

How does the Customer Support Details screen work?

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This article describes the Customer Support Details screen available for troubleshooting. This screen will run a series of different computer performance and network checks. These details can help determine the root cause of performance issues and guide support on the next steps toward a resolution.

Customer Support Details

User: !chandler Database: MOST_DEV

Run Results

Fibonacci: 506 ms

Dom: 1306 ms

Remote Download: 293 ms

OfficeMd Download: 492 ms

Results

Type	Computation Test	Rendering Test	3rd Party Download Test	OfficeEMR Download Test
!chandler	505	1346	296	462
!chandler	1225 >95% (Very poor)	1350	290	377
!chandler	562 >Median	1388 >Median	570 >Median	344
!chandler	866 >90% (Poor)	3444 >95% (Very poor)	841 >75%	348
Company Median	549	1387.75	461.73334	483
Global Median	550	1386.1111	451.1	488.16666

All test times are in milli-seconds. Run Timestamp is displayed using your computer time zone. Data is from the last 30 days of results.

What tests are being run?

Computation Test

The computation test gauges the user's CPU performance by running a series of functions that generate a Fibonacci sequence and then perform calculations upon the generated set. The time it takes to complete these calculations is represented in the table in milliseconds.

Rendering Test

The rendering test will measure the computer's ability to generate and display information within the DOM. The time it takes to complete this is represented in milliseconds.

3rd Party Download Test

The 3rd party download test attempts to retrieve a fixed set of data from an external site outside of iSalus Healthcare. The time it takes to retrieve the information is represented in milliseconds.

OfficeEMR Download Test

Similar to the 3rd party download, this test attempts to retrieve a fixed set of data from within iSalus Healthcare resources. The time it takes to retrieve the data is represented in milliseconds.