Operations and analytics reference

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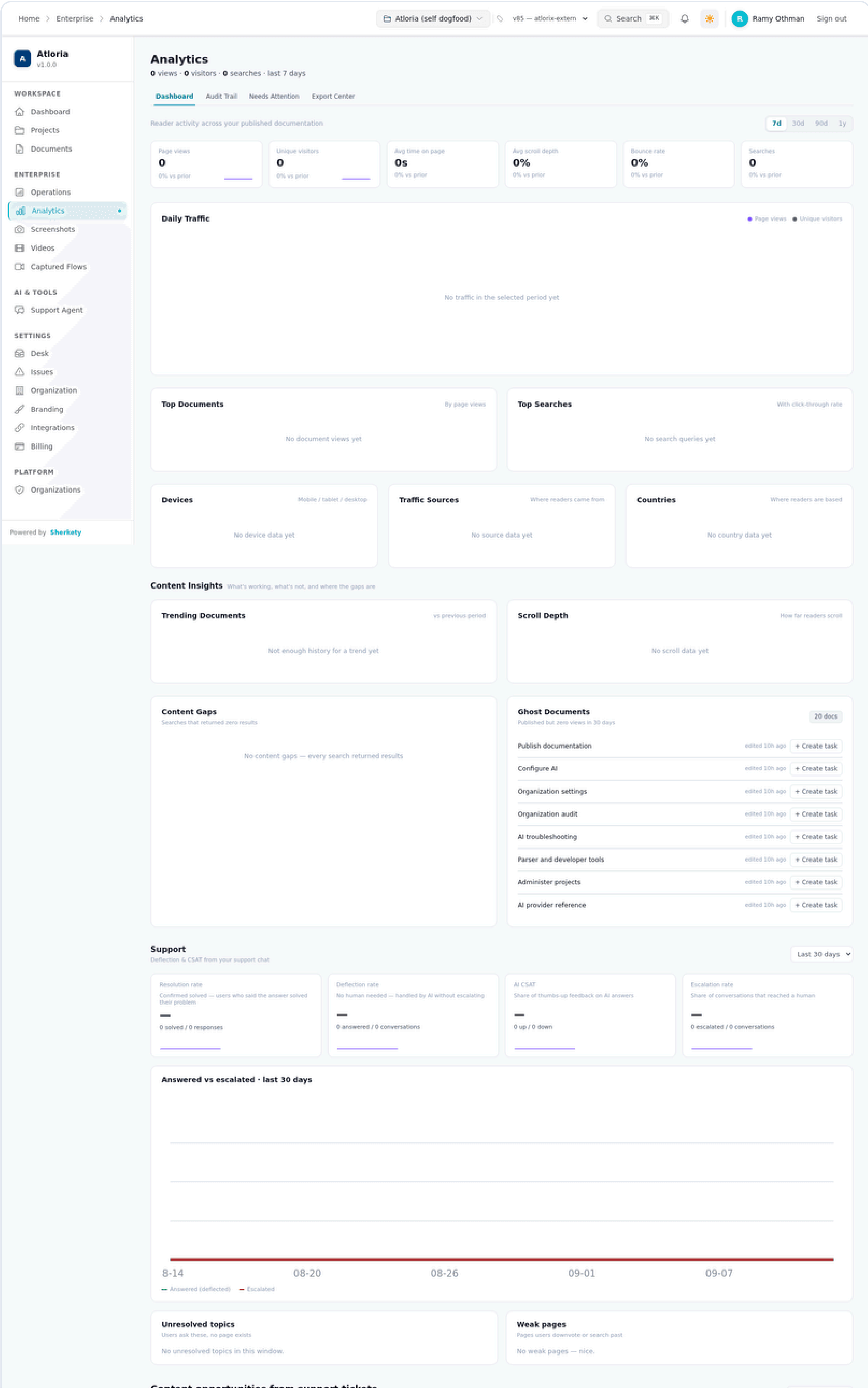
Operations and analytics reference

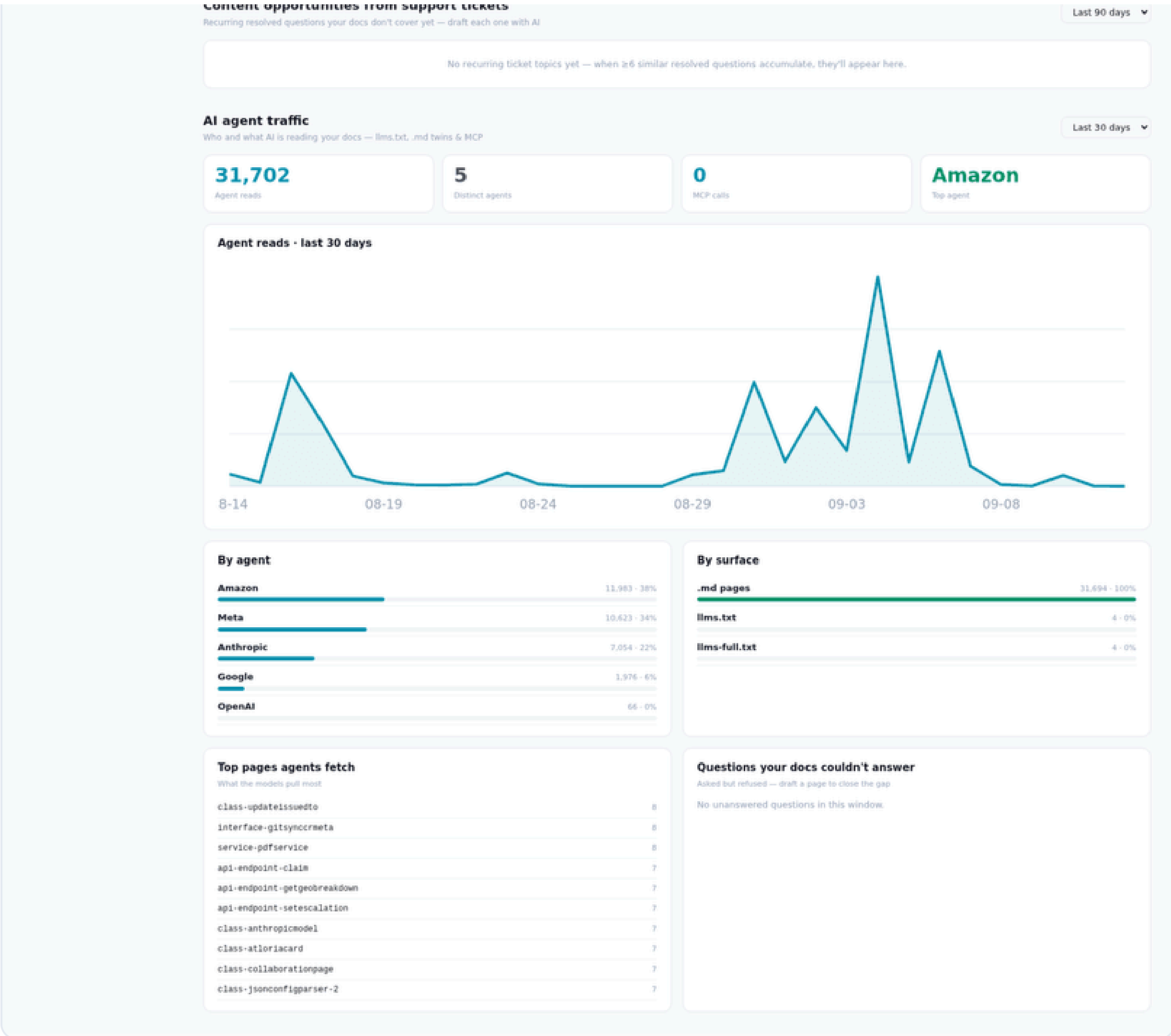
Use this page to review operational status and documentation analytics, then choose the
appropriate report or follow-up action.

Operations and analytics at a glance

Administrative analytics measures how readers use published documentation. Operations brings
together the status information used to review recent documentation work. Use this reference
after work has run and before you move to a reporting or administrative follow-up.

If you need to…	Go to
Check reader activity, searches, documents, or content gaps	Review status and measurements
Check operational loading, errors, jobs, or queues	Review status and measurements
Download analytics or documentation output	Export analytics and schedule reports
Create or maintain an automatic report	Export analytics and schedule reports
Resolve an empty state or failed load	Handle empty states and errors
Read the procedure for administrative operations	Administer operations
Read the procedure for administrative analytics	Administer analytics
Understand the analytics workspace	Analytics overview
Inspect project measurements	Read project analytics


Home > Enterprise > Analytics
Atloria (self dogfood)
Search ⌘K
Ramy Othman
Sign out
Atloria
v1.0.0
WORKSPACE
Dashboard
Projects
Documents
ENTERPRISE
Operations
Analytics
Screenshots
Videos
Captured Flows
AI & TOOLS
Support Agent
SETTINGS
Desk
Issues
Organization
Branding
Integrations
Billing
PLATFORM
Organizations
Powered by Sherkety
Analytics
0 views · 0 visitors · 0 searches · last 7 days
Dashboard
Audit Trail
Needs Attention
Export Center
Reader activity across your published documentation
7d
30d
90d
1y
Page views
0
Unique visitors
0
Avg time on page
0s
Avg scroll depth
0%
Bounce rate
0%
Searches
0
Daily Traffic
Page views
Unique visitors
No traffic in the selected period yet
Top Documents
By page views
No document views yet
Top Searches
With click-through rate
No search queries yet
Devices
Mobile / tablet / desktop
No device data yet
Traffic Sources
Where readers came from
No source data yet
Countries
Where readers are based
No country data yet
Content Insights
What's working, what's not, and where the gaps are
Trending Documents
vs previous period
Not enough history for a trend yet
Scroll Depth
How far readers scroll
No scroll data yet
Content Gaps
Searches that returned zero results
No content gaps — every search returned results
Ghost Documents
Published but zero views in 30 days
20 docs
Publish documentation
edited 10h ago
+ Create task
Configure AI
edited 10h ago
+ Create task
Organization settings
edited 10h ago
+ Create task
Organization audit
edited 10h ago
+ Create task
AI troubleshooting
edited 10h ago
+ Create task
Parser and developer tools
edited 10h ago
+ Create task
Administer projects
edited 10h ago
+ Create task
AI provider reference
edited 10h ago
+ Create task
Support
Deflection & CSAT from your support chat
Last 30 days
Resolution rate
Confirmed solved — users who said the answer solved their problem
—
0 solved / 0 responses
Deflection rate
No human needed — handled by AI without escalating
—
0 answered / 0 conversations
AI CSAT
Share of thumbs-up feedback on AI answers
—
0 up / 0 down
Escalation rate
Share of conversations that reached a human
—
0 escalated / 0 conversations
Answered vs escalated · last 30 days
8-14
08-20
08-26
09-01
09-07
Answered (deflected)
Escalated
Unresolved topics
Users ask these, no page exists
No unresolved topics in this window.
Weak pages
Pages users downvote or search past
No weak pages — nice.



Prerequisites for a useful review

Prerequisites

- Sign in before opening the analytics or operations route.
- Select a project before reviewing project analytics. Without a selected project, the page shows `Select a project` and the message `Analytics covers the published docs of one project at a time.`
- Wait for the page to finish loading before interpreting its numbers, tables, or optional areas.

Analytics values, project names, report options based on saved versions, and optional sections
depend on the information available to your organization when the page loads.

Open the review surface

Use this procedure when you need to reach the review surface from a saved link, bookmark, or
navigation entry.

Prerequisites

- Sign in.
- Decide whether you need operational status or project analytics.

Steps

1. Open the route that matches your task.

If you need to…	Open
Review operational status	**Operations**
Review analytics for the current project	**Analytics**

2. If the analytics page asks you to choose a project, select a project from the project selector in the application header.

Result: The applicable operations or analytics surface is open.

Review status and measurements

Use the selected view to inspect reader activity or current documentation work.

Review analytics

Prerequisites

- Open **Analytics** with a selected project.

Steps

1. Select **Dashboard** to review the main measurements.
2. Select the period that answers your question.

If you need to review…	Select
The most recent week	**7d**
The most recent 30 days	**30d**
The most recent 90 days	**90d**
The most recent year	**1y**

3. Read Page views, Unique visitors, Avg time on page, Avg scroll depth, Bounce rate, and
   Searches in the measurement row.
4. Select **Audit Trail** to review recorded activity.
5. In **Audit action**, select the activity category you need.

If you need to review…	Select
Every recorded activity	`All Actions`

6. Select **Needs Attention** to review tracked work and reader feedback.

Result: The selected analytics view displays the measurements, lists, or empty state for the
chosen period.

Review operational status

Prerequisites

- Open **Operations** with a signed-in session.

Steps

1. Read the statistics at the top of the page.
2. Review **AI spend by model** for model, operation, calls, tokens, and cost.
3. Review **Recent jobs** for when each job ran, its status, stage, document count, duration,
   and error.
4. Review **Queues** when the section appears.

Result: The operations page displays the current statistics and the available job, model,
and queue information.

Export analytics and schedule reports

Use **Export Center** when you need a file for immediate analysis, a scheduled summary, or a
documentation package.

Download an analytics export

Prerequisites

- Open analytics with a selected project.

Steps

1. Select **Export Center**.
2. In **Period**, select one of the available periods.

Period	Meaning
`Last 7 days`	The most recent seven days
`Last 30 days`	The most recent 30 days; this is the initial choice
`Last 90 days`	The most recent 90 days
`Last year`	The most recent year

3. In **Format**, select `PDF` or `CSV`.
4. If you selected `CSV`, use **Table** to select `Page views` or `Search queries`.
5. Select **Download**.

Result: The export request is submitted with the selected period, format, and table.

Create or update a scheduled report

Prerequisites

- Open **Export Center**.
- Have a report name and at least one recipient email address ready.

Steps

1. In **Scheduled reports**, select **+ New report**.
2. In **Name**, enter the name for the report.
3. In **Frequency**, select one option.

If the report should run…	Select
Every day	`Daily`
Every week	`Weekly` ; this is the initial choice
Every month	`Monthly`

4. In **Time (UTC)**, select one of the hourly choices from `00:00` through `23:00` . The initial choice is `09:00` .
5. If **Frequency** is `Weekly` , select a **Day of week** from `Monday` through `Sunday` . The initial choice is `Monday` .
6. If **Frequency** is `Monthly` , select a **Day of month** from `1` through `28` . The initial choice is `1` .
7. In **Format**, select `PDF` or `CSV` . The initial choice is `PDF` .
8. In **Period (days)**, select `7` , `30` , or `90` . The initial choice is `30` .

Result: The scheduled-report form contains the report name, schedule, format, period, and
recipient area.

Finish a scheduled report

Prerequisites

- The scheduled-report form is open, or an existing report is listed.

Steps

1. In **Recipients (comma or space separated)**, enter at least one recipient email address.
2. Select **Create report** for a new report.
3. For an existing report, choose the action that matches your goal.

If you need to…	Select and then…
Update the report	Select **Edit**. Update the report name, schedule, or recipient list as needed. Select **Save changes**.
Run the report	Select **Run now**.
Remove the report	Select **Delete**.

Result: A successful new report shows `Scheduled report created`. A successful edit shows
`Scheduled report updated`. A successful removal shows `Scheduled report deleted`.

Download documentation

Prerequisites

- Open **Export Center**.
- Have at least one documentation version available.

Steps

1. In **Documentation Exports**, select the documentation version.

If the version list contains…	The choice appears as…
A version number	`Version` followed by the version number
A name but no version number	`Version` followed by the name
Neither a version number nor a name	`Version` followed by the first six characters of the ID
No returned versions	`No versions`

2. Select **Download .zip** under **Markdown Archive** for an MDX ZIP archive.
3. Select **Download .zip** under **Static HTML Site** for an offline HTML site.
4. Under **PDF Document**, select or clear **Table of Contents**.
5. Under **PDF Document**, select or clear **Cover Page**.
6. Under **PDF Document**, select `A4` or `Letter`.
7. Select **Generate PDF**.

Result: The selected documentation export is submitted in the chosen format.

Handle empty states and errors

Use the message on screen to choose the next action. The same surface can show a loading state,
an empty state, or an error depending on the data available when it opens.

What you see	What it means	What to do
`Select a project`	No project is selected for	Select a project in the application header.

What you see	What it means	What to do
	analytics	
`Analytics covers the published docs of one project at a time.`	Analytics is scoped to one project	Select the project whose published documentation you need to review.
`Analytics couldn't be loaded.`	The analytics request failed	Select **Retry**.
`No audit events`	The current audit filter has no events	Change the **Audit action** filter or wait for an event matching it.
`Nothing recorded for this filter yet.`	No event matches the current filter	Change the filter and review the audit list again.
`Loading audit events…`	Audit results are still loading	Wait for the audit list to finish loading.
`Please enter a name for the report`	The report name is blank	Enter a name in **Name**.
`Please add at least one recipient email`	No recipient address was entered	Enter an address in **Recipients (comma or space separated)**.
`Update failed`	A task update did not complete	Review the task and submit the update again.
`Failed to export audit log`	The audit export did not complete	Retry the export from **Export CSV** or **Export JSON**.
`No scheduled reports yet. Create one to receive automatic email summaries.`	No scheduled report exists	Select **+ New report**.
`No exports yet`	No export history is available	Use **Download** or one of the documentation export controls.
`No feedback yet`	No reader ratings are available	Review the dashboard again after published documentation receives ratings.
`Loading operations…`	Operational data is still loading	Wait for the operations page to finish loading.
`Operations failed to load.`	The operations request failed	Open the operations route again.

If you remain on the sign-in form after submitting credentials, check the sign-in details and
whether the service is reachable.

Continue from the review

Use the result of the review to choose the next page:

After the review, you need to…	Continue with
Understand the Operations hub	Operations overview
Administer operational monitoring	Administer operations
Understand the analytics workspace	Analytics overview
Inspect project analytics	Read project analytics
Review analytics sections and exports	Analytics reference
Review completed operational work	Job History
Review documentation job statuses	Documentation job status reference
Resolve a general application error	General error messages

The review ends with the selected measurement, status, export, or report result on screen. The
linked page owns the next task when the next action changes configuration or operational work.