

Analyze Documentation Performance

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Use Atloria analytics to monitor how people engage with your project documentation and to identify where documentation is helping reduce support demand. This helps you prioritize improvements based on observed activity and engagement outcomes.

Overview

Documentation performance analysis gives you a project-level view of documentation activity alongside engagement-focused analytics. Use it when you need to understand whether users are finding and using the guidance your team publishes, or when you want to assess documentation's contribution to support deflection.

From the **Projects** area, you can open a focused project workspace and review its available project views. Analytics are available for individual projects, and Atloria also provides enterprise analytics views for broader monitoring across work.

The analytics experience includes dashboard-style cards for documentation-related outcomes. These include a deflection-focused view and an agent-traffic-focused view, helping you evaluate documentation engagement in the context of support activity. If you need to work with the results outside Atloria, use **Export CSV** to download available analytics data.



Screenshot pending: The project analytics view showing documentation performance cards and available export controls.

Prerequisites

Before you begin, make sure that:

- You can access the **Projects** page.
- You have access to the project whose documentation activity you want to review.
- The project contains documentation or user-facing guidance to analyze.

- You have permission to view project analytics and export data, if you plan to use **Export CSV**.
- You know whether you are reviewing one project or need a broader enterprise-level view.

Step-by-Step Instructions

1. Select **Projects** to open the list of available projects.
2. Search for the required project by entering its name in the **Search projects...** field.
3. Open the selected project to enter its focused project workspace.
4. Select the project's analytics view to open documentation performance reporting.



Screenshot pending: A focused project workspace with the analytics view selected.

5. Review the documentation performance cards displayed on the analytics screen.
6. Check the deflection-focused card to assess documentation-related support deflection outcomes.
7. Check the agent-traffic-focused card to assess changes or patterns in support-agent traffic.
8. Compare the values shown across the available cards to identify whether documentation engagement aligns with lower support demand.
9. Select **Export CSV** when you need an offline copy of the available analytics data.
10. Save the exported CSV file in a location where your team can review or share it.
11. Select ← **Back to Projects** when you are finished reviewing the project.



Screenshot pending: The analytics screen with the Export CSV action available for downloading performance data.

Tips and Best Practices

- Review analytics for one focused project before comparing results across projects. Project-level analysis makes it easier to connect the observed activity to a specific documentation set.

- Consider deflection and agent traffic together. A deflection-oriented result is more meaningful when reviewed alongside agent-traffic patterns, rather than in isolation.
- Export data regularly when you need to compare reporting periods, prepare stakeholder updates, or combine Atloria results with other reporting tools. Use **Export CSV** to create a shareable snapshot of the currently available analytics data.
- Start from **Projects** and use **Search projects...** rather than manually browsing when your organization maintains many projects. This reduces the chance of reviewing the wrong project.
- Use the focused project analytics view for documentation decisions. Broader analytics can be useful for organization-wide monitoring, but project-level reporting is the better place to evaluate a particular project's documentation activity and engagement outcomes.
- Treat analytics as a signal for investigation. If agent traffic remains high, review the project's **User Guides** and other documentation content to determine whether key questions are covered clearly and can be found easily.

Related Pages

- [Manage Projects](#) — Create, find, and open projects from **Projects**.
- [Create a New Project](#) — Use **New Project** and **Create project** to add a project before documentation and analytics work begins.
- [Manage User Guides](#) — Review and maintain content available through **User Guides**.
- [View Technical Documentation](#) — Work with the project's technical documentation.
- [Export Analytics Data](#) — Learn more about downloading data with **Export CSV**.
- [Monitor Enterprise Analytics](#) — Review analytics across a broader set of projects.

Troubleshooting

You cannot find the project to analyze

Enter a more specific name in **Search projects....** If the project still does not appear, return to **Projects** and confirm that you have access to the correct workspace or project.

You do not see analytics information for the project

Confirm that you opened the focused project workspace rather than remaining on the **Projects** list. If the analytics view is still unavailable, the project may not have reportable documentation activity yet, or your account may not have analytics access.

The exported file does not answer the question you are investigating

Return to the analytics view and review the on-screen deflection and agent-traffic cards before exporting again. Use the exported CSV as a reporting snapshot, and pair it with the displayed analytics context when interpreting documentation performance.