

Administer operations

September 15, 2026

Administer operations

Use the Operations screen to review administrative activity, generation performance, AI usage, credits, chat deflection, recent jobs, queues, and manual-insight signals.

Operations monitoring

Operations is the administrative monitoring surface for work the platform is processing and the signals that help you decide what to review next. Use it when you need a current view of job activity, AI spend, credits, chat answers, deflection, queue health, or manual-insight gaps.

Manual insights are lists of weak pages, topic gaps, and coverage gaps that help you decide what documentation work to review next.

Note: The Operations screen is read-only. Use the monitoring information to decide which reference or analytics page to review next.

If you need to...	Go to
Open the monitoring surface	Open the Operations screen
Identify the tables and optional areas	Understand the monitoring surface
Review the current operational information	Review operations and manual insights
Interpret a loading, error, or empty message	When monitoring does not load
Interpret documented job statuses	Documentation job status reference

If you need to...	Go to
Continue with administrative measurement work	Administer analytics
Review combined operational and analytics reference information	Operations and analytics reference

Before you start

Prerequisites

- Have an authenticated session with an access token.
- Have permission to open **Operations**.
- Allow the operations request to return before reviewing the statistics and tables.
- If you need manual insights, have at least one project available.
- If more than one project is available, be ready to choose the project whose insights you want to review.

The operations request does not start without an access token. The manual-insights panel returns no content when there are no projects and no error, and it requests insights after a project is selected.

Open the Operations screen

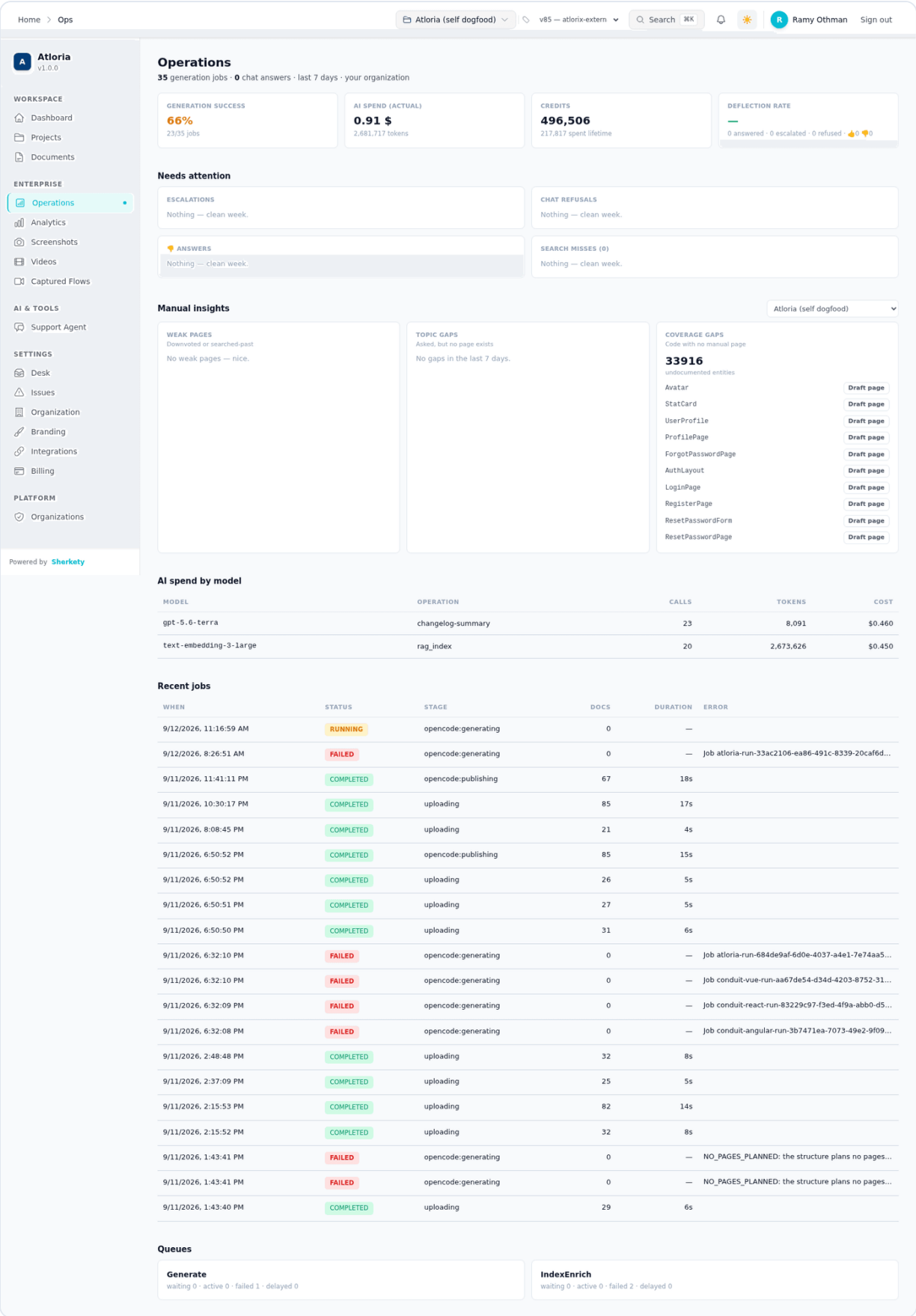
Select **Operations** from the application navigation to open the administrative monitoring view.

Prerequisites

- Have an authenticated session.

Steps

1. Select **Operations** from the application navigation.
2. Confirm that the statistics and tables appear.
3. Confirm that **Operations** is the page heading.



Understand the monitoring surface

With the screen open, the page groups operational information into statistics, attention signals, manual insights, an AI-spend table, a recent-jobs table, and an optional queue area. The available areas depend on the returned operations and project information.

Area	What to review
Statistics	Generation success, AI spend (actual), Credits, and Deflection rate
Attention signals	Escalations, Chat refusals, 🗣️ answers, and search misses
Manual insights	Weak pages, Topic gaps, and Coverage gaps
AI-spend table	Model, Operation, Calls, Tokens, and Cost
Recent-jobs table	When, Status, Stage, Docs, Duration, and Error
Queue area	Queue lanes with waiting, active, failed, and delayed counts

The recent-jobs table uses **Status, Stage, Docs, Duration, and Error** to help you review the work represented by each row. The AI-spend table uses **Model, Operation, Calls, Tokens, and Cost** to help you review usage by model and operation.

The manual-insights area can include a project selector and **Draft page** links. The project selector lists the project names returned for your organization when more than one project is available. A **Draft page** link can appear beside a weak-page row, a topic-gap row, or a coverage-gap sample.

The page also records global controls including **Open command palette, Notifications, and Switch to dark mode**. These controls are separate from the operations monitoring information.

Review operations and manual insights

Use this procedure to review the information currently available on the Operations screen.

Prerequisites

- Have opened the Operations screen.
- Have confirmed that the statistics and tables appear.

Steps

1. Review Generation success, AI spend (actual), Credits, and Deflection rate.
2. Review the **AI spend by model** table.
3. Read the **Model**, **Operation**, **Calls**, **Tokens**, and **Cost** columns.
4. Review the **Recent jobs** table.
5. Read the **When**, **Status**, **Stage**, **Docs**, **Duration**, and **Error** columns.
6. Review each area that appears:

If you see...	Review...
Queues	The waiting, active, failed, and delayed counts for each lane.
Needs attention	Escalations, Chat refusals, 🗑️ answers, and search misses.
Manual insights	Weak pages, Topic gaps, and Coverage gaps.
A Draft page link beside an insight row	Select Draft page .

Result: The available operational statistics, tables, queue information, and manual-insight rows are reviewed without changing operational data.

Handle conditional monitoring areas

The Operations screen changes according to the information returned for the current session and selected project. Use the following choices while reviewing the screen.

If you see...	Review...
Operations information	The statistics, AI-spend table, recent-jobs table, and any optional areas.
Needs attention	Escalations, Chat refusals, 🗑️ answers , and search misses.
Queues	The waiting, active, failed, and delayed counts for each queue lane.

If you see...	Review...
More than one project	The project selector and the insights for the selected project.
No weak-page rows	No weak pages – nice.
No topic-gap rows	No gaps in the last 7 days.
No coverage-gap data	No code snapshot for this project yet.
No rows in an attention list	Nothing – clean week.
No AI-spend rows	No AI usage in the last 7 days.

If the project selector is available, choose the project whose insight information you need. The insights request is made for the selected project.

Steps

1. In the project selector, choose the project you need to review.
2. Confirm that the manual-insight lists appear.
3. Review the lists that appear.

Result: The manual-insight area reflects the selected project.

When monitoring does not load

Use the message on screen to identify which part of the monitoring surface needs attention.

What you see	Meaning	What to do
Loading operations...	Operations information is still loading.	Wait for the operations information to appear.
Operations failed to load.	The operations request failed.	Review the error text shown with the message, then retry the screen.
Loading insights...	Manual insights are still loading for the selected project.	Wait for the insight lists to appear.
Insights failed to load.	The manual-insights request failed.	Review the error text shown with the message, then retry the selected project.
Nothing – clean week.	An attention list has no rows.	Continue reviewing the other available monitoring areas.

What you see	Meaning	What to do
No AI usage in the last 7 days.	The AI-spend table has no rows for the displayed period.	Continue reviewing the remaining statistics and tables.
No weak pages – nice.	The weak-pages list has no rows.	Continue with the other manual-insight lists.
No gaps in the last 7 days.	The topic-gaps list has no rows for the displayed period.	Continue with the other manual-insight lists.
No code snapshot for this project yet.	Coverage-gap data is unavailable for the selected project.	Continue reviewing the available operations information.

Know what to review next

After reviewing the monitoring information, continue to the page that explains the status or measurement work you need next. The Operations screen does not provide a save, confirmation, or stage-changing action for the information it displays.

For status meanings, continue with [Documentation job status reference](#).

For administrative measurement work, continue with [Administer analytics](#).

For combined operational and analytics status information, continue with [Operations and analytics reference](#).

Result: You have a documented next page for status interpretation, administrative analytics, or combined operations-and-analytics reference information.