

# LoopInsights FAQ

Frequently Asked Questions about LoopInsights:

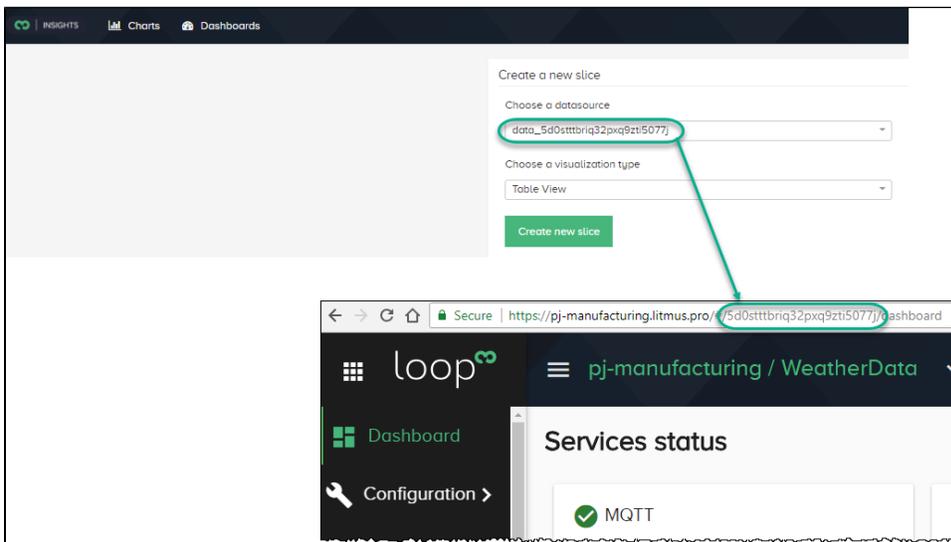
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## Must I purchase an add-on license in order to get LoopInsights?

- No. LoopInsights comes bundled with LoopCloud and simply needs to be activated. See [LoopInsights Prerequisites](#).

## How can I determine which datasource ID to choose when adding a chart (slice)?

- The datasource ID maps to a project. In LoopCloud, select the project to view the datasource ID embedded in the browser URL.



## What are SUM and AVG for?

LoopInsights provides SQL aggregate functions to visualize calculations using the set of values sent to charts on LoopInsights. You can specify a timeframe on LoopInsights charts to determine the values to aggregate with SQL functions.

- AVG - displays the average value of the data set.
- SUM - displays the SUM of the data set.

## What is the difference between a *slice* and a *chart*?

- The menu item, *Slices*, was renamed to *Charts* in a recent release. For backward compatibility, *Slice* and *Chart* are used interchangeably.

Do you have documentation of the types of charts that are available in LoopInsights so I can browse through them?

- Yes. See [Visualization Types](#).

Can I configure alerts in LoopInsights?

- LoopInsights does not have an alerting feature. You can configure alerts in LoopCloud to have incidents exposed to LoopInsights.

What is the difference between the time columns, **event\_date** and **time\_stamp**, in LoopInsights charts?

- **event\_date** is the date of an event, just date without time
- **time\_stamp** is the date and time of the event



Using **event\_date** for small intervals, such as *last N minutes or hours* can produce unexpected results.

For example, if you create a chart and set **Since** to **1 minute ago** and **Until** to **Now**, if you use **event\_date** you will get the average value of the metric for the last day. If you use **time\_stamp** for the same conditions you will get the average value of the metric for the last minute.