![AvePoint® User Guide]

AvePoint Cloud Insights 1

User Guide

Service Pack 3

Issued October 2016

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What's New in this Guide

- Minor edits and cover page update for the current release.

About AvePoint Cloud Insights

AvePoint Cloud Insights provides Office 365 Administrators and Content Owners with dashboards detailing information on user activity, content popularity, storage trends and more. The insights provided to you by these dashboards can help you drive traffic, prioritize content, and identify experts in your organization.

The following reports are available in the AvePoint Cloud Insights preview:

- Content Reports
- User Reports
- Storage Reports
- Site Analysis

AvePoint Cloud Insights supports the following languages: English, Japanese, and French.

Submitting Documentation Feedback to AvePoint

AvePoint encourages customers to provide feedback regarding our product documentation. You can Submit Your Feedback on our website.

Integration with AvePoint Online Services

AvePoint Cloud Insights is integrated with AvePoint Online Services. To sign up for an AvePoint Cloud Insights account, you must first sign up an account in AvePoint Online Services. You can sign up using either of the following methods:

- Sign up at AvePoint Online Services.

- Visit the AvePoint Online Services page on the AvePoint website.

To access AvePoint Cloud Insights, use one of the links above to sign into AvePoint Online Services. For details, refer to the AvePoint Online Services User Guide.

Browser Support Information

The following table provides the required browser versions:

Browser	Version
Internet Explorer	IE 11
Google Chrome	Chrome desktop latest version
Mozilla Firefox	Firefox desktop latest version
Safari	Safari Mac latest version

AvePoint Cloud Insights

User Roles for AvePoint Cloud Insights

Since AvePoint Cloud Insights is integrated with AvePoint Online Services, AvePoint Cloud Insights user roles are integrated with the AvePoint Online Services Tenant User role. The AvePoint Online Services Tenant User role consists of Application Administrator and Standard User.

- Application Administrator – The application administrator can view statistics about all site collections in your SharePoint Online environment.

- Standard User – Standard users can only view statistics about the site collections for which they have either the primary administrator or site owner role.

For more information about the user role management in AvePoint Online Services, refer to the AvePoint Online Services User Guide.

Preparations

If you signed up to AvePoint Online Services on or after July 17th 2016, skip this section. You can begin [Viewing Reports](#) directly.

If you signed up to AvePoint Online Services before July 17th 2016, the **AvePoint Online Services Administration** app that you authorized does not have sufficient permissions to retrieve the report data source. Complete the following steps to resolve the permission issue:

1. Log into [AvePoint Online Services](#).

2. Navigate to **Settings** > **App Management**.

3. Select the app profile for your Office 365 tenant, and click **Re-authorize App** on the ribbon.

4. The **Re-authorize App** action requires an Office 365 Global Administrator account that has the license for SharePoint Online assigned.

   *Note: If your tenant is using or needs to use Exchange Online Backup and Restore in DocAve Online, this account must have the license for Exchange Online assigned.

   Choose one of the following options in the pop-up window:

   - **Use the current account** – The current sign-in account will be used to authorize the app.

     i. Choose this option and click **OK**.

     ii. In the **AvePoint Online Services Administration** page, review the permissions that AvePoint Online Services needs and click **Accept** to continue.

   - **Sign out and use another account** – The current sign-in account will be signed out and you need to sign into AvePoint Online Services with another account to authorize the app.

     i. Choose this option and click **OK**.

     ii. In the Office 365 **Sign in** page, enter the login ID and password of an Office 365 Global Administrator account. Then, click **Sign in**.

        *Note: This account will be added as a Service Administrator of AvePoint Online Services if it does not exist in any existing AvePoint Online Services tenant.

     iii. In the **AvePoint Online Services Administration** page, review the permissions that AvePoint Online Services needs and click **Accept** to continue.

The **App Management** interface appears and the AvePoint Online Services Administration app is successfully authorized for the selected tenant profile.

Viewing Reports

As an AvePoint Online Services Tenant Owner, Service Administrator, or Tenant User with the AvePoint Cloud Insights product assigned, you can view the following reports in AvePoint Cloud Insights:

- [Content Reports](#)

- [User Reports](#)

- [Storage Reports](#)

- [Site Analysis](#)

If you are a Tenant User, the reports above may not be all available to you. Your Tenant Owner or Service Administrator assigns the reports to you.

*Note: To view reports, make sure the report data collection has been enabled in AvePoint Online Services > **Settings** > **Report Data Collection**. For more information, refer to the [AvePoint Online Services User Guide](#).

In the **Reporting** interface, click each tab to access the report. You can filter the statistics in the reports by selecting one of the following report scope on the upper-right corner. The selected report scope will be applied to all reports. The report scopes include:

- **Last 7 Days**

- **Last 30 Days**

- **Last 90 Days**

- **Last 180 Days**

- **Last 1 Year**

Content Reports

Content Reports provide statistics about your tenant's site collections, sites, and files.

There are two sheets: **Content Reports** and **Top Documents**. Refer to the sections below.

The Content Reports Sheet

The **Content Reports** sheet displays the following reports:

- **Sites and Site Collections** – Sites and site collections are listed via a stacked bar chart according to user activities.

  o Hover the mouse over a bar. The tooltip appears and you can view the number of user activities on this site or site collection.

o   If you select a bar, the other three reports will only show reports for this site or site collection.

- **Document Activity** – User activities on documents are calculated and showed via a donut chart. You can hover the mouse over a type of activity to view the number and percentage of user activities with this type.

- Activity Type – Documents with the following types of activities are listed via stacked bar charts: **Download**, **Edit**, **Share**, and **View**. Each type of activity has a stacked bar chart.

  Hover the mouse over a bar. The tooltip appears and you can view the document URL and the number of the corresponding activities.

- **Content Distribution** – All types of files are calculated and showed via a donut chart according to user activities. You can hover the mouse over a file type to view the number and percentage of user activities on this file type.

The Top Documents Sheet

The **Top Documents** sheet displays the following reports:

- **Sites and Site Collections** – Sites and site collections are listed via a stacked bar chart according to user activities.

  o   Hover the mouse over a bar. The tooltip appears and you can view the number of user activities on this site or site collection.

  o   If you select a bar, the other three reports will only show reports for documents within this site or site collection.

- **Top Documents** – Documents with the top 10 number of user activities are listed via a stacked bar chart.

  o   Hover the mouse over a bar. The tooltip appears, and you can view the document URL and the number of user activities on this document.

  o   If you select a bar, the **Document Activity** report will only show data of this document.

- **Document Activity** (donut chart) – User activities on top 10 documents are calculated and showed via a donut chart. You can hover the mouse over a type of activity to view the number and percentage of user activities with this type.

- **Document Activity** (matrix) – Documents within the **Sites and Site Collections** scope are calculated and showed via a matrix. The document URL and the number of each type of activity are displayed.

User Reports

User Reports provide statistics about your tenant's user, department, and office activities.

There are three sheets: **User**, **Department**, and **Office**. Refer to the sections below.

The User Sheet

The **User** sheet displays the following reports:

- **Sites and Site Collections** – Sites and site collections are listed via a stacked bar chart according to user activities.
    - Hover the mouse over a bar. The tooltip appears and you can view the number of user activities on this site or site collection.
    - If you select a bar, the other five reports will only show reports for this site or site collection.
- **Top Active Users** – The top 10 users with the highest number of activities are lists via a treemap. The treemap displays usernames and user roles.
    - Hover the mouse over a username. The tooltip appears and you can view the number of user activities on the **Sites and Site Collections** scope.
    - If you select a username, the other five reports will only show reports for this user.
- **Top Consumers** – The top 10 users who performed the highest number of downloads or view actions are listed via a stacked bar chart.
    - Hover the mouse over a bar. The tooltip appears and you can view the number of user activities.
    - If you select a bar, the other five reports will only show reports for this user.
- **Top Contributors** – The top 10 users who performed the highest number of edit actions are listed via a stacked bar chart.
    - Hover the mouse over a bar. The tooltip appears and you can view the number of user activities.
    - If you select a bar, the other five sections will only show reports for this user.
- **Top Authors** – The top 10 users who performed the highest number of uploads are listed via a stacked bar chart.
    - Hover the mouse over a bar. The tooltip appears and you can view the number of user activities.
    - If you select a bar, the other five reports will only show reports for this user.
- **User Activity** – User activities are grouped by user roles via a donut chart. You can hover the mouse over a user role to view the number and percentage of user activities of this user role.

The Department Sheet

The **Department** sheet displays the following reports:

- **Sites and Site Collections** – Sites and site collections are listed via a stacked bar chart according to user activities.

    o Hover the mouse over a bar. The tooltip appears and you can view the number of user activities on this site or site collection.

    o If you select a bar, the other five reports will only show reports for this site or site collection.

- **Departments** – The top 10 departments with the highest number of user activities are lists via a treemap. The treemap displays department names and user roles.

    o Hover the mouse over a department name. The tooltip appears and you can view this department's number of user activities on the **Sites and Site Collections** scope.

    o If you select a department name, the other five reports will only show reports for this department.

- **Top Consumers** – The top 10 departments who have the highest number of downloads or view actions are listed via a stacked bar chart.

    o Hover the mouse over a bar. The tooltip appears and you can view the number of user activities.

    o If you select a bar, the other five reports will only show reports for this department.

- **Top Contributors** – The top 10 departments who have the highest number of edit actions are listed via a stacked bar chart.

    o Hover the mouse over a bar. The tooltip appears and you can view the number of user activities.

    o If you select a bar, the other five reports will only show reports for this department.

- **Top Authors** – The top 10 departments who have the highest number of uploads are listed via a stacked bar chart.

    o Hover the mouse over a bar. The tooltip appears and you can view the number of user activities.

    o If you select a bar, the other five reports will only show reports for this department.

- **User Activity** – User activities of the **Departments** scope are grouped by user roles via a donut chart. You can hover the mouse over a user role to view the number and percentage of user activities of this user role.

The Office Sheet

The **Office** sheet displays the following reports:

- **Sites and Site Collections** – Sites and site collections are listed via a stacked bar chart according to user activities.

  - Hover the mouse over a bar. The tooltip appears and you can view the number of user activities on this site or site collection.

  - If you select a bar, the other five reports will only show reports for this site or site collection.

- **Offices** – The top 10 offices with the highest number of user activities are listed via a treemap. The treemap displays office names and user roles.

  - Hover the mouse over an office name. The tooltip appears and you can view this office's number of user activities on the **Sites and Site Collections** scope.

  - If you select a department name, the other five reports will only show reports for this department.

- **Top Consumers** – The top 10 offices who have the highest number of download or view actions are listed via a stacked bar chart.

  - Hover the mouse over a bar. The tooltip appears and you can view the number of user activities.

  - If you select a bar, the other five reports will only show reports for this office.

- **Top Contributors** – The top 10 offices who have the highest number of edit actions are listed via a stacked bar chart.

  - Hover the mouse over a bar. The tooltip appears and you can view the number of user activities.

  - If you select a bar, the other five reports will only show reports for this office.

- **Top Authors** – The top 10 offices who have the highest number of uploads are listed via a stacked bar chart.

  - Hover the mouse over a bar. The tooltip appears and you can view the number of user activities.

  - If you select a bar, the other five reports will only show reports for this office.

- **User Activity** – User activities of the **Offices** scope are grouped by user roles via a donut chart. You can hover the mouse over a user role to view the number and percentage of user activities of this user role.

Storage Reports

Storage Reports provide statistics about your tenant's site collection storage, site growth, storage trend, and storage utilization.

- **Site Collection Storage (GB)** – Site collections are listed via a stacked bar chart according to site collection size. The unit is GB.
  - Hover the mouse over a bar. The tooltip appears and you can view the total size of this site collection.
  - If you select a bar, the other three reports will only show reports for this site collection.
- **Fastest Growing Sites (MB)** – Site collections are listed via a stacked bar chart according to how much the storage used by the site collection has grown. The unit size is MB.
- **Storage Trend (GB)** – A line chart shows storage trends for site collections in the **Sites and Site Collections** scope. You can hover the mouse over a point on the line to view the time and site collection total size. The unit size is GB.
- **Storage Utilization (GB)** – A pie chart shows the consumed storage and available storage. You can hover the mouse over a storage type to view the size and percentage of this storage type. The unit size is GB.

Site Analysis

Site Analysis provides reports for analyzing your tenant's site collections, sites, and pages.

There are three sheets: **Page Rankings**, **Active Site Collections and Sites**, and **Page Analysis**. Refer to the sections below.

The Page Rankings Sheet

The **Page Rankings** sheet displays the following reports:

- **Site Collection Visit Rankings** – Site collections are listed via a stacked bar chart according to the total number of visits for all pages of each site collection.
  - Hover the mouse over a bar. The tooltip appears and you can view the total number of page views.
  - If you select a bar, the other two reports will only show reports for this site collection.
- **Page Visit Rankings** – Pages are listed via a stacked bar chart according to the total number of visits for each page. You can hover the mouse over a bar to view the page URL and the number of page views.

- **Page Traffic** – A line chart shows the total number of page views for site collections in the **Site Collection Visit Rankins** scope. You can hover the mouse over a point on the line to view the date and page view amount.

The Active Site Collections and Sites Sheet

The **Active Site Collections and Sites** sheet displays the following reports:

- **Site Collections** – A slicer displays your tenant's site collections. You can perform the following actions:

  - Select the **Select All** checkbox to select all site collection. The other two reports will only show reports for all site collections.

  - Select one or more site collections. The other two reports will only show reports for the selected site collections.

  - Enter keywords of a site collection URL in the text box to search for the site collection.

- **Recently Visited Site Collections** – A table shows the recently visited site collections with the following information: site collection URL, site collection title, last access time, and the number of unique users.

- **Recently Visited Sites** – A table shows the recently visited sites with the following information: site URL, site title, last access time, and the number of unique users.

The Page Analysis Sheet

The **Page Analysis** sheet displays the following reports:

- **Browsers** – Page views are grouped by browsers via a pie chart. You can hover the mouse over a browser to view the number and percentage of page views.

- **Top Referers** – The top 10 referer pages are listed via a stacked bar chart. You can hover the mouse over a page to view the full page URL and the number of page views.

- **Top Entry Pages** – The top 10 entry pages are listed via a stacked bar chart. You can hover the mouse over a page to view the full page URL and the number of page views.

- **Top Exit Pages** – The top 10 exit pages are listed via a stacked bar chart. You can hover the mouse over a page to view the full page URL and the number of page views.

- **Time on Page** – The top 10 pages where users spend the longest amount of time on page are listed via a stacked bar chart. You can hover the mouse over a page to view the full page URL and the duration.

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