Jive Interactive Intranet

# 9.x Administrator Guide

## Jive Analytcis: Community Manager Reports

Aurea

Unlimited Possibility

# Notices

For details, see the following topics:



## Notices

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# Aurea global support

If you encounter a problem while using an Aurea product or require assistance with downloading the software or upgrading a product release, please, try to:

- Search the articles on the Aurea Knowledge Base for solutions to your issues.
- Search the product documentation and other product-related information that are also available on Support Central.

If you still cannot find a solution, open a ticket on Aurea Support Central. Information about the support organization is available on Support Portal as well.

You can also find the setup files on Support Portal.

For information about purchasing an upgrade or professional services, contact your account executive. If you do not know who your account executive is, or for other queries, contact us through our website.

# 1

# Community Analytics

Jive Analytics includes several components that you can use to get your community statistics.

**Community Manager Reports**

The Community Manager Reports plugin provides analytics reports with a visual representation of the community statistics. In this guide, you can find the details on setting up, administering, and using Community Manager Reports.

- Community-level reports can be found under **Your Avatar** > **Community Manager Reports** . For the list of available reports, see Community-level reports on page 27.
- Place-level reports can be found on the **Reports** tab of the place. For the list of available reports, see Place-level reports on page 41.

  **Note:** You need to be a place owner or administrator to see this tab.

For information on using Jive Analytics, see Using Jive Analytics on page 21.

### DES Explorer (Legacy) End of Life

The DES Explorer tool was available for US customers (https://api.jivesoftware.com/analytics/explorer) and EU Customers (https://api-eu.jivesoftware.com/analytics/explorer), providing easy CSV downloads of analytics data and exploring what is available with an easy to use UI without having to make API calls. This service is now deprecated. For more information, see The Latest on Jive Analytics on Worx.

### Getting started

To get started with Jive Analytics, install the Community Manager Reports plugin. For more information, see Setting up Community Manager Reports plugin on page 11 under Administering Jive Analytics on page 11.

*Jive Analytics provides reports that help you better understand community engagement, and gauge the health of specific places and community as a whole. These reports provide insight into how effectively people are using the community, and which areas require promoting.*

For details, see the following topics:

- System requirements
- Limitations
- Supported browsers
- Additional resources

# System requirements

Here you can find requirements for using Analytics in Jive.

**Software requirements**

- Jive 9.0.0 or later
- Additionally, for the following reports the Cloud Analytics service must also be enabled in your community:
  - Leaderboard: Content Created on page 35
  - Views of Answered Questions on page 35
  - Correct and Helpful Events on page 36
  - Community Health on page 36
  - Top Successful Search Queries on page 38

  For more information on enabling Cloud Analytics, contact Support. For more information on Cloud Analytics limitation, see Limitations on page 8.

**General requirements**

- Make sure your Analytics database is **on a different host computer** than the Jive web application and your Jive core database. You need to create this database before you can install the Community Manager Reports plugin.
- Analytics Database needs to be enabled to use Community Manager Reports. For more on this, see Setting up Community Manager Reports plugin on page 11.
- The analytics database is supported only on the PostgreSQL and Oracle DBMSes. For more information, see Supported database engines in the Jive 9.x User Help.

# Limitations

Here you can find details on limitations in Jive Analytics.

### Jive Analytics Data Retention Policy for the Cloud Analytics service

The standard retention policy for data in the Jive Cloud Analytics service will include the current and previous two calendar years.

For example, let's assume that the current date is 5/28/2020. In this case, you can access the data within the following range: 1/1/2018-5/28/2020.

For more information, see Update to our Jive Analytics Data Retention Policy on Worx.

### Cloud Analytics environment limitations

Cloud Analytics is a service available only for Production instances. Cloud Analytics cannot be used in Pre-Prod, UAT, or Development environments.

# Supported browsers

Jive works with most current web browsers. Note that if you need to use Content Editor features, such as cut and paste, script access to the clipboard must be enabled.

- Microsoft Edge* (Chromium-based).
- Apple Safari 8 and 9 (on Macs only).
- Mobile Safari on iPhone and iPad for iOS 8 and 9 and later. (For a browser-independent native iOS phone app, be sure to look for the Jive Daily Hosted app, if your community uses it, in the App Store.)
- Mobile Chrome on Android devices for Android 4.4 and later. (For a browser-independent native Android phone app, be sure to look for the Jive Daily Hosted app, if your community uses it, in Google Play.)
- Mozilla Firefox*.
- Google Chrome*.

* Google Chrome, Mozilla Firefox, and Microsoft Edge browsers are released frequently. Jive Software makes every effort to test and support the latest version.

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**Note:** The recommended minimum screen resolution for desktop devices is 1024 x 768. Results may vary if you use zoom to adjust your view to levels other than 100%.

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### Important notes and restrictions

- Beta versions of web browsers are not supported, but they are quickly added to the supported list after they're formally released.
- Apps are not supported on mobile devices. These features may not work correctly on mobile devices.

# Additional resources

Here you can find the list of related articles on Worx.

- Update to our Jive Analytics Data Retention Policy
- Community Manager Reports and Analytics - A Comparison
- Using the V2 Jive Data Export Service (Analytics)

# 2

# Administering Jive Analytics

### Installing Community Manager Reports plugin

To get started with Jive Analytics, install the Community Manager Reports plugin. For more information, see Setting up Community Manager Reports plugin on page 11 under Administering Jive Analytics on page 11.

### Setting up permissions

Jive Analytics maintains user permissions as a way of controlling who can see the different types of reports. These permissions follow a similar model as the ones used in Jive. For more information about permissions in Analytics, see Managing access to Community Manager Reports on page 15. For more information about permissions in Jive, see Managing permissions in the Jive 9.x Community Manager Help.

*Users need specific permissions to view the place and community-level reports.*

For details, see the following topics:

- Setting up Community Manager Reports plugin
- Managing access to Community Manager Reports
- Adding profile fields to report filters

## Setting up Community Manager Reports plugin

Here you can find the steps required to set up Community Manager Reports.

The Community Manager Reports feature is a plugin that you can download from the Worx. Once you configure the plugin, the community administrators can access community activity reports, and group administrators can access group activity reports.

To get up and running with Community Manager Reports, you need to perform the following steps:

1. Community Manager Reports requires that you configure and enable the database, and then enable the analytics events before Jive can produce reports:
   a. Configure the Analytics Database, as described in Configure Analytics Database on page 12.
   b. Enable the Analytics Database, as described in Enable Analytics Database on page 13.
   c. Enable all analytics events, as described in Enable analytics events on page 13.
2. Install the plugin and restart your instance, as described in Installing the JAR File on page 14.
3. Run the Extract, Transform, Load (ETL) or wait until it runs, which happens nightly, as described in Running ETL on page 14.
4. Add profile fields to report filters, as described in Adding profile fields to report filters on page 20, if required.

After you set up Community Manager Reports, you can take a look at your reports in the community, as described in Using Jive Analytics on page 21.

## Configure Analytics Database

You need to identify the Analytics database so Community Manager Reports can use it to collect data. Complete the database form in the Admin Console by providing the Analytics database that you want to use.

**Fastpath:** **Admin Console: System** > **Settings** > **Analytics** and then **Database** tab

Community Manager Reports and Impact Metrics data for content begins accumulating when you configure and enable the Analytics Database. You can capture Impact Metrics and get Community Manager Reports only for the period captured in the Analytics Database.

To configure the database:

1. In the Admin Console, go to **System** > **Settings** > **Analytics** , and then select the **Database** tab.
2. In **Database Driver Presets**, select the preset database driver and use the information prefilled into the **Database URL** and **JDBC Driver Class** fields. Make sure you change `host-name` and `database-name` to their actual values.
3. In **Username** and **Password**, enter the database user name and password so Jive can establish a connection to the database.

As with the core database user, the Analytics database user should be able to create and modify schemas, and they have permission to select, insert, update, and delete queries.

4. Use the defaults in **Min Connections** for minimum database connections, in **Maximum Connections** for maximum database connections, and in **Connection Timeout** for connection timeout in minutes.

   You can adjust these fields to fit your community's specific needs later, if necessary.

5. Click **Test Connection** to see if Jive can make the connection to the database.
6. Click **Save**.

## Enable Analytics Database

Data from Jive is accumulated into the Analytics Database only when the database is enabled.

**Fastpath:** **Admin Console: System** > **Settings** > **Analytics**

Before you enable the Analytics Database, you should configure the connection as described in Configure Analytics Database on page 12.

To enable the Analytics Database:

1. In the Admin Console, go to **System** > **Settings** > **Analytics** .
2. Select **Enabled** and then click **Save**.

With the Analytics Database enabled, you should select which events must be logged, as described in Enable analytics events on page 13.

## Enable analytics events

Once the Analytics Database is configured and enabled, you need to select Analytics events to be logged.

**Fastpath:** **System** > **Settings** > **Analytics** , and then **Event** tab

Although you don't need to capture all activities in the Analytics database, it is recommended. At some point, you may want to query all data.

To flag action for being captured or not:

1. In the Admin Console, go to **System** > **Settings** > **Analytics** , and then click the **Events** tab.
2. Select the events you want to see carried over to the Analytics database.
3. Click **Save** under the list.

# Installing the JAR File

Getting set up includes downloading the plugin and installing it from the Plugins page of the Admin Console.

### Getting CMR plugin installation file

The Community Manager Reports JAR file can be downloaded from the Community Manager Reports Plugin page on Worx.

**Note:** This is a free plugin for Jive and does not require a license.

Note that after you add the Community Manager Reports JAR, you need to restart Jive for the report feature to become available.

### Installing CMR plugin

Once you download the plugin JAR file, install it by using the following steps:

1. In the Admin Console, go to **System** > **Plugins** > **Add Plugin** .
2. Under **Install a new plugin**, click **Browse** to select and open the plugin JAR you downloaded.
3. Click **Upload** to add it to the community.
4. Restart the application as root: `/etc/init.d/jive-application restart`.

After you've installed the Community Manager Reports JAR file, you must run the ETL process, as described in Running ETL on page 14.

# Running ETL

Running the extract, transform, and load (ETL) process pulls data from Jive and stores it in the Analytics database.

The ETL process puts additional load on the core database and may affect the performance of your community, especially when run during peak usage hours. The ETL process runs nightly, so you may prefer waiting instead of initiating it manually. Initially, you must run the ETL after installing the Community Manager Reports plugin.

**Fastpath:** **Admin Console: System** > **Settings** > **Analytics** and then the **Data Load** tab

To run the ETL process:

1. In the Admin Console, go to **System** > **Settings** > **Analytics** , and then select the **Data Load** tab.
2. Click **Run** to begin the ETL process.

When enabled, the Data Load settings provide a way to purge old data from your Analytics database. You should choose how long you want to keep data around and click **Enabled**. This affects how far back you can see report data. At the same time, clearing out old data improves database performance.

After you've run the ETL process for the first time, you can begin using the reports. For more on using Community Manager Reports, see Using Jive Analytics on page 21.

# Managing access to Community Manager Reports

You can manage access to place- or community-level reports by granting community users the appropriate permissions in the Admin Console.

For example, you can customize permissions in the default space or grant administrative users the Manage System permission.

Users with the Manage System set of System Administration permissions are able to define who can see reports. The following list describes how administrators can provide access to different types of reports. Additionally, you can find a summary in a table of permissions in Permissions overview on page 16.

**Community-level reports**

Community-level reports show data for the entire community. The following users can view community-level reports:

- Users with the Manage System permissions.
- Users with the *default space* permission for viewing community-level reports.

**Note:** You can assign the default space permissions for viewing community-level reports by either customizing permissions for a single user (by creating a user override) or a user group. For more information, see Setting permissions for community-level reports on page 17.

**Space reports**

Each space has a Reports tab where you can find reports for that space. The following users can view reports for a space:

- Users with the Manage System permissions.
- Space administrators or owners.
- Users with the *default space* permission for viewing community-level reports.
- Users with the *specific space* permissions.

**Note:** You can assign *specific space* permissions by either customizing permissions for a single user (by creating a user override) or a user group in the specific space's permissions page in the Admin Console. For more information, see Setting permissions for spaces on page 18.

**Social group reports**

Each social group has a Reports tab where you can find reports for that group. The following users can view group reports:

- Users with the Manage System permissions.
- Group administrators or owners.
- Users with the *default space* permission for viewing community-level reports. These users can only see groups they can access. For example, they can only see reports for secret groups to which they belong.

## Permissions overview

Place- and community-level reports can each be viewed when users have the correct permissions.

The following table illustrates the different ways you can assign permissions to access community manager reports. For a description of the different report types and the permissions required to see them, see Managing access to Community Manager Reports on page 15.

| | View reports for all groups they can access | View reports for all spaces they can access | View community-level reports | View reports for specific space only | View reports for specific groups only | Make user permission changes |
|---|---|---|---|---|---|---|
| Users with Manage System permission | | | | n/a | n/a | |
| Users with Global CMR (Default Space) permission | | | | n/a | n/a | Ø |

| | View reports for all groups they can access | View reports for all spaces they can access | View community-level reports | View reports for specific space only | View reports for specific groups only | Make user permission changes |
|---|---|---|---|---|---|---|
| User with CMR space permission | Ø | Ø | Ø | | Ø | Ø |
| Space administrator or owner | Ø | Ø | Ø | | Ø | Ø |
| Group administrator or owner | Ø | Ø | Ø | Ø | | Ø |

## Setting permissions for community-level reports

Here you can find how to specify who can see community-level reports, and reports for places that they can access.

**Fastpath:** **Admin Console: Permissions** > **Space Permissions**

If you want a user or user group to view community-level reports, you need to assign them permission in the default space. You do this by customizing the default space and then creating a user override or adding a user group. For more information about permissions in Jive, see Managing permissions in the Jive 9.x Community Manager Help.

The default space contains all of the community spaces, and it is designed to be a community-wide template for setting permissions in new spaces. When new spaces are created, their permissions are based on the default space's, if only as a starting point to customize.

**Note:** Users with permission to view community-level reports can also see reports in any group or space they can access.

You can customize the default space, setting commonly-used permissions that will make sense for new spaces to have. You can do this by either setting permissions for a single user (creating a user override) or setting custom permissions for a user group.

### Setting permissions for a single user

To set permissions for a single user:

1. In the Admin Console, go to **Permissions** > **Space Permissions** .
2. Under **Default space permissions**, click **Edit default space permissions**.
3. Under **User Overrides**, click **Create a user override**.
4. In the box, start typing the name of the user and then select their name from the drop-down list.
5. Click **Set exception** to view the permissions you can set.
6. When the Set Exception dialog opens, select **View** next to Reports.
7. Click **Save**.

Besides, you can make any other changes to this user's access. For more information on removing Report View permissions, see Blocking reports from certain users on page 20.

### Setting permissions for a user group

To set permissions for a user group:

1. In the Admin Console, go to **Permissions** > **Space Permissions** .
2. Under **Default space permissions**, click **Edit default space permissions**.
3. Under **Groups with access**, click **Add group**.
4. In the box, start typing the name of the group and then select the group name from the drop-down list.
5. In **Select Permission Level**, select **Custom**.
6. In the Configure Custom Permissions dialog box, select **View** next to Reports.
7. Click **Save**.

Besides, you can make any other changes to this group's access. For more information about removing Report View permissions, see Blocking reports from certain users on page 20.

## Setting permissions for spaces

Here you can find how to specify who can see reports for a particular space.

**Fastpath: Admin Console: Permissions** > **Space Permissions**

If you want a user or user group to view reports for a particular space, you need to assign them permissions in that space. You do this by editing the space's permissions and then either creating a user override or adding a group. For more information about permissions in Jive, see Managing permissions in the Jive 9.x Community Manager Help. You customize a specific space to permit users to view its reports.

### Setting permissions for a single user

To set permissions for a single user:

1. In the Admin Console, go to **Permissions** > **Space Permissions** .
2. Under **View and edit a space's permissions**, type or browse for the space.

   This opens the overview of the space permissions.
3. Under **User Overrides**, click **Create a user override**.

   **Note:** If you don't see **Create a user override**, you may need to click **Customize this space's permissions** at the top of the page.
4. In the box, start typing the name of the user and then select their name from the drop-down list.
5. Click **Set exception** to view the permissions you can set.
6. In the **Set Exception** dialog box, select **View** next to **Reports**.
7. Click **Save**.

Besides, you can make any other changes to this user's access. For more information on removing Report View permissions, see Blocking reports from certain users on page 20.

### Setting permissions for a user group

To set permissions for a user group:

1. In the Admin Console, go to **Permissions** > **Space Permissions** .
2. Under **View and edit a space's permissions**, type or browse for the space.

   This opens the overview of the space permissions.
3. Under **Groups with access**, click **Add group**.

   **Note:** If you don't see **Add group**, you may need to click **Customize this space's permissions** at the top of the page.
4. In the box, start typing the name of the group and then select the group name from the drop-down list.
5. In **Select Permission Level**, select **Custom**.
6. In the **Configure Custom Permissions** dialog box, select **View** next to **Reports**.
7. Click **Save**.

Besides, you can make any other changes to this group's access. For more information about removing Report View permissions, see Blocking reports from certain users on page 20.

# Blocking reports from certain users

If required, you can prevent certain users from seeing reports.

**Fastpath:** **Admin Console: Permissions** > **Space Permissions**

You can make sure certain users cannot see reports by removing their permission in the Admin Console. You can do this either by removing permission to view community- or place-level reports or by adding a user override.

To remove permissions for a specific user:

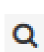
1. In the Admin Console, go to **Permissions** > **Space Permissions** .
2. Click **Edit default space permissions** or browse to the space where you want to remove permissions.
3. Under **User Overrides**, edit the user override you want to change.
4. In the **Set Exception** dialog box, select **Advanced** and clear the **Read** checkbox.
5. Click **Save**.

# Adding profile fields to report filters

When you filter reports, you may want to provide profile fields that are not in the filter list. You need to set these field searchable so they can be used.

**Fastpath:** **Admin Console** > **People** > **Setting** > **Global Profile Settings**

To make profile fields searchable:

1. Go to the configuration page: **Admin Console** > **People** > **Setting** > **Global Profile Settings** .
2. Select **People** > **Settings** > **Global Profile Settings** .
3. Click  and  next to the profile field to include it as a filter.

# 3

# Using Jive Analytics

| | |
|---|---|
| **Place-level reports** | To see reports for a group or space, navigate to the group or space, and then select the **Reports** tab. |
| **Community-level reports** | To see the reports for the community in Jive, click the down arrow in the upper right corner and select **Community Manager Reports** from the menu. |

You can find the information about available reports in Community-level reports on page 27 and Place-level reports on page 41.

*If you are a place owner or administrator, you can view place reports. If you are a community administrator, you can also access community analytics reports.*

For details, see the following topics:

- Getting more out of reports

## Getting more out of reports

You can get the most out of Community Manager Reports by using the following features that you might not notice at first glance.

### Open a full report

Click the report title to open the full report where you can filter by sets of users. For more information, see Filtering reports by date on page 25.

### Remove lines from graphs

In the full report for line graphs, click lines in the legends to add or remove them from the graph.

### Hover over for more information

You can hover over people, group names, and bars or lines in graphs to find out more about the person, group, or data set. Use hovering over to see the actual counts and not just the percentage for line and bar graphs.

### Get CSV of a report

- Click **Download CSV** in the upper right corner of a report to get the CSV version of the report you are viewing.
- Click **E-mail CSV** in the upper right corner of a report to request the CSV version of the report you are viewing sent to your email.

Note that if you are viewing a report that has been filtered, you get that filtered version.

### Include subspaces in your reports

For spaces, subspaces are not included in reports by default. You can include subspace data by selecting the **Include subspaces** checkbox in the left pane.

### Take a quick view of reports

Charts are cached so when you reload the same chart after loading it the first time, you see it faster. The community-level reports dashboard is cached nightly. Selecting a new date range or filter means that you are requesting a chart that has not been cached, so it can be slower.

## Analytics events

Here are specific details of the different events that are available in the analytics database.

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**Caution:** These details were derived from the 4.0 codebase, and may slightly differ in different versions of Jive.

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| Event (AnalyticsEventCode) | |
|---|---|
| **Log In (160)** | This is fired every time a user logs in. This includes when an account is first created and when a user bridges a piece of content. |
| **Log Out (161)** | This is fired every time someone explicitly clicks the 'log out' link. It will not be fired when a user's session automat-ically expires. |
| **Offline (150)** | This should be every time a user logs out or their session expires. However, there are known bugs with this event and these statistics should be ignored. |

| Event (AnalyticsEventCode) | |
|---|---|
| **View (10)** | Views are counted for all content types and all primary containers (spaces, projects, and social groups), and profile pages. For containers, this includes any of the tabs within a container. It does not include editing the container, viewing group members, etc. This will also be fired any time an attachment is downloaded. Views to the home page are considered a view of the root community. |
| **Delete (30)** | Fires when any major content type, poll, project, social group, blog, space, announcement, user, avatar, task, message (from a discussion), comment, bookmark, or attachment is deleted. It will also be fired if a user relationship is removed. Note that blogs are containers within spaces, social groups, and projects. If a space that has a blog is deleted, the delete event will be fired for each of those. Deleting a container will also fire the delete events for all of the content within that container. |
| **Undelete (80)** | This is used by documents. If a document is deleted, an admin can find and un-delete the document. |
| **Create (20)** | Fires when any major content type, message (reply to a thread), announcement, space, project, social group, blog, user account, relationship/friendship, bookmark, attachment, comment, or user avatar is created. |
| **Modify (40)** | Fires when any major content type, announcement, space (such as changing its name), project, social group, bookmark, user profile, or user avatar is modified. For content, this includes editing the post or tags of the post. For containers, this only includes when the title, description, or tags are modified. This will also be fired if the community organization chart is modified. |
| **Copy (60)** | This is an event reserved for custom content types. It is not used by the core Jive code. |
| **Move (70)** | Fired when any major content type or space is moved. This can fire for a blog for one specific scenario: if a community that has a blog is being merged into another community that does not already have a community. |

| Event (AnalyticsEventCode) | |
|---|---|
| **Send (120)** | This is only fired by Private Messages. This is not fired by sending emails. |
| **Associate (200) and Dissociate (210)** | This is used when a member joins or leaves a group. It is also used when a tag is added or removed from a piece of content. |
| **Validate (230)** | This is only fired when a registering user validates their email address. |
| **Approve (130)** | This is only fired when a user accepts a 'friendship' request. |
| **Reject (240)** | This is only fired when a user rejects a 'friendship' request. |
| **Aided (290)** | This is only fired when a discussion marked as question is marked as *helpful*. |
| **Resolved (300)** | This is only fired when a question is marked as *answered*. |
| **Search Content (170)** | This is fired any time someone lands on the advanced search results page. |
| **Search Users (180)** | This is only fired when someone searches on the **Browse** > **People** page. |
| **Spotlight Search (190)** | This will get fired every time the Spotlight Search results appear. These are the results that appear before you hit enter in search results. Note that this can get fired multiple times per search if the user changes their search terms after spotlight search results have already appeared. For example, if you type `tes` into the search bar, results will appear, if you add another `t`, more results will appear. These are 2 spotlight search events. |
| **Follow (270) and Unfollow (280)** | This is fired every time someone follows or unfollows a container or user. This is slightly different than 'receive email notifications'. |

**Note:**

- *Any major content* type here includes discussions, blog posts, documents, and videos.
- Almost all of these events are available to custom content types (plugins) via the ContentEvent abstract class.

## Filtering reports by date

While looking at a full report view, you can filter reports to zero in on data for specific groups of people.

You can use one or more filters when you want to see a report for a more specific set of users. For example, you can look at how much content has been created by all users in the UK who are also in the Engineering department. The filtering options depend on the configuration of the user profile fields.

The Filter by text option enables you to narrow users by using text snippets found anywhere in the user's profile. You can use this option along with adding a filter, or just on its own.

To add a filter:

1. Open the full view of a report. If you're in the dashboard view, click a report title to open the full view.
2. Click **Add Filter**.
3. Select the **Filter by** criteria.

   This setting uses community-specific profile fields. For more information, see Adding profile fields to report filters on page 20.
4. Select your filter, which contains data that one or more person used in the selected profile field.
5. Repeat steps 2 through 4 to add additional filters.
6. Type a text string in the **Type to filter by text** box to filter by the text snippet in all user profile fields.
7. Click **Refresh** to see the filter work.

**Note:** Fields that can be filtered are profile fields marked searchable by your community administrator. For more information, see Adding profile fields to report filters on page 20.

## How reports count group status updates

Community Manager Reports does not fully support the new Group Status Update feature at this time. Certain reports incorporate content items from group status updates.

The following list explains the behavior of content items for group status updates.

**User Adoption**
: Users can increase their active and participating points by liking group status updates. However, viewing, responding, or creating group status updates do not affect a user's active, participate, or contribute counts.

**User Leaderboard**
: A user receives points every time they create, comment, or like group status updates.

**Content**
: The Content Creation report includes group status updates in its Status Update content items for the Global Dashboard. However, this report does not count group status updates in Total Content points for Group and Space dashboards.

**Content Leaderboard**
: The Content Leaderboard chart shows group status updates when created by standard access users. However, the chart does not count views and sets views to zero, so group status updates will always rank low on the leaderboard.

**Daily Activity**
: Likes in the Daily Activity report includes those for group status updates. However, views, responses, or creates in this report do not include those for group status updates.

**Places Activity**
: Activity for the Places Activity report includes likes for group status updates. However, views of group status updates are not included in the activity for this report.

# 4

# Community-level reports

In this section, you can find the descriptions of the available reports. Note that the CSV downloads provide more info than the on-screen reports.

If it's a community-level report, it says so. These reports show data for the entire community and don't make sense in groups or spaces. For more on who can access community-level reports, see Managing access to Community Manager Reports on page 15.

**:** A “Registered user” is a “User” for purposes of your master agreement with Jive, and all other terms set forth in this chart and help are only to be used for measuring user engagement and activity, and are not to be read in connection with your master agreement.

### Opening reports

| | |
|---|---|
| **Community-level reports** | To see the reports for the community in Jive, click the down arrow in the upper right corner and select **Community Manager Reports** from the menu. |

For more information, see Using Jive Analytics on page 21.

*In Community Manager Reports, you can find the community-level reports that show data for the entire community.*

For details, see the following topics:

- User Adoption
- User Leaderboard
- Content
- Content Leaderboard
- Daily Activity
- Answered Questions
- Average Response Time to Questions
- Profile Completion
- Places Activity
- Leaderboard: Content Created
- Views of Answered Questions
- Correct and Helpful Events
- Community Health
- Top Successful Search Queries
- User to User Interactions
- Engagement Index
- DAU/MAU Report

# User Adoption

The User Adoption chart shows the extent of user engagement with the community over time.

**Fastpath:** **Your Avatar** > **Community Manager Reports** > **User Adoption**

The following list defines the important terms you see on the User Adoption graph. Categories are subsets of each other. For example, all Contributing Users are automatically Participating, and all Participating users are also Active users.

**Total Users** All system users who have not been deactivated.

**Registered** All system users who have logged in at least once and accepted the system's terms and conditions.

**Active** Users who have viewed at least one document, discussion, blog post, status update, poll, video, idea, group overview page, space overview page, or project overview page during the last 30 days.

**Participating** Users who have commented on, replied to, liked, rated, voted, edited, or created at least one document, discussion, blog post, status update, poll, video, idea, group, space, or project during the last 30 days. It also counts any users who have joined a group within this period.

**Note:** The database activity types include CREATE (20), MODIFY (40), RATE OR VOTE (100), LIKE/ACCLAIM (101).

**Contributing** Users who have created at least one document, discussion, blog post, status update, poll, video, idea, group, space, or project in the previous 30 days. A user needs to actually create something and not just respond to existing content to be considered a contributing user. For example, a user can start a discussion, ask a question, or post a document in order to be considered a contributing user.

**Note:** The database activity types include CREATE (20).

**Tip:**

- You can hover over the lines in the graph to see actual counts for specific points in time.
- User counts in the on-screen report include external contributors. To narrow the report down to only standard-access users or external contributors, select **Add Filter** > **Filter by user type** and pick the user type you want to see in the report.
- The CSV download of the User Adoption report includes external contributors. You can narrow down the report by using filters.

### CSV details

The CSV download provides two reports.

- The Chart Results CSV shows the data of the User Adoption report: how many users have been active, participated, or contributed in the date range you select.
- The User Results CSV lists of the User Leaderboard report: who has been active, participated or contributed in the community as of the report date.

# User Leaderboard

The User Leaderboard lists the top 5 contributors with the most points in the last 90 days or date range you select.

**Fastpath:** **Your Avatar** > **Community Manager Reports** > **User Adoption**

This report includes status points, following and followers counts of all contributors.

**Tip:**

- The full report shows the top 10 contributors.
- Hover over a user's name to see their pop-up profile.
- This report includes external contributors. To narrow the report down to only standard-access users or external contributors, select **Add Filter** > **User Type** and pick the user type you want to see in the report.
- The CSV download of the User Leaderboard report also includes external contributors. You can narrow down the report by using filters.

# Content

You can use the Content graph to track how much content is being created over time. When content is published, it increases the count of content created. When content is deleted, it decreases the count.

**Fastpath:** **Your Avatar** > **Community Manager Reports** > **Content**

This graph provides a percentage breakdown by content type: documents, blog posts, status updates, discussions, polls, ideas (if enabled), and videos (if enabled).

**Tip:**

- You can hover over the lines in the graph to see actual content item counts for a specific day.
- The Total Content box provides a count of all content types that were published yesterday, or at the end of the selected date range.
- Total content includes content created by external contributors. To narrow the report down to only content created by standard-access users or external contributors, select **Add Filter** > **User Type** and pick the user type you want to see in the report.
- The Content Creation graph does not include draft content until the day it's published.

# Content Leaderboard

The Content Leaderboard lists the top 20 pieces of published content with the most views in the last 90 days or date range you select. This report includes the content's title, author, and the number of views.

**Fastpath:** **Your Avatar** > **Community Manager Reports** > **Content**

Because views shown in the Content Leaderboard reflect activity over the selected date interval, they typically differ from the number of views shown for content in the Jive web app. Downloading the CSV for the Content Leaderboard report provides a deeper dive into the content leaderboard data.

The on-screen report for each content item includes the item type, the title, the last user who edited it, and the number of views.

---

**Tip:**

- The report in a place shows the top 6 pieces of content. The full report shows the top 20 pieces of content.
- Content Leaderboard includes content created by external contributors. To narrow the report down to only standard-access users or external contributors, select **Add Filter** > **User Type** and pick the user type you want to see in the report.
- The Content Leaderboard does not include draft content until the day it's published.

---

### CSV details

The following fields are exported to a Content Leaderboard CSV file: Title, Creation Date, Content ID, Content Type, Current Question Status, Number of Views, Number of Likes, Number of Rates and Votes, Number of Responses, Number of Revisions, Current Author Name, Current Author Username, Current Author ID, Current Container Name, Current Container ID, Current Container Type.

To help navigate the CSV, the following Current Question Status definitions might be helpful:

- **Resolved:** When a question receives a correct answer. When the answer is marked correct, the question is marked answered.
- **Unresolved:** When a question has no replies marked helpful and no correct answer.
- **Helped:** When a question has at least one reply that was marked as helpful.

## Daily Activity

You can use the Daily Activity graph to get a glimpse of the activity happening in your community each day.

The following list describes the activity items you see in the on-screen report. The CVS download also provides Rates and Votes.

| | |
|---|---|
| **Creates** | The number of times a document, discussion, blog post, status update, poll, video, idea, group, space, or project was created. |
| **Responses** | The number of times a user replied to a discussion or commented on a document, blog post, status update, poll, video, or idea. This counts every response to the same piece of content, including responses by the same user on the same day. |
| **Likes** | The number of times a user liked a document, discussion, blog post, status update, video, comment, or response. |

| | |
|---|---|
| **Views** | The number of times a user viewed a document, discussion, blog post, status update, poll, video, idea, group overview page, space overview page, or project overview page. This counts every view to the same piece of content, including views by the same user on the same day. |
| **Revisions** | The number of times a user viewed revised a document, discussion, blog post, status update, poll, video, idea, group, space, or project. This counts every revision to the same piece of content, including revisions by the same user on the same day. |
| **Rates and Votes** | The number of times a user rates a content item or votes in a poll. Rates and Votes are only shown in the CSV download. |

**Tip:**

- The full report provides daily averages below the graph for activity types.
- You can hover over the lines in the graph to see counts for a specific day's activity types.
- This report includes activity generated by external contributors. To narrow the report down to only activity generated by standard-access users or external contributors, select **Add Filter** > **User Type** and pick the user type you want to see in the report.
- The Daily Activity report includes activity on draft content.

# Answered Questions

You can use the Answered Questions graph to see the number of questions with responses, with helpful answers, or with correct answers at different points in time.

The totals underneath the graph provide total counts up to the end of the selected date range.

**Tip:**

- You can hover over the lines in the graph to see actual question counts for a specific day.
- This report includes questions asked by external contributors. To narrow the report down to only questions asked by standard-access users or external contributors, select **Add Filter** > **User Type** and pick the user type you want to see in the report.

# Average Response Time to Questions

You can use the Average Response Time to Questions graph to gauge how responsive your community or a segment of your community is on a given day.

During the days shown, you can see the average length of time questions were outstanding prior to receiving the first response, first helpful answer, or the correct answer.

**Tip:**

- Hover over the graph lines to see the average time for a specific day.
- The Average Response Time to Questions report includes questions asked by external contributors. To narrow the report down to only questions asked by standard-access users or external contributors, select **Add Filter** > **User Type** and pick the user type you want to see in the report.

# Profile Completion

The Profile Completion graph shows the percentage of users who completed certain fields in their profile. This report is only available in the community-level reports.

The full report shows a few more fields than the Dashboard.

Downloading the CSV for the Profile Completion report provides a deeper dive into the profile completion data. When an administrator (users with Full Access, Manage System, or Manage Community permissions) generates the Profile Completion CSV, they see all profile fields and their values. When a regular user who has permissions to view community-level reports generates this report, they see X instead of values for completed profile fields.

The following list compares the on-screen report versus the downloaded CSV report.

| | |
|---|---|
| **Fields in on-screen report** | **Dashboard view**: Profile Image, Avatar, and the top 4 non-required fields. The fields display in descending order based on percent completion.<br><br>**Full report view**: Profile Image, Avatar, and the top 8 non-required fields. The fields display in descending order based on percent completion. |
| **Fields in CSV download** | For full-access admins: All profile fields and their values.<br><br>For regular users with CMR permission: User ID, Username, and all non-required profile fields. |

**Tip:**

- Hover over a bar in the graph to see the actual numbers of users completing individual profile fields.
- To narrow the report down to only profiles completed by standard-access users or external contributors, select **Add Filter** > **User Type** and pick the user type you want to see in the report.

# Places Activity

The Places Activity graph lists the most active places in the community using the number of views in the last 90 days or date range you select. This report is only available in the community-level reports.

The following list describes the activity items you see in the on-screen report and the CVS download.

| | |
|---|---|
| **Fields Shown in On-Screen Report** | Place Name and Number of Views. |
| **Fields Shown in CSV Download** | Place Name, Display Name, Creation Date, Place ID, Type, Number of Views, Number of Likes, Number of Rates and Votes, Number of Responses, Number of Revisions, Number of Creates, Current Number of Followers, Group Type, Current Number of Members, Current Owner Name, Current Owner Username, and Current Owner ID. |

**Tip:**

- You can see the top 10 places in the dashboard, or the top 25 places in the full report.
- The Profile Completion report includes views by external contributors.
- To narrow the report down to only views by standard-access users or external contributors, select **Add Filter** > **User Type** and pick the user type you want to see in the report.
- The Places Activity graph includes activity on draft content.

# Leaderboard: Content Created

This chart lists top participating users in ways they have participated.

**Fastpath: Your Avatar** > **Community Manager Reports** > **Leaderboard**

**Note:** This report is available only if the Cloud Analytics service is enabled for your community. Additionally, only data of the current year and two previous years is available in the report; for more information, see Update to our Jive Analytics Data Retention Policy on Worx.

For the specified period, this chart displays the users who have the most:

- Content created
- Content read
- Likes given
- Likes received
- Questions answered

Note that the CSV download includes only data for the selected facet. The following fields are exported: Actor ID and Content.

# Views of Answered Questions

In the Views of Answered Questions chart, you can select different time periods to show how many views questions get after they're marked with a correct answer.

**Note:** This report is available only if the Cloud Analytics service is enabled for your community. Additionally, only data of the current year and two previous years is available in the report; for more information, see Update to our Jive Analytics Data Retention Policy on Worx.

**Note:** Assumed Answers do not count as correct answers.

# Correct and Helpful Events

The Correct and Helpful Events chart shows you a tally of responses marked Helpful and Correct Answers for each day in the time period you select.

**Note:** This report is available only if the Cloud Analytics service is enabled for your community. Additionally, only data of the current year and two previous years is available in the report; for more information, see Update to our Jive Analytics Data Retention Policy on Worx.

This chart only shows an increase in Correct and Helpful events. It does not support removals or deletions when replies or comments are unmarked Correct or Helpful.

# Community Health

The Community Health report shows visitors, content, and searches for certain periods so you can evaluate your community activity.

**Fastpath:** **Your avatar** > **Community Analytics** , then select **Community Health Page**

**Note:** This report is available only if the Cloud Analytics service is enabled for your community. Additionally, only data of the current year and two previous years is available in the report; for more information, see Update to our Jive Analytics Data Retention Policy on Worx.

For each of the three periods (24 hours, 7 days, and 30 days), you see two numbers. The first one counts activity for that period, and the second compares the last two periods to show the overall increase or decrease in activity.

To view the results for a custom period, click on the period in the upper right corner and select the end date. The start date changes automatically, as well as the results in the table.

### Monitored activities

| Community activity | How the health number is calculated |
|---|---|
| **Visitors** | |
| **Active Users** | Users who have viewed at least one document, discussion, blog post, status update, poll, video, idea, group overview page, space overview page, or project overview page within the reported period. |

| Community activity | How the health number is calculated |
|---|---|
| **New Registrations** | Unique users who arrived for the first time within the reported period. For example, their first login or first view would be counted. |
| **Anonymous Sessions** | The total number of unique sessions for anonymous users within the reported period.<br>**Note:** Anonymous sessions are only counted and shown when anonymous viewing is enabled. |
| **Content** | |
| **Content Created** | The total number of content items created within the reported period. For example, documents, discussions, or status updates. |
| **Content Views** | The number of views given to content items within the reported period. For example, documents, discussions, or status updates. |
| **Likes** | The total number of likes given to content items within the reported period. |
| **Responses** | The total number of comments and replies given to content items within the reported period. |
| **Correct Answers Provided** | The number of correct answer events within the reported period. |
| **Unanswered Questions** | The number of outstanding unanswered questions within the reported period. |
| **Health Indexes** | |
| **Activities** | The number of total activities in the community within the reported period. |
| **Index** | The number of total activities in the community within the reported period. |
| **Daily Average Active Users / Monthly Active Users** | A percentage of average active users.<br>**Note:** This value is not available in CSV. |
| **Search** | |
| **SearchesConducted** | The number of searches within the reported period. |

### A downloaded report in a CSV file

The report can be exported in the CSV format. It includes comparison of the monitored activities for the six preset periods. The following periods are included:

- `PT-24H`: Compares the last 24-hour period starting from the end date.
- `PT-48H`: Compares the 24-hour period before the last 24-hour period starting from the end date.
- `P-7D`: Compares the last 7-day period starting from the end date.
- `P-14D`: Compares the 7-day period before the last 7-day period starting from the end date.
- `P-30D`: Compares the last 30-day period starting from the end date.
- `P-60D`: Compares the 30-day period before the last 30-day period starting from the end date.

For example, if you set the **Start Date** to 1 Feb 2019 and the **End Date** to 12 Feb 2020, the comparison will be listed for the following date ranges:

- `PT-24H`: 12 Feb 2020 00:00:00 to 12 Feb 2020 23:59:59
- `PT-48H`: 11 Feb 2020 00:00:00 to 11 Feb 2020 23:59:59
- `P-7D`: 06 Feb 2020 00:00:00 to 12 Feb 2020 23:59:59
- `P-14D`: 30 Jan 2020 00:00:00 to 05 Feb 2020 23:59:59
- `P-30D`: 14 Jan 2020 00:00:00 to 12 Feb 2020 23:59:59
- `P-60D`: 15 Dec 2020 00:00:00 to 13 Jan 2020 23:59:59

## Top Successful Search Queries

The Top Successful Search Queries report shows the top search terms used to find content, people, or places and how many times these terms were used. Success is based on users actually clicking a result in the spotlight or main search.

**Note:** This report is available only if the Cloud Analytics service is enabled for your community. Additionally, only data of the current year and two previous years is available in the report; for more information, see Update to our Jive Analytics Data Retention Policy on Worx.

We define search terms for this report by exactly what a community member types to find a result. For example, if a user finds and clicks what they need after typing **Jive Software**, then *Jive Software* is the search term and not just *Jive*.

# User to User Interactions

The user to user interactions chart analyzes collaboration trends around how different users engage with each other. This chart details interaction dynamics for the community.

User-to-user interactions include any sort of interaction between 2 users, for example:

- User A views Document written by User B
- User A comments on Document written by User B
- User A likes a document written by User B

Notice how A interacts with B in these examples. This is known as *directionality*. Interactions are also assigned the notion of *strength*. For example, a comment is a more meaningful interaction than a view.

Different category options in the top-right corner of the chart enable users to analyze collaboration dynamics by Department, Location, Title, or Hire Date. Each drop-down box provides a category or grouping that can be used to visualize interactions. For example, if you want to know how users within specific departments interact, you can select Department from the list, and see the User-to-User Interactions by department. A similar analysis can be done for Location or Title.

# Engagement Index

You can use the Engagement Index chart to review community engagement and user activity and watch how community engagement changes over time.

To calculate Engagement Index, we take the total engagement activities for the month (or day) and divide them by the total active users for that month (or day). The higher the number, the more engaged the community. Community managers can use this daily or monthly number to track how engaged their members are in the community. If the index increases over time, then each active member is doing more reading, searching, commenting, or contributing to the community.

**Chart Axis Labels:** The chart has two y-axes, Engagement Index per month and Engagement Index per day. The monthly line enables the community manager to track monthly contributions to the community, and the daily line enables community managers to track engagement daily.

| | |
|---|---|
| **Engagement Index per Month** | Total Activities for that Month divided by Total Active Users for that Month. |
| **Engagement Index per Day** | Total Activities for that Day divided by Total Active Users for that Day. |

# DAU/MAU Report

The DAU/MAU (Daily Active Users/Monthly Active Users) chart provides a ratio of daily active users to monthly active users. This metric measures community interest by providing a percentage of how many monthly active users are engaged on a daily basis.

For example, if 1000 users were active last month, and 500 were active daily, then the DAU/MAU is 50%. That means that half the monthly active users were active every day. The highest value for DAU/MAU is 100%, which would mean all monthly active users are active every day.

**Note:** The monthly view of this chart uses an average of daily active users.

### Metric Definition

```
DAU/MAU = Daily Active User / Monthly Active users
```

where:

| | |
|---|---|
| **DAU (Daily Active Users)** | A daily active user is someone who views any content type on any given day. Adding up all users identified as DAU provides the total daily active users for the specified reporting date. |
| **MAU (Monthly Active Users)** | A monthly active user is someone who views any content type on any given day of the reported month. Adding up all users identified as DAU provides the total daily active users for the specified reporting date. |

# 5

# Place-level reports

In this section, you can find the descriptions of the available reports for places (that is, groups, spaces, or subspaces). Note that the CSV downloads provide more info than the on-screen reports.

---

**:** A “Registered user” is a “User” for purposes of your master agreement with Jive, and all other terms set forth in this chart and help are only to be used for measuring user engagement and activity, and are not to be read in connection with your master agreement.

---

**Opening reports**

| | |
|---|---|
| **Place-level reports** | To see reports for a group or space, navigate to the group or space, and then select the **Reports** tab. |

For more information, see Using Jive Analytics on page 21.

*In addition to community-level reports, you gauge the status of specific places directly. This functionality is also available to place owners and administrators.*

For details, see the following topics:

- User Adoption
- User Leaderboard
- Content
- Content Leaderboard
- Daily Activity
- Answered Questions
- Average Response Time to Questions

## User Adoption

The User Adoption chart shows the extent of user engagement with the community over time.

---

**Fastpath:** **Your Avatar** > **Community Manager Reports** > **User Adoption**

---

The following list defines the important terms you see on the User Adoption graph. Categories are subsets of each other. For example, all Contributing Users are automatically Participating, and all Participating users are also Active users.

**Total Users** All system users who have not been deactivated.

**Registered** All system users who have logged in at least once and accepted the system's terms and conditions.

**Active** Users who have viewed at least one document, discussion, blog post, status update, poll, video, idea, group overview page, space overview page, or project overview page during the last 30 days.

**Participating** Users who have commented on, replied to, liked, rated, voted, edited, or created at least one document, discussion, blog post, status update, poll, video, idea, group, space, or project during the last 30 days. It also counts any users who have joined a group within this period.

**Note:** The database activity types include CREATE (20), MODIFY (40), RATE OR VOTE (100), LIKE/ACCLAIM (101).

**Contributing** Users who have created at least one document, discussion, blog post, status update, poll, video, idea, group, space, or project in the previous 30 days. A user needs to actually create something and not just respond to existing content to be considered a contributing user. For example, a user can start a discussion, ask a question, or post a document in order to be considered a contributing user.

**Note:** The database activity types include CREATE (20).

**Tip:**

- You can hover over the lines in the graph to see actual counts for specific points in time.
- User counts in the on-screen report include external contributors. To narrow the report down to only standard-access users or external contributors, select **Add Filter** > **Filter by user type** and pick the user type you want to see in the report.
- The CSV download of the User Adoption report includes external contributors. You can narrow down the report by using filters.

### CSV details

The CSV download provides two reports.

- The Chart Results CSV shows the data of the User Adoption report: how many users have been active, participated, or contributed in the date range you select.
- The User Results CSV lists of the User Leaderboard report: who has been active, participated or contributed in the community as of the report date.

# User Leaderboard

The User Leaderboard lists the top 5 contributors with the most points in the last 90 days or date range you select.

**Fastpath: Your Avatar** > **Community Manager Reports** > **User Adoption**

This report includes status points, following and followers counts of all contributors.

**Tip:**

- The full report shows the top 10 contributors.
- Hover over a user's name to see their pop-up profile.
- This report includes external contributors. To narrow the report down to only standard-access users or external contributors, select **Add Filter** > **User Type** and pick the user type you want to see in the report.
- The CSV download of the User Leaderboard report also includes external contributors. You can narrow down the report by using filters.

# Content

You can use the Content graph to track how much content is being created over time. When content is published, it increases the count of content created. When content is deleted, it decreases the count.

**Fastpath: Your Avatar** > **Community Manager Reports** > **Content**

This graph provides a percentage breakdown by content type: documents, blog posts, status updates, discussions, polls, ideas (if enabled), and videos (if enabled).

**Tip:**

- You can hover over the lines in the graph to see actual content item counts for a specific day.
- The Total Content box provides a count of all content types that were published yesterday, or at the end of the selected date range.
- Total content includes content created by external contributors. To narrow the report down to only content created by standard-access users or external contributors, select **Add Filter** > **User Type** and pick the user type you want to see in the report.
- The Content Creation graph does not include draft content until the day it's published.

# Content Leaderboard

The Content Leaderboard lists the top 20 pieces of published content with the most views in the last 90 days or date range you select. This report includes the content's title, author, and the number of views.

**Fastpath:** **Your Avatar** > **Community Manager Reports** > **Content**

Because views shown in the Content Leaderboard reflect activity over the selected date interval, they typically differ from the number of views shown for content in the Jive web app. Downloading the CSV for the Content Leaderboard report provides a deeper dive into the content leaderboard data.

The on-screen report for each content item includes the item type, the title, the last user who edited it, and the number of views.

**Tip:**

- The report in a place shows the top 6 pieces of content. The full report shows the top 20 pieces of content.
- Content Leaderboard includes content created by external contributors. To narrow the report down to only standard-access users or external contributors, select **Add Filter** > **User Type** and pick the user type you want to see in the report.
- The Content Leaderboard does not include draft content until the day it's published.

## CSV details

The following fields are exported to a Content Leaderboard CSV file: Title, Creation Date, Content ID, Content Type, Current Question Status, Number of Views, Number of Likes, Number of Rates and Votes, Number of Responses, Number of Revisions, Current Author Name, Current Author Username, Current Author ID, Current Container Name, Current Container ID, Current Container Type.

To help navigate the CSV, the following Current Question Status definitions might be helpful:

- **Resolved:** When a question receives a correct answer. When the answer is marked correct, the question is marked answered.
- **Unresolved:** When a question has no replies marked helpful and no correct answer.
- **Helped:** When a question has at least one reply that was marked as helpful.

# Daily Activity

You can use the Daily Activity graph to get a glimpse of the activity happening in your community each day.

The following list describes the activity items you see in the on-screen report. The CVS download also provides Rates and Votes.

| | |
|---|---|
| **Creates** | The number of times a document, discussion, blog post, status update, poll, video, idea, group, space, or project was created. |
| **Responses** | The number of times a user replied to a discussion or commented on a document, blog post, status update, poll, video, or idea. This counts every response to the same piece of content, including responses by the same user on the same day. |
| **Likes** | The number of times a user liked a document, discussion, blog post, status update, video, comment, or response. |
| **Views** | The number of times a user viewed a document, discussion, blog post, status update, poll, video, idea, group overview page, space overview page, or project overview page. This counts every view to the same piece of content, including views by the same user on the same day. |
| **Revisions** | The number of times a user viewed revised a document, discussion, blog post, status update, poll, video, idea, group, space, or project. This counts every revision to the same piece of content, including revisions by the same user on the same day. |
| **Rates and Votes** | The number of times a user rates a content item or votes in a poll. Rates and Votes are only shown in the CSV download. |

**Tip:**

- The full report provides daily averages below the graph for activity types.
- You can hover over the lines in the graph to see counts for a specific day's activity types.
- This report includes activity generated by external contributors. To narrow the report down to only activity generated by standard-access users or external contributors, select **Add Filter** > **User Type** and pick the user type you want to see in the report.
- The Daily Activity report includes activity on draft content.

# Answered Questions

You can use the Answered Questions graph to see the number of questions with responses, with helpful answers, or with correct answers at different points in time.

The totals underneath the graph provide total counts up to the end of the selected date range.

**Tip:**

- You can hover over the lines in the graph to see actual question counts for a specific day.
- This report includes questions asked by external contributors. To narrow the report down to only questions asked by standard-access users or external contributors, select **Add Filter** > **User Type** and pick the user type you want to see in the report.

## Average Response Time to Questions

You can use the Average Response Time to Questions graph to gauge how responsive your community or a segment of your community is on a given day.

During the days shown, you can see the average length of time questions were outstanding prior to receiving the first response, first helpful answer, or the correct answer.

**Tip:**

- Hover over the graph lines to see the average time for a specific day.
- The Average Response Time to Questions report includes questions asked by external contributors. To narrow the report down to only questions asked by standard-access users or external contributors, select **Add Filter** > **User Type** and pick the user type you want to see in the report.