VisualSP Analytics in VisualSP Classic

support.visualsp.com/knowledge-base/visualsp-analytics/

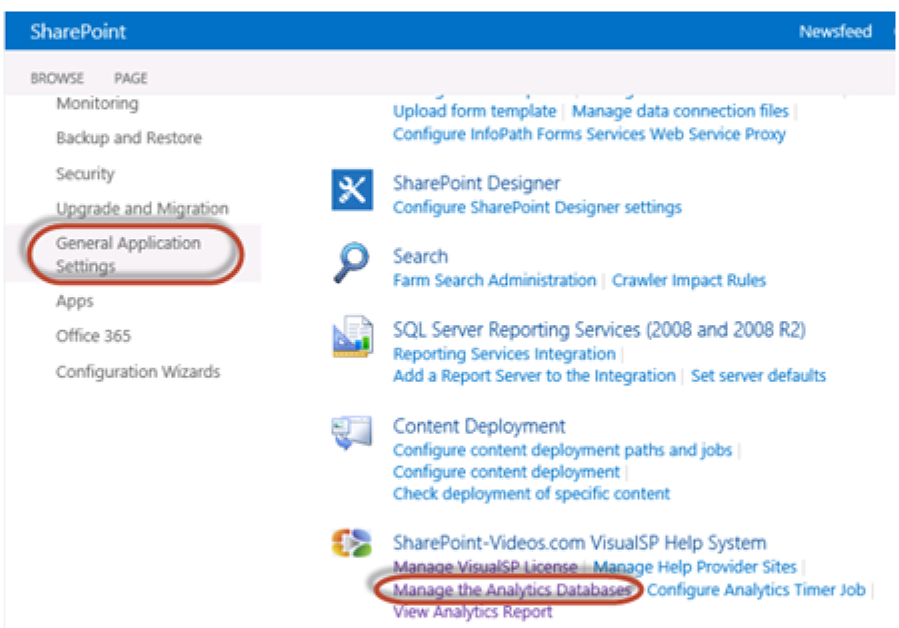
December 29, 2017

Overview

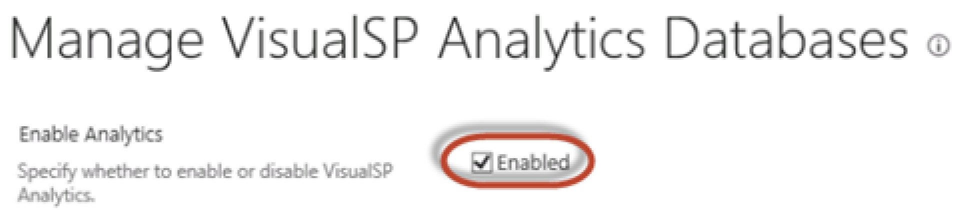
The VisualSP Analytics Reports available in VisualSP Enterprise provide a powerful insight into how users are interacting with VisualSP. A variety of reports and filters are available to provide the business intelligence you need to get the most value from context-sensitive help. **Note:** VisualSP Analytics is only available in VisualSP Enterprise Edition.

Setting Up and Configuring VisualSP Analytics

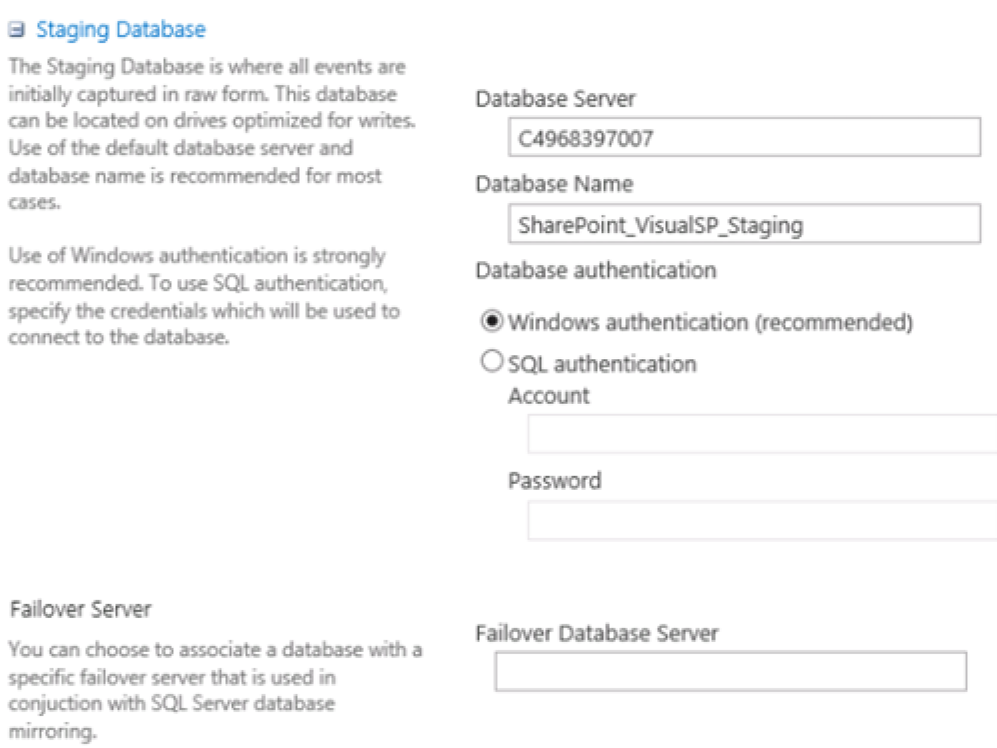
Each time a user interacts with VisualSP in some way (list some common interactions), the activity is logged in a Staging Database. A Timer Job runs on a schedule to process and aggregate the raw data in the Staging Database. It then stores this processed data in a Warehouse Database. The Analytics Reports are dynamically generated from the data in the Warehouse Database as requested. Before you can begin using VisualSP Analytics, the SharePoint server administrator will need to create the Analytics Databases and configure the Analytics Timer Job. **Create the Analytics Databases** Log into **Central Administration** and click on ***General Application Settings***. Scroll down to the **SharePoint-Videos.com VisualSP Help System** section and click on ***Manage the Analytics Databases***.



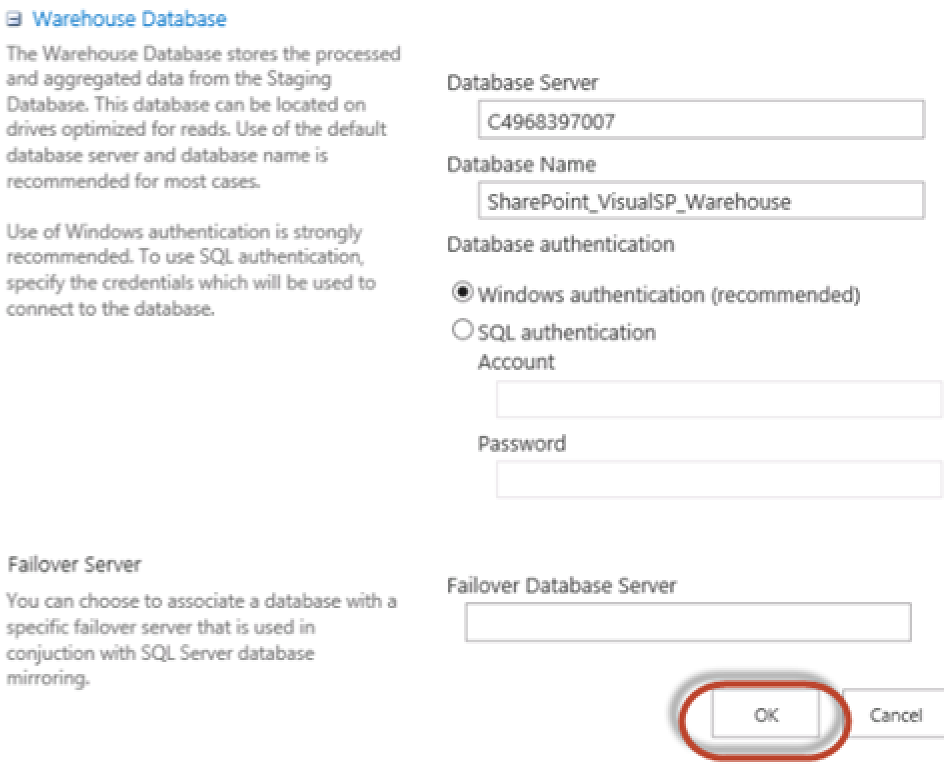
On the **Manage VisualSP Analytics Databases** page, in the **Enable Analytics** section, check the ***Enabled*** box.



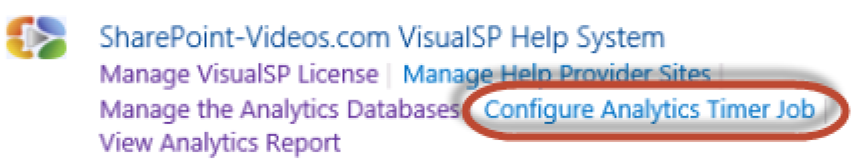
In the **Staging Database** section, enter the name of the ***Database Server*** you want to use to store the raw data. This can be any SQL Server database that has drives that are optimized for *writes*. The default (and recommended) database server will be the SharePoint database server. Enter a ***Database Name***. This name must be a unique name on the selected Database Server. The default name of ***SharePoint_VisuslSP_Staging*** is recommended. Select the Windows Authentication or SQL Authentication as required by the selected Database Server; if you select SQL authentication, enter the SQL Account and Password VisualSP should use. If you use SQL Server database mirroring, enter the name of the ***Failover Database Server***.



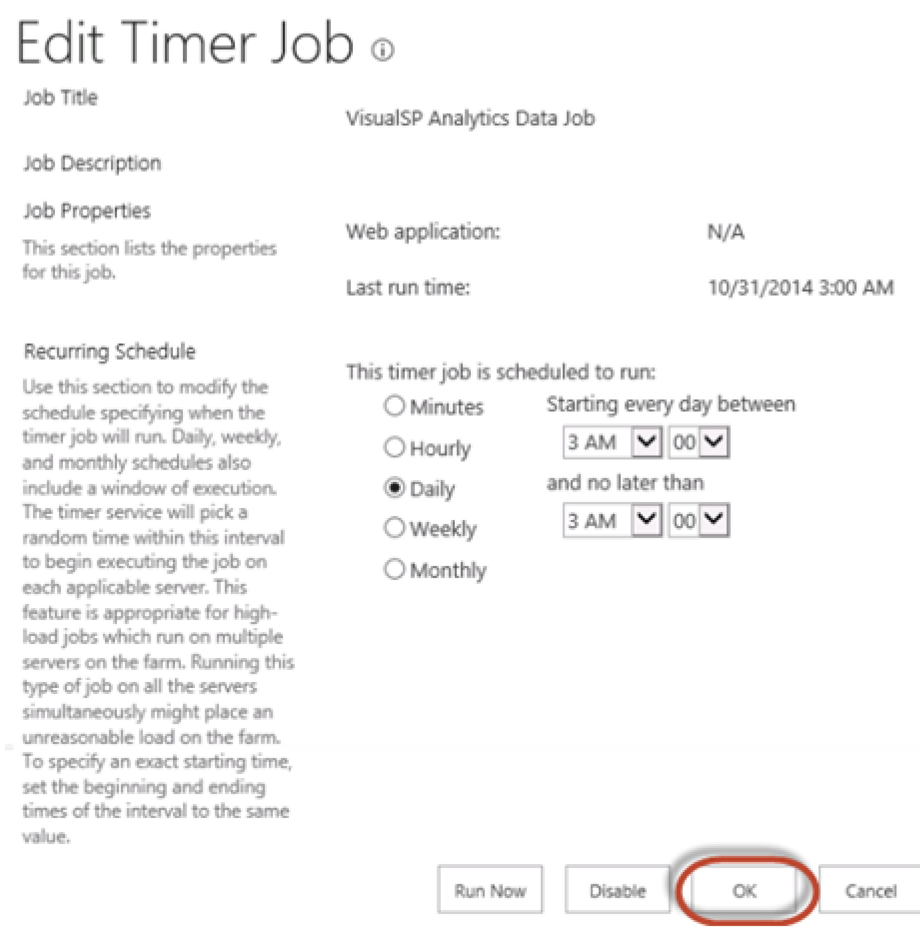
In the **Warehouse Database** section, enter the name of the ***Database Server*** you want to use to store the processed data. This can be any SQL Server database that has drives that are optimized for *reads*. The default (and recommended) database server will be the SharePoint database server. Enter a ***Database Name***. This name must be a unique name on the selected Database Server. The default name of ***SharePoint_VisuslSP_Warehouse*** is recommended. Select the Windows Authentication or SQL Authentication as required by the selected Database Server; if you select SQL authentication, enter the SQL Account and Password VisualSP should use. If you use SQL Server database mirroring, enter the name of the ***Failover Database Server***. When you are finished, click the ***OK*** button.



Configure the Timer Job When the server finishes creating the necessary databases, click ***Configure Analytics Timer Job***.

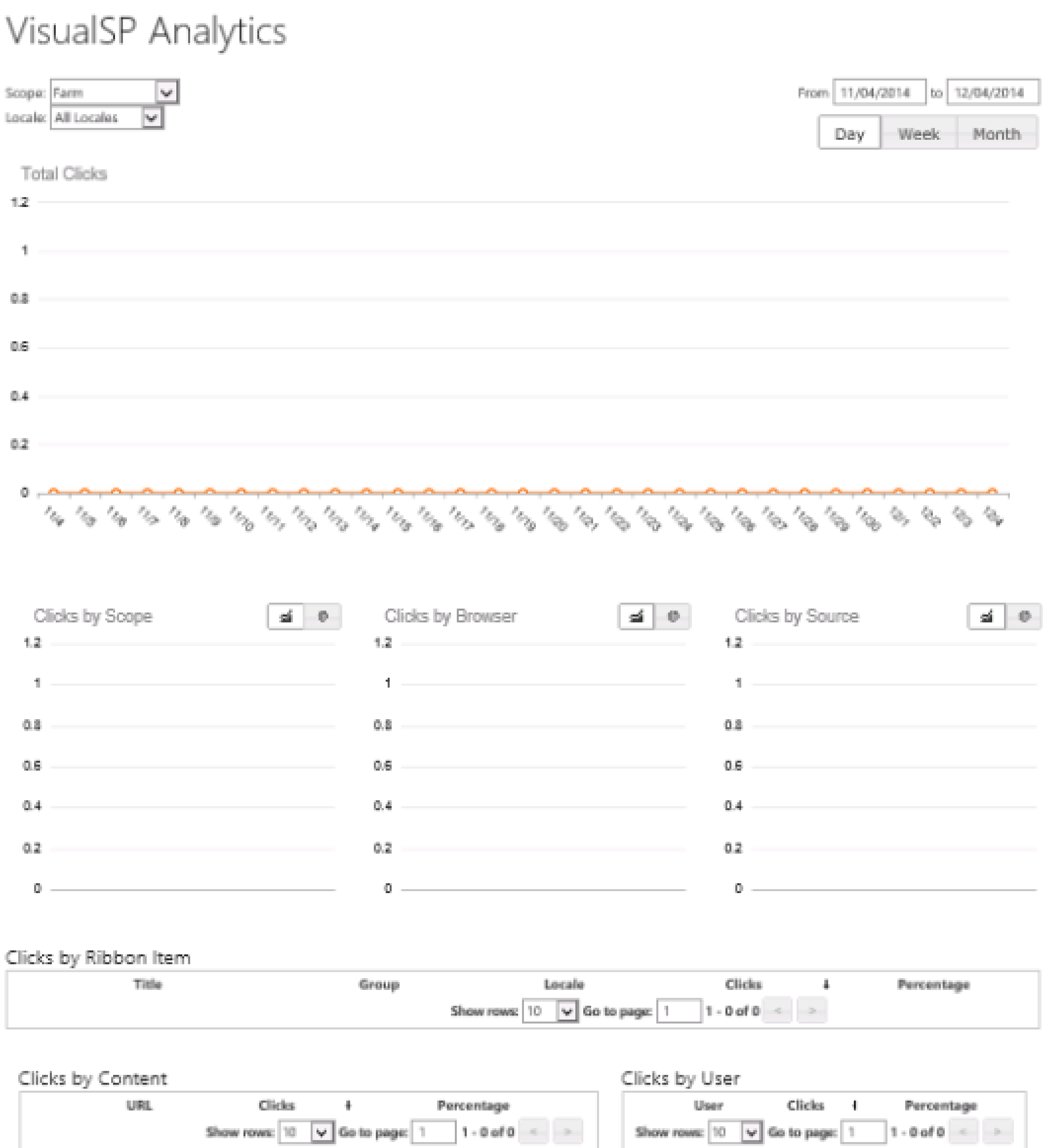


On the **Edit Timer Job** page, select the frequency and times you want the job to run. By default, it runs ***Daily*** at ***3:00am***. You can adjust this to whatever frequency and times meet your network and business needs. When you are finished, click the ***OK*** button.



Test Setup and Configuration Test that everything is configured correctly by clicking ***View Analytics Report***.

You should see the reports page with no data displayed.



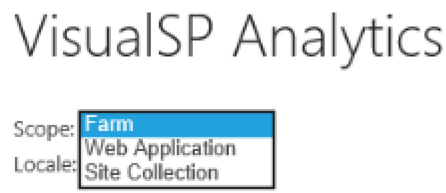
Visit a web site where VisualSP is used and click on a few of the help items in various places. When you are finished, return to the **General Application Settings** page in Central Administration. Click ***Configure Analytics Timer Job***. On the Edit Timer Job page, click the ***Run Now*** button. Give it a minute to run and then click ***View Analytics Report.*** If everything has been configured correctly, you should see some data on the reports.

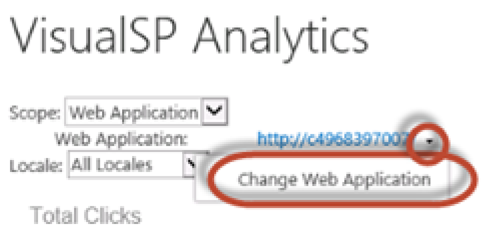
View Analytics Reports in Central Administration

To view Analytics reports in Central Administration, click ***General Application Settings***. Scroll down to the **SharePoint-Videos.com VisualSP Help System** section and click ***View Analytics Report***.

The initial reports show results from the entire Farm. This can be changed to view results for any single Web Application or any single Site Collection. Simply select the **Scope** you need.

After selecting Web Application or Site Collection, you can easily select a different web application or site collection than the default.

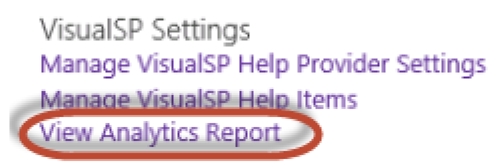




View Analytics Reports in a Site Collection

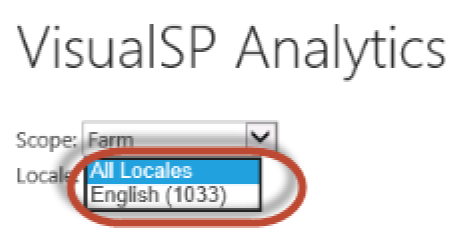
To view Analytics reports in a site collection, in the site collection, click ***Settings (Gear icon)*** > ***Site Settings.*** Locate the **VisualSP** section and click ***View Analytics Report***. ***Note:*** *To access this option, the VisualSP Help Provider Feature must be activated on the site collection (under Site Collection Features). See Exposing Specific Content at a Site Collection for more details. It is not necessary for the site to have unique help items, it still inherit from the Farm Hub if desired.*

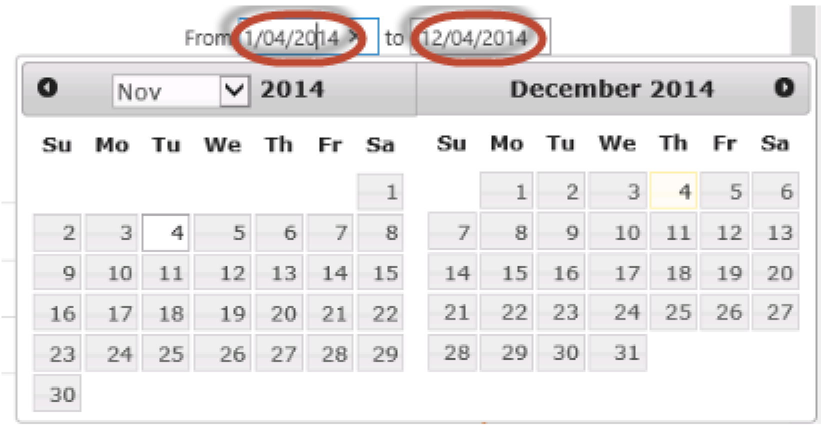
If you are in the site collection that serves as the VisualSP Farm Hub, the reports will show data for the entire farm. If you are in any other site collection, you will see only the data for that particular site collection.



Understand Analytics Reports

When you first visit the VisualSP Analytics page, the page shows data from all Locales for the previous month. **Locale** To filter the reports to show only results for a particular Locale, select the Locale from the drop-down menu. Changing the Locale applies the filter to all reports on this page. **Report Date Range and Date Grouping** To see results for a particular date range, change the **From** and **To** dates. Changing the dates applies this as a date filter for all reports on this page.





The line graphs for **Total Clicks**, **Clicks by Scope**, **Clicks by Browser**, and **Clicks by Source** can display results aggregated by ***Day***, ***Week***, or ***Month***. Changing the aggregation scope at the top of the page applies it to all the line graphs on the page. Changing this options makes it easy to compare activity between different periods.

Total Clicks A line graph shows the total number of clicks on VisualSP help items for the selected Locale, Date Range, and Date Grouping. Move your mouse over any data point in the graph to see a description of that point's data.

Clicks by Scope A line graph shows the number of clicks on VisualSP Help items in each scope for the selected Locale, Date Range, and Date Grouping. Click on the Pie Chart icon to view a pie chart of the data for the selected Locale and Date Range.

Click on the title, ***Clicks by Scope*** to enlarge the graph. Move your mouse over any data point to see a description of that point's data.

Each line in the graph renders in a different color with a legend appearing below the graph. Clicking on a scope in the legend will hide that particular scope from the graph. Clicking it again will show that particular scope.

Clicks by Browser A line graph shows the number of clicks on VisualSP Help items in each type of browser for the selected Locale, Date Range, and Date Grouping. You can view a pie chart, enlarge the graph, and show/hide data for particular browsers. **Clicks by Source** A line graph shows the number of clicks on VisualSP Help items by source (Ribbon or Web Part) for the selected Locale, Date Range, and Date Grouping. You can view a pie chart, enlarge the graph, and show/hide data for particular browsers.

Clicks by Ribbon Item This report shows each help item that was clicked on for the selected Locale and Date Range. Clicking on the ***Open*** icon will open the help content (video, screenshot, document, etc…). Clicking on any column heading will order all the items in the report based on the values in that column; click it again to reverse the sort order. To see more lines on the report, change the number of rows at the bottom.

Clicks by Content This report shows each page on which help items were clicked for the selected Locale and Date Range. Clicking on the URL will open that page in a new browser tab. Clicking on any column heading will order all the items in the report based on the values in that column; click it again to reverse the sort order. To see more lines on the report, change the number of rows at the bottom.

Clicks by User This report shows each user who clicked on a help item for the selected Locale and Date Range. Clicking on any column heading will order all the items in the report based on the values in that column; click it again to reverse the sort order. To see more lines on the report, change the number of rows at the bottom.