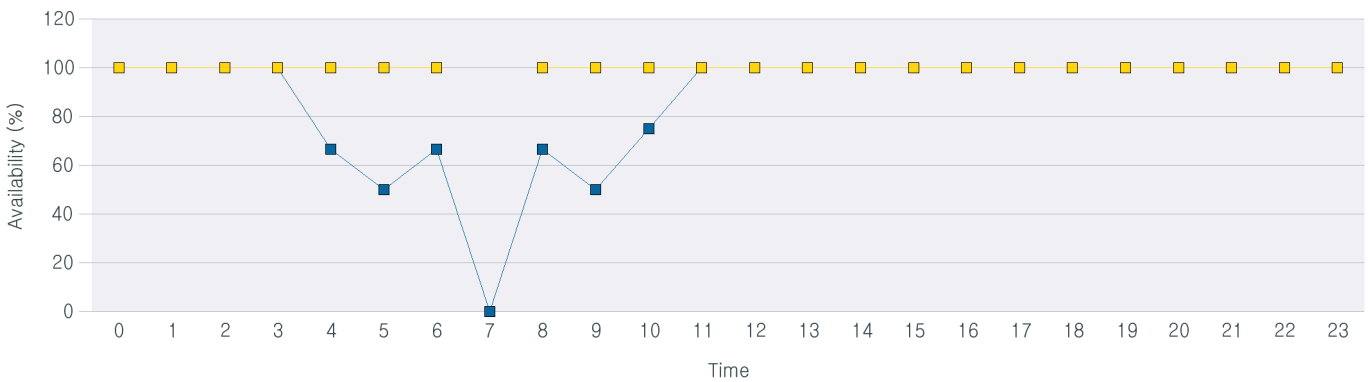
Pagename	Average Response Time (sec)	Availability (%)	Total Steps	Failed Steps	Valid Steps
Home Page	5.18 <span style="color: red;">■</span>	87.93 <span style="color: red;">■</span>	58	7	51
Search FAQ	2.83 <span style="color: orange;">■</span>	100 <span style="color: green;">■</span>	51	0	51
Detail FAQ	2.9 <span style="color: orange;">■</span>	100 <span style="color: green;">■</span>	51	0	51



### Performance - Summary

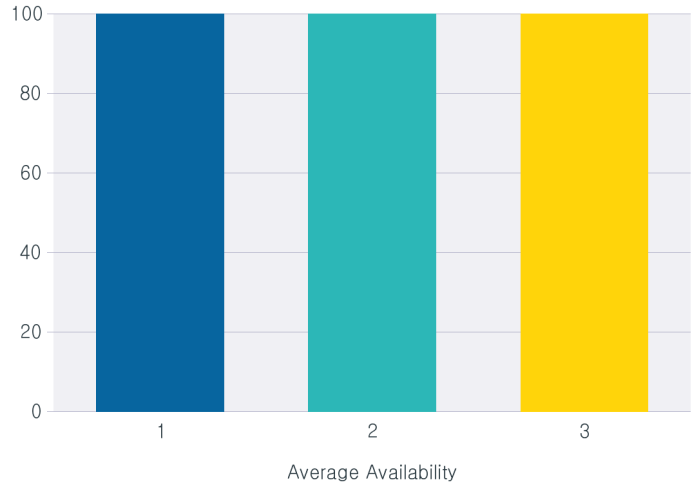
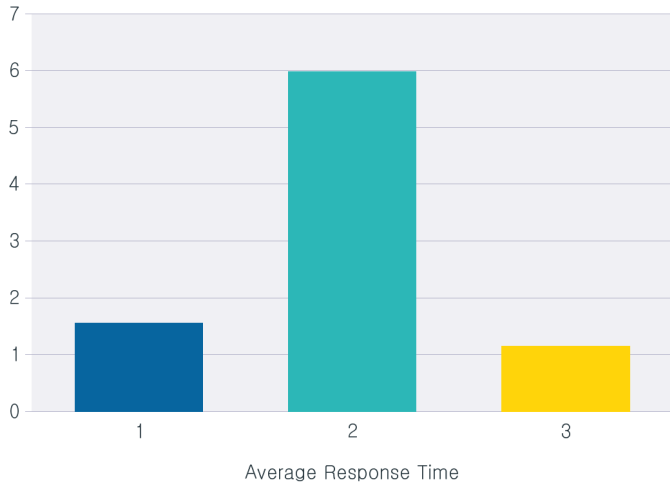


### Availability - Summary

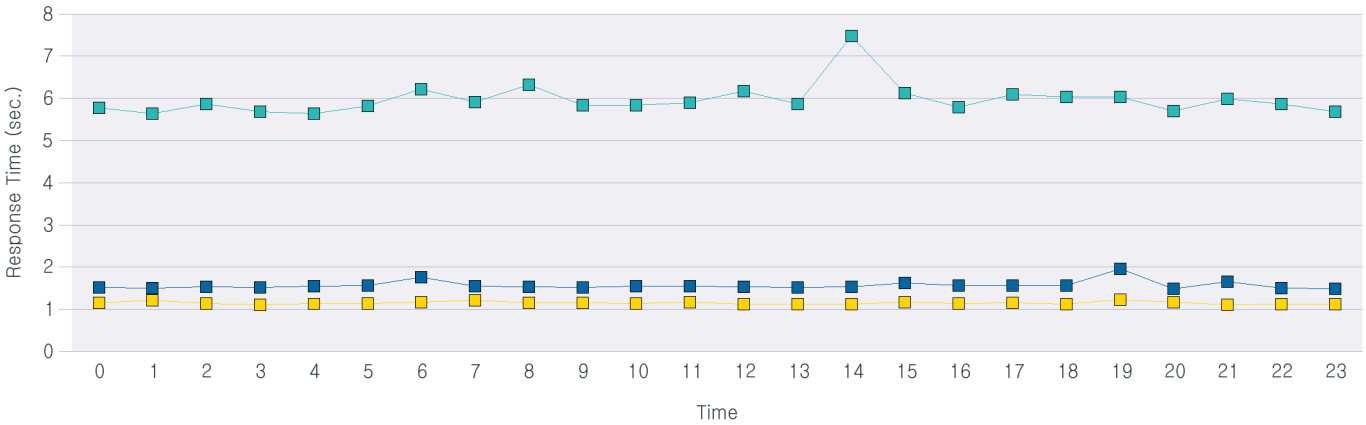


## Private Peer Test: REMEDY\_SUPPORT\_8082 - Chrome Agent

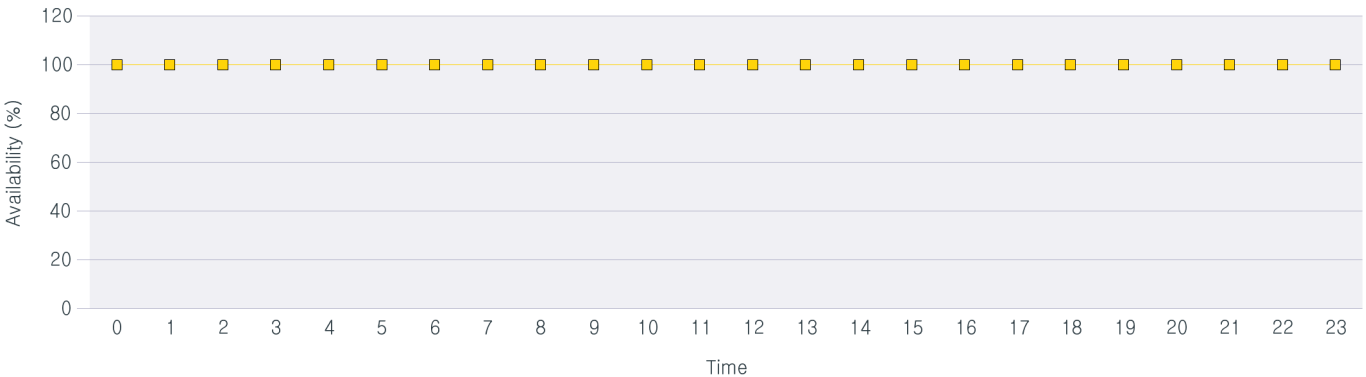
Pagename	Average Response Time (sec)	Availability (%)	Total Steps	Failed Steps	Valid Steps
BMC\u00A0Remedy\u00A0Mid\u00A0Tier \u00A09.1 - Login	1.56	100	199	0	199
BMC Remedy (Search)	5.98	100	199	0	199
BMC\u00A0Remedy\u00A0Mid\u00A0Tier \u00A09.1 - Logout	1.15	100	199	0	199



### Performance - Summary



### Availability - Summary



## Definitions

### Availability

The percentage of tests conducted during a specific period of time that completed successfully. Calculated as:  $(\text{Number of Successful Tests}) / (\text{Number of Successful Tests} + \text{Number of Failed Tests})$ . This is also called Test Success Rate.

### Response Time:

For full-object tests, and for Firefox and Chrome no object tests – The time, as measured in seconds, from when a user clicks on a link to the time when the last content is downloaded. This includes the time to collect all objects on all steps of the test, including 3rd party content from off-site servers, graphics, frames, and redirection.

For Internet Explorer and UTA no-object tests – the time, as measured in seconds, from when a user clicks on the link to the time when the root object is downloaded.

### Response Time Average:

The arithmetic mean for all successful tests or steps in the selected time period.




### Service Level Thresholds:

Values entered by the user or calculated automatically by the report, used to categorize performance metrics as Good, Warning, or Severe.


### Type:

They kind of synthetic test being run. Options are Backbone, Mobile, Last Mile and Private Last Mile.

## Step Availability Threshold

- Severe:  95 %
- Warning:  98 %
- Good:  Greater than 98 %

## Step Response Time Threshold

- Severe:  4 Seconds
- Warning:  2 Seconds
- Good:  Less than 2 Seconds
- N/A: 