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Reports

Reports functionality in KBPublisher

The screenshot shows the 'Reports' section with the 'Usage' tab selected. On the left is a 'Report Filter' panel with a 'Report' section containing checkboxes for Article Views, File Downloads, News Views, Logins, Registrations, Comments, Feedback, New Articles, New Files, Updated Articles, and Updated Files. The 'Range' is set to 'Daily' and the 'Period' is 'This Month'. An 'OK' button is at the bottom of the filter panel. To the right is a 'Chart Type' selector with 'Line' selected. Below this is a line chart showing four data series: Article Views (grey), File Downloads (blue), Logins (red), and Comments (green) from July 1st to July 31st, 2019. The chart shows a significant peak in Article Views on July 23rd. Below the chart is a table with columns for Date, Article Views, File Downloads, Logins, and Comments, showing data for the first five days of July 2019. An 'Export' button is located to the right of the table.

Date	Article Views	File Downloads	Logins	Comments
01 Jul, 2019	2	0	1	0
02 Jul, 2019	3	0	1	0
03 Jul, 2019	2	0	2	0
04 Jul, 2019	1	0	1	0
05 Jul, 2019	1	0	0	0

- Report Filter** allows you to choose which statistics you want to report on. Check each item you want statistics for
- Range** allows you to determine whether the stats are shown for each day, for a month at a time or for a whole year.
- Period** is the time period over which the stats are to be listed for. The options here depend on what you choose in the range. For example, if you choose monthly, then the period options will be this week, previous week, this month or the previous month. You can also select a custom period. If you choose this KBPublisher allows you to choose a From date and a To date.
- Once you have selected filters, a range and a time period, click the **OK** button to produce the report.
- The report is displayed as a graph - you can choose line, bar or pie charts
- And as a table on screen.
- If you wish, you can also **Export** the results.

The screenshot shows an 'Export' dialog box with a close button (X) in the top right corner. It contains three radio button options: 'XML' (which is selected), 'CSV', and 'Excel'. At the bottom of the dialog are two buttons: 'Export' and 'Close'.

If you click on the **Export** button, you get the option to export the results in XML, CSV or Excel format. Once you have chosen the appropriate format to export in, click on the **Export** button to export the data. You will be asked if you want to open the file or save it.

Note:

- Report functionality only works when [scheduled tasks are turned on](#).
- Data collected is summary data. We do not break down data to individual user level, we collect totals only.

 This functionality works in version 3.5 and above

The Views Report Explained

The Views Report lets you review how often visitors are looking at each of your articles or documents.

The screenshot shows the KBPublisher Reports interface. The top navigation bar includes 'Usage', 'Views', 'User Activity', and 'Statistics'. The 'Views' report is selected. On the left, the 'Report Filter' panel includes fields for Type (Article Views), Period (Previous Day), Limit (10), Category, and Entry ID(s). The main display shows a table with the following data:

ID	Title	Views	Rate
56	Using templates in articles	1	50%
129	Private articles	1	50%

The main display shows you, for each document:

- the document's ID
- the title
- the number of views (or "hits") the document has had in the current time span
- what percentage of all views that number represents (in the "Rate" column)

If there are a lot of entries, the list at the right is broken up into pages, with the number of entries displayed at the top left. Use the navigation options at the top right to move through the list.

You can **filter** the display to simplify finding what you want. The **Report Filter** is on the left of the screen, and you can use one or all of these filter conditions:

- **Type** -- Choose from the available options: Article Views, File Downloads, or News Views.
- **Period** -- Choose a time period such as "This Week". If you choose "Custom", fields appear where you specify the start and end dates for the custom period.
- **Limit** -- Indicate how many entries to display. If you select "___", KBPublisher displays all entries for the type you selected.
- **Category** -- Choose a category to only display items from that category. Check the checkbox to the right of the field to also display entries in sub-categories of the category you selected.
- **Entry ID** -- You can enter one or more document IDs, if you know them, to restrict the display to those documents only. If you enter multiple IDs, separate them with commas (like "22, 40, 104, 10021").

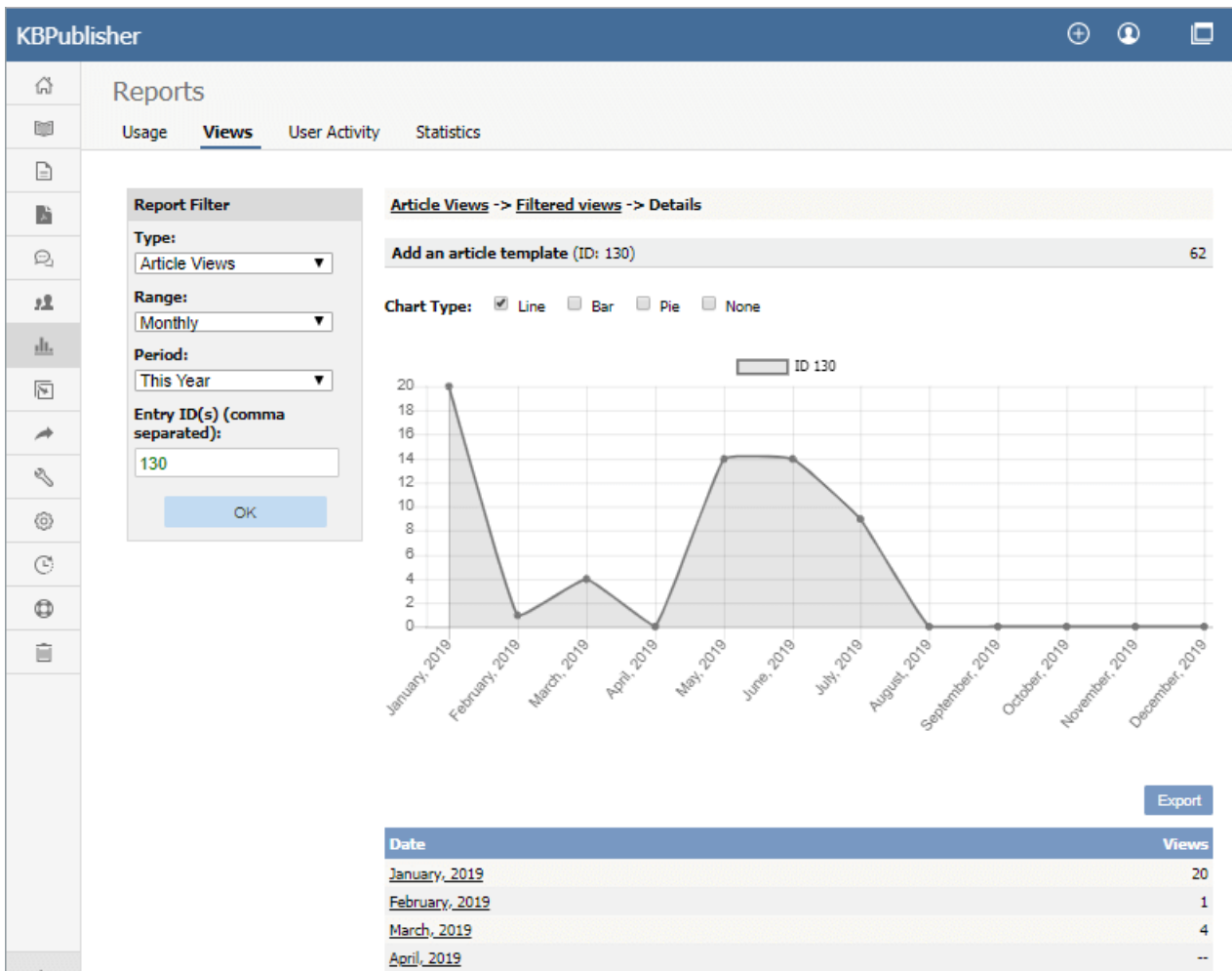
Click **OK** to display filtered search results. If there are no results, your search may be too restrictive: remove or relax one filter and click **OK** again.

To see **details** about one document use, you can click its title.

The **Details** appears. This view has a space for a chart at the top, a table and an export button.

Details View

The details view can display a chart of document use, and has a table to report on daily use and a button to export the information.



Chart

A chart of document views can help you analyze viewing and use patterns over time. You can display the information about the selected document or documents as a **Line**, **Bar**, or **Pie** chart; or you can opt to have **no chart**:

Table

The table shows the number of views for the selected document for each day in the selected period. Sundays appear in red so you can quickly see week-by-week information.

Export button

You can export the views data for the documents you selected. See [Export Reports](#).

To return to the full list of documents, locate the "breadcrumbs" entry at the top of the display. Click either **Article Views** or **Filtered views** to close the details view.

Note: Report functionality only works when scheduled tasks are turned on

The User Activity Report lets you view activity on your site so that you can analyze your user base and the state of your content. You can find actions performed by specific users, actions related to specific articles or other types of content, and can even filter your search by date range or IP address.

Report Filter

Entry type:

Action:

Period:

User ID:

Entry ID:

User IP:

Invert Result (display users who did not do the action)

OK

Navigate by: [← Previous](#) | 21 Jul, 2019 - 27 Jul, 2019 | [Next →](#)

Records: 1 - 10 of 12 Pages: of 2 [»»](#) Records per page:

[Export](#)

Time	Entry type	Action	Entry ID	User	User IP
<u>21 Jul, 2019</u>					
01:22 PM	User	Login		Smith J.	176.176.176.76
01:27 PM	Article		491	Smith J.	176.176.176.76
01:27 PM	Article	View	491	Smith J.	176.176.176.76
01:28 PM	Article	Move to Trash	1	Smith J.	176.176.176.76
05:31 PM	User	Login		Smith J.	176.176.176.76
06:05 PM	Article	View	52	Smith J.	176.176.176.76
<u>22 Jul, 2019</u>					
09:02 PM	User	Login		Smith J.	5.155.55.55
<u>23 Jul, 2019</u>					
06:09 PM	User	Login		Leo E.	85.185.85.185
<u>24 Jul, 2019</u>					
08:06 PM	User	Login		Smith J.	176.176.176.76
<u>25 Jul, 2019</u>					
02:49 PM	User	Login		Leo E.	85.185.85.185

Note: Report functionality only works when [scheduled tasks are turned on](#).

What reports I can generate?

The User Activity report is very flexible. Here are a few examples of what you can find:

- users who logged in this week
- users who did not log in this week (use the "Invert Result" checkbox)
- articles that were updated last week
- articles that were created this month
- articles that were created this month by specific user
- all of a specific user's actions
- all actions by a user with a specific IP address

What report data is available?

For every entry type, the system logs different actions. The "Actions" dropdown menu in the filter report varies by entry type. For example, the "Publish" action is only available when the entry type is Article Draft or File Draft. As a more extended example, for the User entry type the system logs the following:

- **Create** - Someone created a user
- **Update** - Someone updated a user's details
- **Bulk Update** - Someone updated user details in bulk
- **Delete** - Someone deleted a user
- **Login** - Someone logged in

What are the report filter options?

The Report filter is on the left of the screen, and you can use one or all of these filter conditions:

- **Entry type** - Choose from the available options: (all), Article, File, User, News, Article Draft, File Draft.
- **Action** - Choose from the available options: (all), View, Create, Update, Bulk Update, Delete, Move to Trash, Login, Publish.
- **Period** - Choose from the available options: All, Previous Day, This Week, Previous Week, This Month, Previous Month, This Year, Previous Year, Custom period.
- **User ID** - Enter the numerical ID for a user, or click the + button to select a user from the Users popup. For results already displayed, you can

also click on a user's name in the User column and select **Report filter**.

- **Entry ID** - Enter the numerical ID for the entry type, or click the + button to select an entry from the popup.
- **User IP** - Enter an IP address to filter by user IP.
- **Invert Result** - This checkbox extends the report's powerful functionality by displaying the inverse of the results that the currently selected filters would display. For example, you might search for users who have *not* logged in since the middle of last month, or you might want to know which articles have *not* been updated this year.

How are the results displayed?

If there are a lot of entries, the list at the right is broken up into pages, with the number of entries displayed at the top left. Use the navigation options at the top right to move through the list.

The main display shows the following for each activity log item:

- the time
- the entry type
- the action
- the entry ID
- the user's last name and first initial
- the user's IP address

Can I export this report data?

Yes! See our article about [exporting reports](#) for more information.

Export Reports

You can export your reports on document and file activity from the **Usage, Views** and **User Activity** tabs of the **Reports** menu item.

Each of these tabs has a pair of sub-tabs, **Report** and **Export**. Once you see the information you want to export in the **Report** sub-tab, switch to the **Export** sub-tab to export it.

For **XML** or **Excel**, select that option and click **Export**.

For **CSV** export, accept the defaults for the options for the exported data, or set your own:

- **Fields terminated by** -- The mark that indicates the end of data for the current field; normally a comma.
- **Fields optionally enclosed by** -- You can opt to enclose data for each field in quotation marks or another mark. This allows you to include commas in the data even if they are also used as the field terminators.
- **Lines terminated by** -- For multi-line entries for a field, the mark that indicates when to start a new line.
- **Include field names row** -- Check the checkbox to include the header row in the export.
- **Include total row** -- Check the checkbox to include a "totals" row indicating a count of the entries.

When you are satisfied with the settings, click **Export**.

This functionality works in version 3.5 and above

The statistics screen allows you to see

- What are the most viewed articles
- The articles with the highest rating
- The articles with the lowest ratings
- The articles with the most comments
- The most downloaded files
- The most popular search terms used, and the least popular
- Plus general statistics about articles, files, news, feedback and users.

You can export the results as xml or csv files for use elsewhere.

KBPublisher Reports

Usage Views User Activity **Statistics**

Article File News Feedback User Search

All	XML	CSV
All articles		145
All categories		73
All glossary		11

Articles by status	XML	CSV
Published		11
Not published		7
Outdated		122
Total:		140

Articles by private status	XML	CSV
Public		140
Private Read		0
Private Write		1
Private Read/Write		4
Total:		145

Most viewed articles			All	XML	CSV
ID	Title	#			
62	The category input screen explained	43088			
130	Add an article template	577			
110	Add an article as a result of user feedback	432			
63	Add a category	266			
60	Add a glossary item	259			
272	qweweqwe	250			
82	Import users	238			
141	Article types as templates	234			
68	Add new file category	234			
26	Create new user privilege	234			

Articles with high rating			All	XML	CSV
ID	Title	#			
171	Create new user role	10.0			
487	Adding Code Snippets	10.0			

Note:

- We keep records at summary level only. We do not break data down into individual users.

This functionality works in version 4.0 and above

The **Must Read Report** lets you review which articles are set as required reading, who has confirmed reading them and when, and who has not confirmed reading.

Date created	Expires	Type	ID	Title			
13 May, 2021	Never	Article	6101	Title 1	--	--	***
22 Apr, 2021	Never	Article	650		1	1	***
20 Apr, 2021	27 May, 2021	News	35		2	--	***

You can **filter** the display to simplify finding what you want. The **Report Filter** is on the left of the screen, and you can use one or all of these filter conditions:

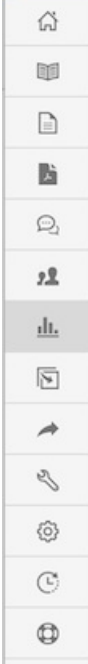
- **Entry Type** -- Choose from the available options: Article or News.
- **Date Created** -- Choose a time period when the Must Read was created, such as "This Week". If you choose "Custom", fields appear where you specify the start and end dates for the custom period.
- **Date Expired** -- Choose a time period when the Must Read expires. If you choose "Custom", fields appear where you specify the start and end dates for the custom period.
- **Notified** -- Filter result by Notified status.
- **Confirmed** -- Filter result by Confirmed status.
- **User ID** -- You can enter one or more user IDs, if you know them, to restrict the display to those users only. If you enter multiple IDs, separate them with commas (like "22, 40, 104, 10021").
- **Entry ID** -- You can enter one or more document IDs, if you know them, to restrict the display to those documents only. If you enter multiple IDs, separate them with commas (like "22, 40, 104, 10021").

Click **Filter** to display filtered search results. If there are no results, your search may be too restrictive: remove or relax one filter and click **Filter** again.

To see **details** about one Must Read use, choose **Details** from popup menu on the right.

Details View

The details view displays detailed information about Must Read items, such as Must Read details, and a list of users along with dates when they were notified and when they confirmed.



Reports

Usage Views User Activity **Must Read** Statistics

Report Filter

Notified:
--

Confirmed:
--

User ID:
+

Filter

Must Read -> [News] [35] Test

Date created:	20 Apr, 2021 11:09 AM
Expires:	27 May, 2021
Force to read:	No
Notes:	Notes News
Notified:	2
Confirmed:	1

Users

Export

Records: 1 - 0 of 0 Pages: 1 Records per page: 50

User	Notified	Confirmed
Revier R.	20 Apr, 2021 12:00 PM	--
Leontev E.	20 Apr, 2021 12:00 PM	13 May, 2021 02:15 PM

Export Reports

You can export the views data for the documents you selected. See [Export Reports](#).

