

App metrics

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Since sumUp version 3.7.0 we are collecting **anonymized usage statistics** about sumUp for our **internal use only**. It will help us **improve the product and provide you with new features**.

What data is collected?

We do not collect any personal or user related data, neither do we collect information about your explicit configurations!

E.g. we do not collect any JQLs, text or numbers you entered in any part of our app.

We only collect the fact that you are using this feature and the frequency.

Moreover we **do not collect any 3rd party app data!**

We collect the following information:

- Your SEN used for sumUp
- Which app features you use. One of:
 - sumUp gadgets
 - Gadget type
 - Field types that are used to display in the gadget
 - Value for the Group by configuration in the gadgets
 - sumUp custom fields
 - Custom field type
 - Used styling configuration for the [progress field](#)
 - Configured rule
 - If one of the permission options is used
 - Calculations (count of the successful calculations)
 - Issue navigator
 - Boards (Scrum and Kanban)
 - Queues
 - Calculation rules (used field type and mode)

Activating and deactivating the feature

By default, this feature is enabled. But you can also simply deactivate it by heading over to the [sumUp global settings](#) page.

Jira Dashboards Projects Issues Boards Charts Create Search

Administration Search Jira admin

Applications Projects Issues **Manage apps** User management Latest upgrade report System

ATLASSIAN MARKETPLACE
Find new apps
Manage apps

ADMIN TOOLBOX
Project Shuttle
Admin Toolbox configuration

SUMUP
Calculation rules
Permissions
Global settings

Global settings

Applications

Application	Status	Actions
JIRA CORE SETTINGS Enable sumUp for the issue navigator.	<input checked="" type="checkbox"/>	
JIRA SOFTWARE SETTINGS Enable sumUp for (individual) Jira Software boards.	<input checked="" type="checkbox"/>	Configure
JIRA SERVICE MANAGEMENT SETTINGS Enable sumUp for (individual) Jira Service Management projects.	<input type="checkbox"/>	Configure

3rd party apps

No supported 3rd party app found. Check the [documentation](#) for compatible apps.

Performance settings

Performance settings help to improve the stability and performance of your instance. [Learn more](#)

Maximum calculation time

Calculation rows and gadgets 30 / 300 sec

sumUp custom fields 30 / 60 sec

Maximum number of issues

500000

Any request returning more than the configured number of issues will not be calculated.

Analytics

Analytics collects anonymous usage statistics about sumUp and sends it to Decadis AG for our internal use only. It will help us improve the product and provide you with new features.

☒ Allow Decadis AG to collect usage data to improve sumUp. ([Preview](#))

[Save](#) [Cancel](#)

Take a look at the data we are collecting

You can easily check, which data in detail we are collecting by simply hitting the **Preview** link next to the toggle to turn the app metrics on and off.

The data looks something like this example:

Sample data

```
{
  "sumUp": {
    "gadgets": {
      "GROUPED_FILTER_RESULTS": {
        "totalCount": 3,
        "countPerDashboard": {
          "1234": 2,
          "1235": 1
        },
        "groupBy": {
          "com.atlassian.jira.plugin.system.customfieldtypes:textfield": 1,
          "com.atlassian.jira.plugin.system.customfieldtypes:select": 2
        }
      },
      "WORK_LOG_REPORT": {
        "totalCount": 1,
        "countPerDashboard": {
          "1234": 1
        },
        "groupBy": {
```

```

        "com.atlassian.jira.plugin.system.customfieldtypes:radiobuttons": 1
    },
    "TWO_DIMENSIONAL_FILTER_STATISTICS": {
        "totalCount": 5,
        "countPerDashboard": {
            "2234": 5
        },
        "groupByX": {
            "assignee": 5
        },
        "groupByY": {
            "com.fca.jira.plugins.workflowToolbox.workflow-toolbox:calculated-text-field": 5
        }
    },
    "FILTER_RESULTS": {
        "totalCount": 2,
        "countPerDashboard": {
            "1234": 1,
            "1235": 1
        },
        "groupBy": {
            "originalestimate": 2
        }
    }
},
"customFields": {
    "com.atlassian.cps.sumUp:sumuptextfield": {
        "totalCount": 5,
        "rule": {
            "numberOfIssues": 4,
            "customRule": 1
        },
        "permissionUsed": 0
    },
    "com.atlassian.cps.sumUp:sumupprogressfield": {
        "totalCount": 4,
        "rule": {
            "numberOfIssues": 1,
            "customRule": 3
        },
        "permissionUsed": 1,
        "style": {
            "progress": 2,
            "statusCategories": 1,
            "timeTracking": 1,
            "timeSpent": 0
        }
    }
},
"calculations": {
    "issueNavigator": {
        "count": 546,
        "permanentActivated": 121
    },
    "boards": {
        "scrum": {
            "count": 2231,
            "permanentActivated": 118
        },
        "kanban": {
            "count": 125,
            "permanentActivated": 8
        }
    },
    "queues": {
        "count": 784,
        "permanentActivated": 54
    }
},
"rules": {

```

```
    "timeoriginalestimate": {
      "Calculate average": 1,
      "Sum up values": 1
    },
    "com.atlassian.jira.plugin.system.customfieldtypes:float": {
      "Calculate average": 2,
      "Sum up values": 4
    }
  }
}
```

If you still have questions, feel free to refer to our [support](#) team.