Contents

Click on the icons to navigate to the relevant pages

Getting Started with SAP

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This section will provide an introduction to the basic features in SAP Analytics Cloud

Useful Definitions

Story - A dashboard that uses charts, visualisations, text, images, and pictograms to describe data

Model - A representation of the business data of an organisation, organised into dimensions and measures

Dimension - A data object that represents categorical data (for example, product type, currency, or date)

Measure - A data object that represents quantitative data (for example, balance, transaction amount, or volume of payments)

Google Chrome Browser Settings

To ensure the optimum running of Analytics Cloud, you must configure your browser by following the below steps:

1. **Chrome Version**

- Go to the Settings - About Chrome page (chrome://settings/help)
- Check that you have the latest version of Chrome. If not, install the update

2. **Cookies**

- Go to Settings page (chrome://settings/)
- Search for Privacy Settings. Select Site Settings and then Cookies
- Switch off 'Block third-party cookies'

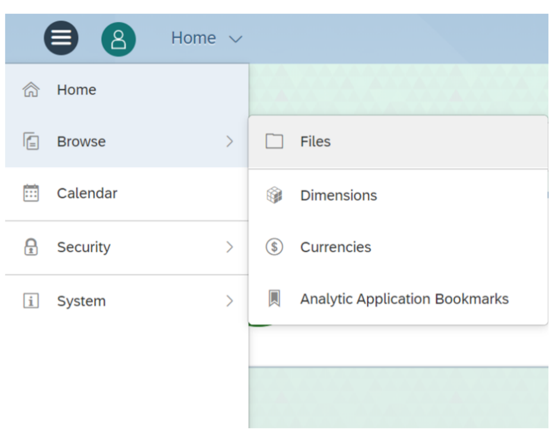
3. **Pop-ups**

- Go to Settings page (chrome://settings/)
- Search for Pop-ups and Redirects
- Add [*.]sapanalytics.cloud to the allowed sites list

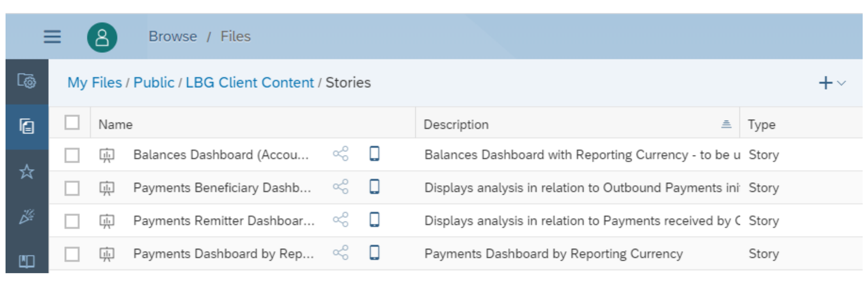
Navigating to a Story

1. To view a story, click on the Menu button in the top left of the screen

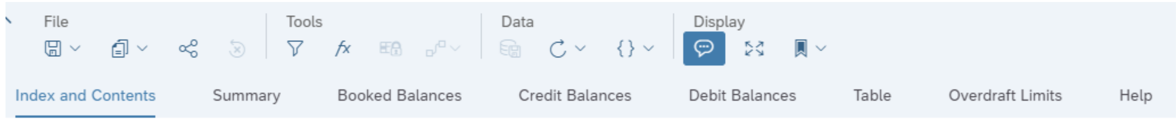
2. In the dropdown menu, click on Browse > Files to view your folders and files



3. Navigate to a Story within the file / folder structure. Double click the Story to open it - the story will open in View Mode



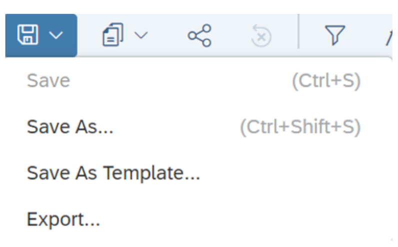
4. A story may have multiples pages, you can navigate between them by clicking on the tabs under the menu bar



Overview of Menu Buttons

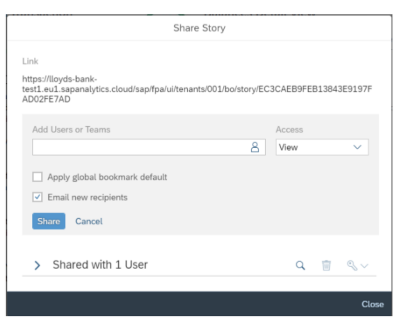
Save

- **Save As** - Save the story as a new version
- **Save As Template** - Save a story as a template that can be used to create a new story
- **Export** - Export the story as a PDF file or Google Slides



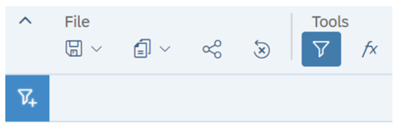
Share

- **Share** stories with users or teams
- Note: Users with View Only permissions to a story will not be able to share it. They must be given Share permissions to do so



Story Filter

- The **Story Filter** allows you to apply filters to all charts in a story that are based on the same model
- In the filter bar, select the Add Story Filter / Prompt button and

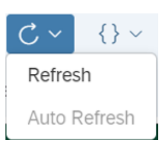


Formula Bar

- The **Formula Bar** allows you to view the formulas applied to cells in a table, or to calculate values in empty table rows and

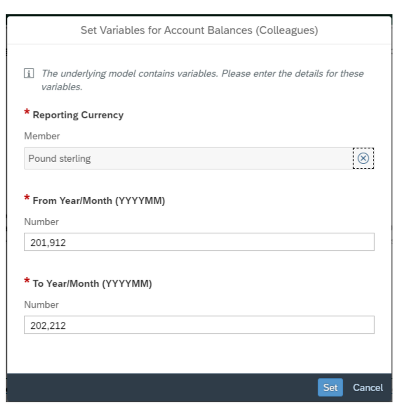
Refresh

- **Refresh** the data in the story



Edit Prompts

- Use **Edit Prompts** to add story variables, i.e. from and to dates, reporting currency
- These variables control the data extraction from the back-end database
- After the variables are set, the information you provide will be used by all tables and charts that use the same data source
- Note: Be careful to



Comment Mode

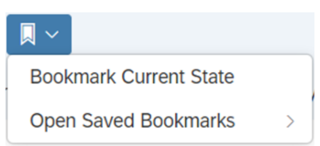
- Add **Comments** to a specific page or widget within a story. Other users can reply or like your comment
- Select a page or a

Fullscreen

- Enter **Fullscreen** mode (it is recommended that stories are viewed in full screen)

Bookmark

- Create **Bookmarks** to save different states of a story
- Open a Default or Saved Bookmark
- Users can create both personal bookmarks (only you can see them) and global bookmarks (all users can see them)



Story Features

1. Right click on a chart or click the More Actions button to display the Chart Context Menu

2. There are a number of different options within the Chart Context Menu that allow you to interact with the chart. Different options are available for different chart types

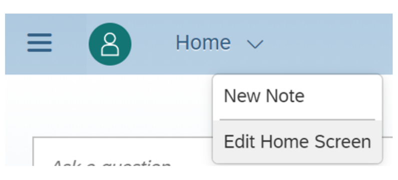
- **Add** - Access the Add More Functionality menu. In View Mode, the only option available is to add a comment to the chart
- **Collapse Title / Expand Title** - Collapse the title to show only one line of text in the chart title or expand to show the full text
- **Export** - Export data from a chart as a CSV file, with or without formatting
- **Fullscreen** - Expands the tile to fill the canvas
- **Open Explorer** - Launch the Explorer to see a faceted view of your data, which you can manipulate to generate charts. You can select different measures and dimensions to build the visualisation and experiment with filters
- **Pin to Home** - Adds the chart to your home screen
- **Rank** - Show a specified number of the lowest or highest ranked members
- **Show as Percentage / Show as Value** - In a Time Series chart, you can choose to display values as a percentage or as the actual value of data points
- **Sort** - Apply an ascending or descending sort to a chart. Select the measure or dimension you want to sort, and the sort direction
- **View Controls** - Open the Controls pane

3. If you right click on a data point in a chart, further menu options appear. Different options are available for different chart types

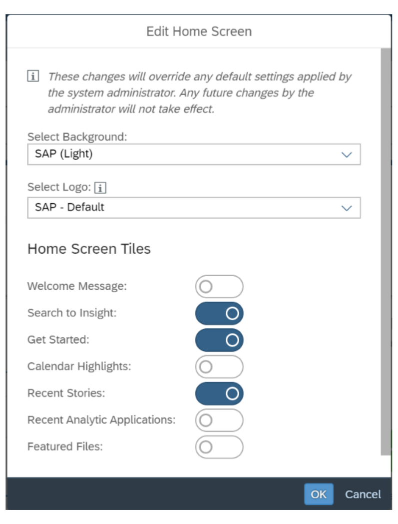
- **Break Axis** - Add an axis break to the chart
- **Drill Up / Drill Down** - Drill through hierarchical data (i.e. Year, Quarter, Month, Day)
- **Exclude** - Exclude specific data points
- **Filter** - Include only specific cells
- **Open Hyperlink** - Shows the existing hyperlink, when there is one

Customise your Home Screen

1. Click the downward arrow next to Home and select Edit Home Screen



2. In the Edit Home Screen window, you can customise the home screen to fit your needs



The following features can be customised:

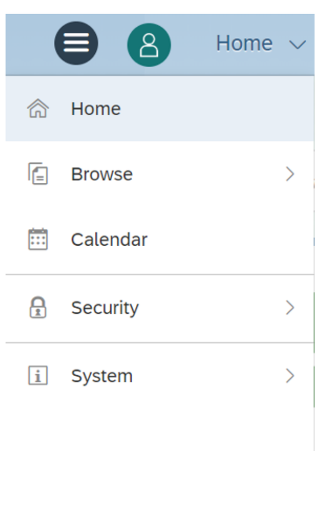
- The background colour of the home page
- The logo that appears at the bottom of the home page

The following features can be switched on or off:

- Welcome Message
- Search to Insight
- Get Started
- Calendar Highlights
- Recent Stories
- Recent Analytic Applications
- Featured Files

Main Menu Options

For a user with view only permission, the following page options will be available in the Main Menu



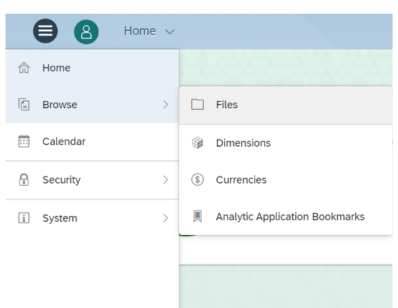
Home - Return to the home page

Browse - Access files and folders

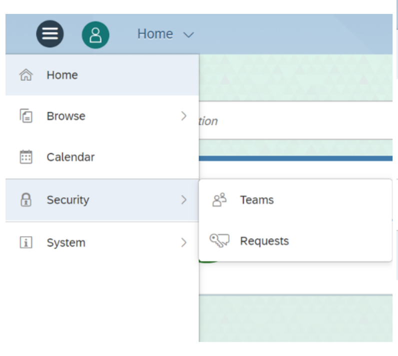
Calendar - View, create, and manage your tasks and processes

Security - View teams and role requests (functionality turned off)

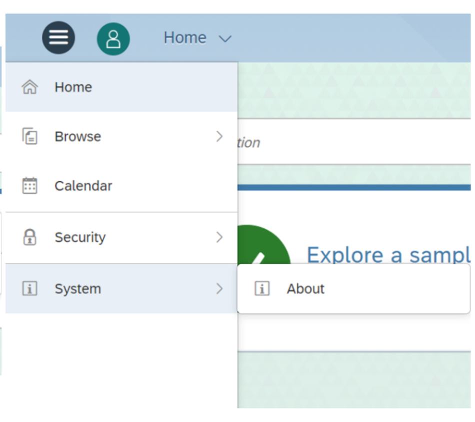
Browse Menu



Security Menu



System Menu



Overview of Top Toolbar Buttons

Search

- **Search** the platform for quick access to content (i.e. dashboards, folder etc.)

Search to Insight

- Access quick insights about your data by querying the **Search to Insight** tool
- Note: Data Models must be enabled for Search to Insight for this feature to work

Notifications

- View and manage **Notifications** within the platform

Collaboration

- Start a new **Discussion** or view existing discussion threads
- Only people who have been invited can see the discussion

Help

- Launch the **Help Centre** to access tailored help pages or tutorial videos

Quick Help Links

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This section will provide a series of quick help topics. Simply click on a link and it will take you straight to the SAP Help Portal page

Story Creation

i. Creating a New Story
Create a new story in a few steps. Use a story to describe your data with charts, tables, text, images and more

ii. Adding Data to a Story
Import data from an external data source into a new story

iii. Setting Story Variables
A data source for a chart or table may prompt you to add variables before data can be displayed

iv. Creating Charts
Create charts in a story to display your data

v. Creating Tables
Tables can be used on story pages to view and analyse data

vi. Story and Page Filters
Use story and page filters to narrow the scope of your analysis

vii. Blending Data
Create stories with visualisations using data from multiple models and datasets

viii. Linking to Another Page, Story, or External URL
Add a hyperlink to another story or page, or to an external URL

ix. Creating a Linked Analysis
Create a linked analysis from a chart or a table that simultaneously update multiple charts in your story

Collaboration for Stories
Collaborate on a story either by creating a discussion or by posting comments

Exporting a Story as a PDF
Export a story as a PDF file

Exporting Data as a CSV File
Export data from your chart or table as a CSV file

Exporting Table Data as an Excel File
Export data from your table as an Excel (XLSX) file

Save a Story as a Template
Save a story as a template that can be used to create a new story

Search to Insight
Access quick insights about your data by querying the Search to Insight tool

Sharing Stories or Bookmarks
Share stories or bookmarks, including personal bookmarks, to other users or teams

Smart Insights
Smart Insights lets you see more information about a particular data point in your visualization or table, as well as about a variance on your acquired data

Using Searches with Filters
*Allows users to perform *wildcard searches on the Story Input Filters*

Pasting Values into Page Filters
Allows users to take a list of required attributes and paste into the Filter instead of searching for values

Client Admin Help

Return to Contents Page

This section will cover the role of a Client Admin user, to create folders and teams, and manage content through folder permissions

Key Points to Note:

User Permissions -

1. The accounts that a user has access to see in Analytics are driven by the account permissions set within Lloyds Bank Gem Connect
2. All Lloyds Bank content is made available within the Public Folder in Analytics, which only Client Admin users have access to
3. Any Lloyds Bank content that is copied from the Public Folder into a Shared or a Team Folder will display in their entirety, but only for the accounts that a user has permission to see
4. Any content that a user is not permitted to access should be stored in a folder that they do not have access to
5. A Client Creator user will have access to all Lloyds Bank content and can create their own stories
   - If the Creator has access to a restricted set of accounts, any stories that they create will only display the accounts they have access to
   - If this content is shared with User X who has a different set of accounts permissions, the content will only display the accounts that User X has access to
   - A Creator has the ability to save content to a Private Folder and share it with any other users. Therefore, it is important that Client Creator and Client Admin users are aligned in setting folder and sharing permissions

The responsibility for managing user access and folder permissions is solely controlled by Client Admin and Client Creator users. It is their responsibility to ensure there are measures in place to manage the access to stories created either by Lloyds Bank or by a Client Creator user. Lloyds Bank is solely responsible for ensuring that the content within the Public Folder is only accessible by Client Admin users.

New Users - The set up of new users in Analytics is solely controlled by Lloyds Bank, this cannot be self-serviced by a Client User. If you would like to add new users to the

Overview of Client User Roles

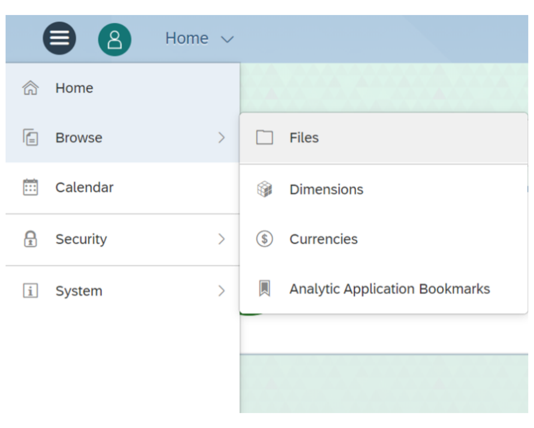
Admin
- View stories and models in the Public Folder
- Create folders and subfolders
- Copy files from the Public Folder to private folders
- Share folders / files with users and teams and set folders / file permissions
- View users
- Create teams

Creator
- Unable to view the Public Folder
- View / edit stories and models in a folder shared with the user
- Create folder and subfolders
- Share folders / files with users and teams and set folder / file permissions
- Create new stories and models
- View users and teams

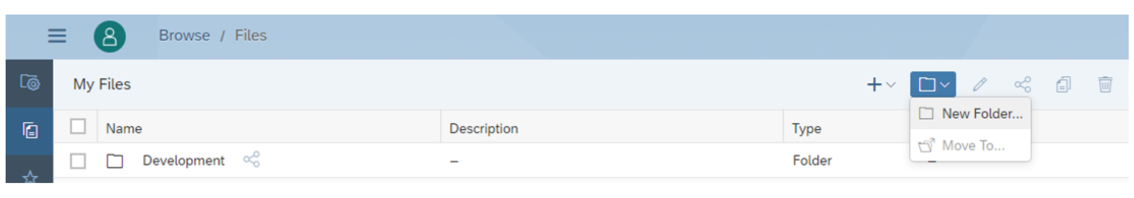
Viewer
- Unable to view the Public Folder
- View stories and models in a folder shared with the user
- View users and teams

Create a Folder

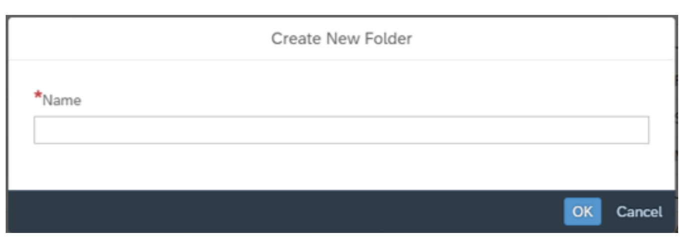
1. Log into Analytics Cloud, and navigate through Menu > Browse > Files



2. Click the folder icon in the toolbar and select New Folder

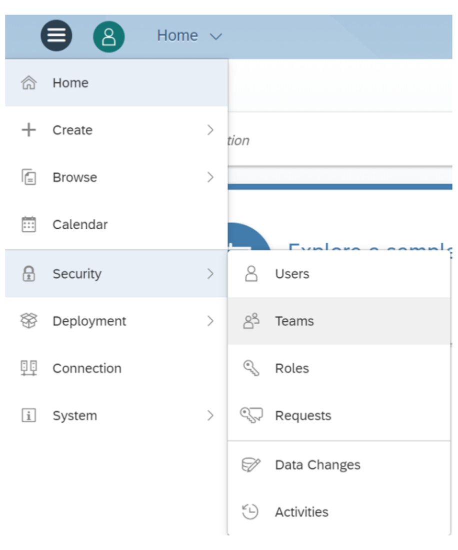


3. Give the new folder a name and press 'OK'. The folder will now appear within Files

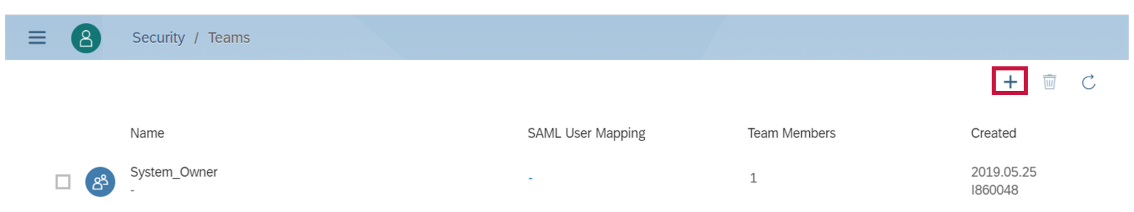


Create a Team

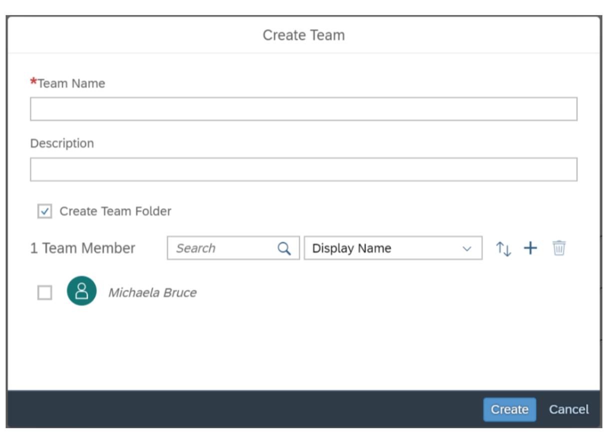
1. Log into Analytics Cloud, and navigate through Menu > Security> Teams



2. Click the '+' icon in the top right hand corner to create a new team

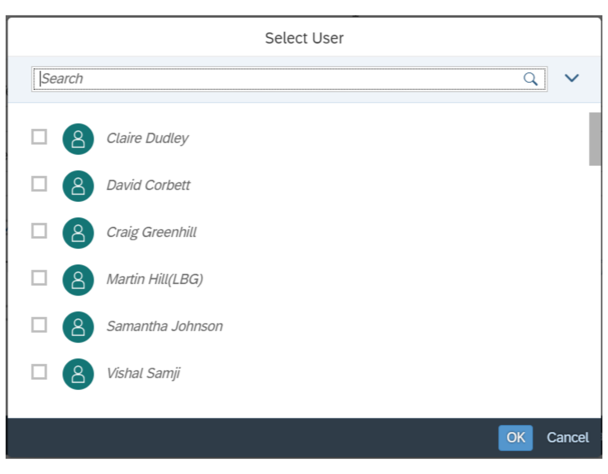


3. In the pop up box, fill in a Team Name and a Description (optional)



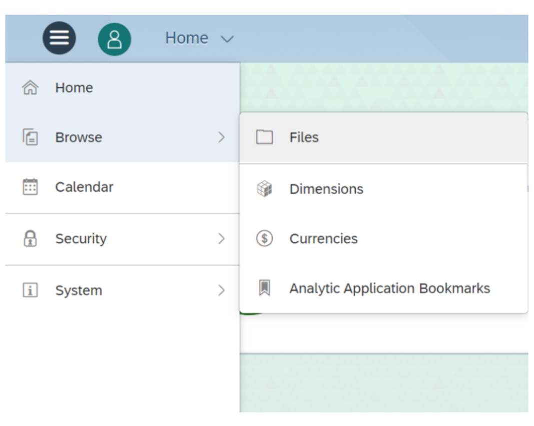
4. Tick the 'Create Team Folder' box to create a team folder. Members of the team automatically have full access to this folder. However, they cannot delete or export it

Note: A Team Folder will only be shared with the members of the team, it cannot be shared with anyone else. If you want to share the folder with additional users, you
5. Click the '+' icon to add members to the team from the pop up menu, and click 'Create' to save the team



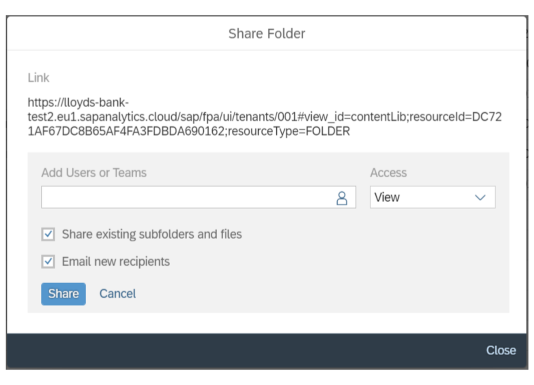
Set Folder Permissions

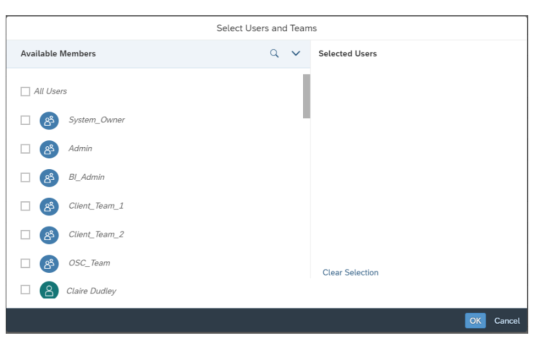
1. Log into Analytics Cloud, and navigate through Menu > Browse > Files



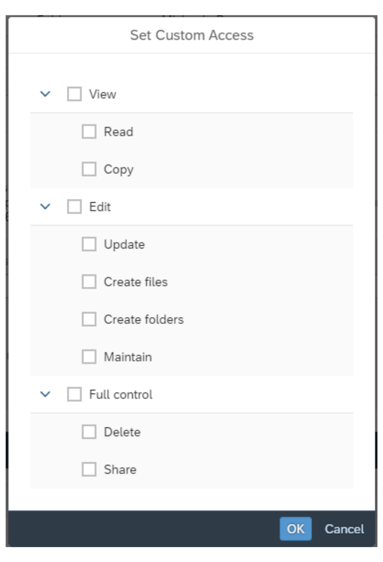
2. Navigate to the folder you wish to share with users. Select the folder and click the 'Share' button in the toolbar

3. Add users or teams to the folder. Click the person icon to display the pop up menu, or simply type in the users or teams into the box. The blue icons denote teams and green icons denote users





4. Set the folder permissions
   - For view only access, select View permissions
   - For access to edit, select the View and Edit permissions
   - Or the permissions can be fully customised to your requirements



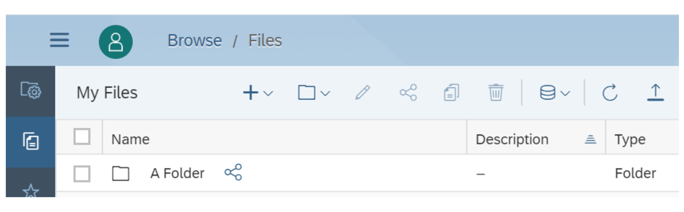
5. Keep the 'Share existing subfolders and files' box ticked, if you wish for the master folder permissions to flow down to the subfolders and files

Note: Email notifications have been disabled, so the functionality behind the 'Email new recipients' tick box will not work

6. Click 'Share' to set the folder permissions

7. To edit or delete permissions, click the 'Share' icon to open the 'Share Folder' pop up box and amend as required

8. You can also identify folders that have been shared if the 'Share' icon appears next to the folder name

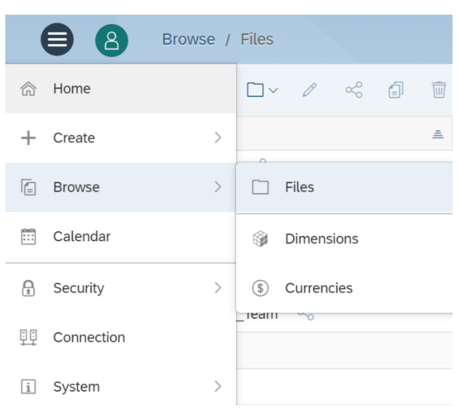


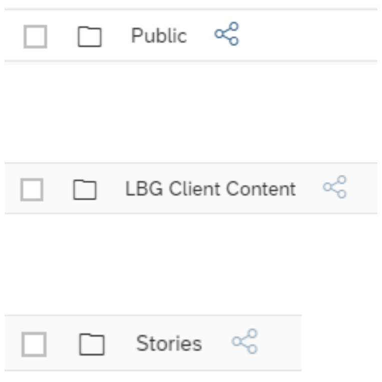
Copy Public Folder Content

What is the context behind this process?

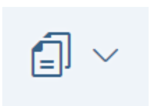
All Lloyds Content is stored within the Public Folder, which can only be accessed by Client Admin users. In order to share the stories and models with other users, the Client Admin must create a copy of the content and save it to a folder / new location. They must then share the folder / files to users and teams, and set appropriate permissions to control access.

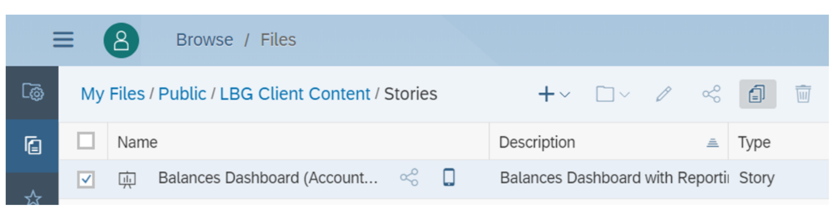
1. Log into Analytics Cloud, and navigate through Menu > Browse > Files > Public > LBG Client Content > Stories





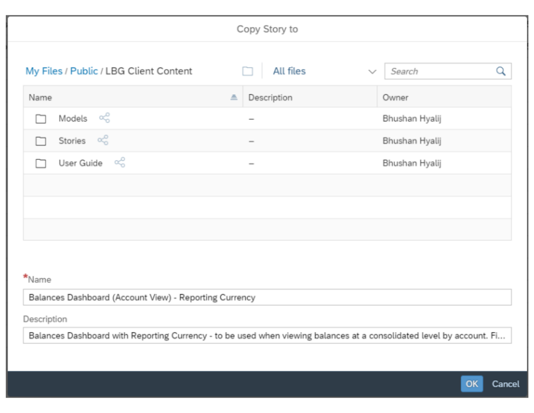
2. Select the stories you wish to copy and click the 'Copy To' icon in the toolbar.





3. Choose the location to save the stories

Note - If updates are made to the Lloyds Content, these updates will not filter through to any copied versions of the content. You will need to create a new copy and re-share with the relevant users and teams



4. Repeat steps 1 - 3 to create a copy of the Models and the User Guide

Overview of Lloyds Content

Return to Contents Page

This section will provide a summary of the Lloyds Stories and Models

Summary of Stories

Please read the Index and Contents page on each dashboard. This contains important information on how the data should be used / interpreted

Account Activity - A view of accounts that have been become dormant or unused for a period of time. This story provides an account view that details the last credit and debit transaction on each accounts and the number of days since an entry was last posted; and a trended view that shows a historical view of credit and debit turnover for the account selected. This dashboard includes both Real and Virtual Accounts

The Stories below exclude Virtual Accounts. Versions of the Stories containing Virtual Accounts can be found in the VA Dashboards folder within the Stories Folder. These are available for Balances, Interest & Margins and the 3 Payments stories

Balances - A view of booked, booked credit and booked debit balances across all accounts, including account limits and utilisation. All balances are aggregated by day, based on the filters applied, before an average is calculated

- Note: This story excludes any netting of balances that are members of a pooling arrangement. Pooling account members can be excluded by a dashboard filter

Billing - A view of fees and charges applied to accounts on a periodic basis. This story provides an Invoice View that details the total charged for the invoice period; and a Billing View that details the charges by services used

- Note: This excludes any 'at the time' charges that may be debited to an account for certain payment types

Group Limits - Where a Group Limit is in place, this dashboard provides a view on Gross balances, Unauthorised Borrowing Interest and Commitment Fees

- Note: Users must be authorised to view all accounts within a Group Limit (including any accounts that may have been closed). If users do not have access to all accounts, they will see incorrect values as the dashboard will only consolidate the subset of accounts they are authorised to see

Interest and Margins - A view of the interest applied to all accounts and calculated derived blended margins. There are 2 dashboards for Interest and Margins; 1) Booked Balances (Posted date) and Posted Interest (aligned to interest applied to the account) 2) Cleared Balances (Value date) and Adjusted Interest (includes back valuations)

This features 3 key financial conditions:

- Standard Credit Interest (SCI) - credit interest applied to accounts with credit balances
- Standard Debit Interest (SDI) - debit interest applied to accounts with debit balances within the agreed overdraft limit
- Unauthorised Debit Interest (UBI) - debit interest applied to accounts with debit balances greater than the agreed overdraft limit
- Note: Users should be careful when viewing accounts that are part of a Notional Pool or Group Limit. The interest maybe calculated at both the pool/group level and/or the account levels, and margins may therefore be distorted

Notice - A detailed view of Notice Deposit accounts across measures such as Available for Withdrawal, Unavailable for Withdrawal and Given Amount against Booked Balance

- Note: This story will have no values if you do not hold any Notice Accounts with Lloyds Bank

Payments - A view of inbound and outbound payments across all accounts, by value and volume

- Note: This story includes only payments posted to an account - i.e. it will not show rejected payments. Direct Debits (inbound [debits] and outbound [credits]) are excluded from analysis due to reversed signage as are Returned payments

Payment Beneficiary - A view of beneficiary details of outbound payments across all accounts, by value and volume. Users can explore outbound payments via either Beneficiary Name or Beneficiary IBAN, in a static or a trended view

Payment Remitter - A view of remitter details of inbound payments across all accounts, by value and volume. Users can explore inbound payments via either Remitter Name or Remitter IBAN, in a static or a trended view

Pooled Accounts and Interest Optimisation Structures - A view of Notional Pooling and IOS structures, based on the accounts that were included within a Pool/IOS at a point in time. Includes balances (Net & Gross), interest and blended margins

- Note: Users must be authorised to view all accounts within a pooling arrangement (including any accounts that may have been closed). If users do not have access to all accounts, they will see incorrect values as the dashboard will only consolidate the subset of accounts they are authorised to see

Note: All dashboards (except Pooling which uses a single currency) are based upon a common Reporting Currency which displays all measures in a single currency.

This allows a full consolidated view of balances across all accounts, irrespective of the account currency.

- Note: Reporting currency is defaulted to GBP, but users can change this to any available currency by selecting the Edit Prompts { } button
- To view the actual values in the dashboard please use a combination of the Reporting Currency and the Account (or Transaction) Currency using the filters on each dashboard

Summary of Data Models

Each Story is supported by one or more Data Models

Data Model	Content
LBG Balances	Balances at Account Level
LBG Payments	Payment Values and Volumes at Account Level
LBG Interest Paid/Charged and Due	Interest that has been settled to the account or is being accrued during the settlement period
LBG Account Activity	Current calendar day view of account historic account activity
LBG Account Postings	*Granular detail of transactions (e.g payments, interest & billing) posted to the bank account*
LBG Notice Accounts	Notice Account balance and interest breakdown
LBG Pooled Accounts	Pooling & Groups Balances & Interest at account and Pool / Group level
LBG Billing	Periodic Fees and Charges breakdown at Transactional and Setteemnt Account level
LBG Multi Bank Account Transactions	Balances and Account Postings received from Non LBG accounts via MT940/942