

Support Portal Usage Report

Monthly Report (12/1/2010 - 5/31/2011)

	Dec	Jan	Feb	Mar	Apr	May	Total
Page Views	8579	14125	7022	8205	8711	9210	55852
KB Articles Viewed	700	1090	523	513	638	724	4188
KB Searches Performed	240	396	184	233	169	206	1428
Files Downloaded	10	11	6	4	6	10	47
Visits	2167	3243	1725	1908	2064	2364	13471
Service Requests	360	592	362	449	459	371	2593

Legend:

- Page Views: Hits to files designated as pages. Supporting graphics and other non-page files are not counted.
- KB Articles Viewed: Number of articles viewed by your visitors to find Knowledgebase solutions.
- KB Searches Performed: Number of searches performed by your visitors to find Knowledgebase solutions.
- Files Downloaded: Number of Download Manager files selected for download by your visitors, not including embeded media, images, or attachments.
- Visits: Number of times a visitor came to your site. If a visitor is idle for longer than 30 mins, Parature assumes that the visit is terminated.
- Service Requests: Number of service requests submitted by your visitors from support portal only. Service Requests include ticket, email and chat (answered, unanswered and deflected).

Support Portal Usage Report

Monthly Report (1/1/2010 - 10/31/2010)

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Total
Page Views	2284	5878	5941	10128	12733	9118	8785	18036	12408	9329	94640
KB Articles Viewed	186	485	433	734	1159	959	782	1669	946	666	8019
KB Searches Performed	83	157	126	288	475	292	288	593	459	244	3005
Files Downloaded	5	19	17	22	17	12	8	17	13	12	142
Visits	566	5817	1193	2259	3039	2087	2103	3899	2656	2106	25725
Service Requests	121	194	322	377	376	282	329	705	643	513	3862

Legend:

- Page Views: Hits to files designated as pages. Supporting graphics and other non-page files are not counted.
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- Files Downloaded: Number of files downloaded by your visitor.
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- Service Requests: Number of service requests submitted by your visitors from support portal only. Service Requests include ticket, email and chat (answered, unanswered and deflected).