Get Started with Chatter Dashboards

Spring ’15

@salesforcedocs

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DID YOU KNOW?

You can now report on record feeds! Monitor record feed engagement on standard and custom objects by creating a custom report type from `Object > ObjectFeeds`. This custom report type lets you report on feed activity for all standard and custom objects that have feed tracking enabled, such as accounts, cases, leads, opportunities. You can also track the number of feed edits and see what types of users are editing feeds.

INSTALL THE PACKAGE

Any internal user with the "Download AppExchange Packages" permission can install the Salesforce Chatter Dashboards package, as long as Chatter is enabled in your organization.

1. Select **AppExchange** from the Force.com Apps drop-down list.
2. Search the AppExchange site for the Salesforce Chatter Dashboards package.
3. Click **Get It Now** on the application information page.
4. Review the terms and conditions, select **I have read and agreed to the terms and conditions**, then click **Confirm and Install**.
5. Click **Continue**.
6. Review the list of API access that the package components have been granted access to, then click **Next**.
7. Click **Install**.

The Installed Package Detail page confirms when installation is complete. Look in your Reports and Dashboards tabs for two new folders, **Chatter Dashboards** and **Chatter Reports**.

EDITIONS

Available in:

- Professional
- Enterprise
- Performance
- Unlimited
- Developer

USER PERMISSIONS

To install packages:

- "Download AppExchange Packages"

DASHBOARD AND REPORT DESCRIPTIONS

The Salesforce Chatter Dashboards package packs a punch! You get multiple dashboards, a bunch of reports, and even custom report types that you can use to monitor and manage Chatter adoption and engagement in your organization.

Important: The reports in this package return data for *all* of Chatter. If your organization is using a community, install the Salesforce Communities Dashboards (for Communities with Chatter) package instead.

Use the Salesforce Chatter Dashboards package to:

- View overall Chatter adoption with detailed metrics and monthly trends
- Monitor group adoption with membership and engagement metrics, such as the number of posts, comments, likes, and the top contributors
- Monitor content creation and member engagement, such as the top files, trending content, and the top contributors
- View topic taxonomy and monitor topic assignments, including the most assigned topics and the top assigners
- Create customized reports using out-of-the-box groupings such as department, country, role, or profile

The package provides two folders, **Chatter Dashboards** and **Chatter Reports**. Report names are prefixed with `CH` for Chatter and the first letter of the dashboard the report belongs to. For example, `CH G - # Comments`, belongs to the Groups dashboard. This naming convention provides convenient sorting when searching and working with reports.

Note: The reports have the following limitations:

- Trending metrics are calculated daily and the calculation starts after Spring ’15. Trending metrics don’t work in Sandbox organizations.
- If you have enabled Feed Tracking on record fields, this activity isn’t counted in the record feeds reports.
- Filtering is not supported on standard report types.
- Reports that are included in the package but don’t appear in a dashboard are not configured to limit the number of records displayed. If you use one of these reports, set the record return limit when you add the report to a dashboard.

Chatter Overview Dashboard and Reports

Use the Overview dashboard to see the overall state of Chatter at a glance. With this dashboard you can see:

- How contributions are trending
- How group membership is trending
- How topics and assignments are trending
- How question and answers are trending
- How files are trending

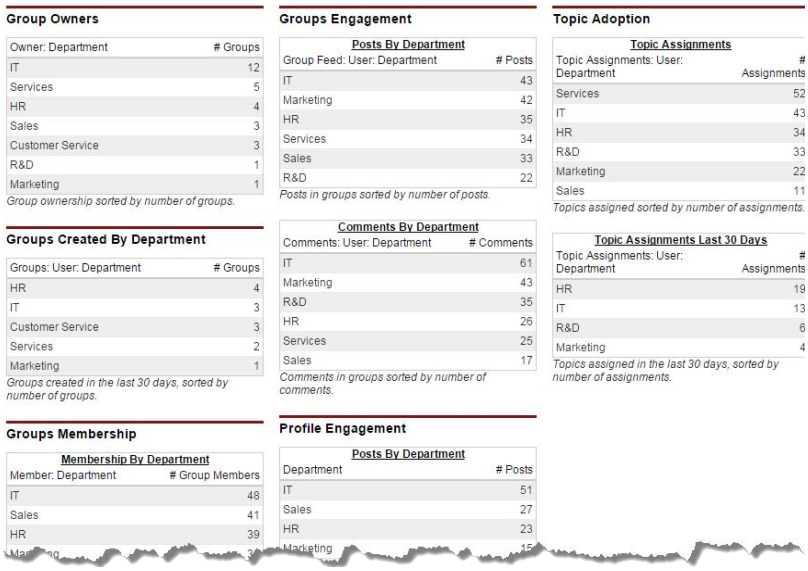
Report Name	Description	Custom Report Type	On dashboard?
CH F - File Engagement Per Month	Monthly trend of the number of file contributions, including, posts, comments, and the number of file likes.	File and Content Report	Yes
CH F - Uploads & Downloads Per Month	Monthly trend of the number of uploads and downloads.	File and Content Report	Yes
CH G - # Group Members	Number of group members.	Chatter Group Members	Yes
CH G - # Groups	Number of groups.	Chatter Group Members	Yes
CH G - New Group Members Per Month	Monthly trend of new members added to groups.	Chatter Group Members	Yes
CH O - # Comments	Number of comments in groups and user profiles.	Chatter Activity Daily Metrics	Yes
CH O - # Comments Per Post	Number of comments per post in groups and user profiles.	Chatter Activity Daily Metrics	No
CH O - # Posts	Number of posts in groups and user profiles.	Chatter Activity Daily Metrics	Yes
CH O - Answers Per Questions Per Month	Trend of the average answers per question per month. This report is based on questions and answers created in a month, not the actual ratio of answers to questions in the feed.	Chatter Activity Daily Metrics	Yes
CH O - Comments Per Post Per Month	Trend of average comments per post per month. This report is based on posts and comments created in a month, not the actual ratio of comments to posts in the feed.	Chatter Activity Daily Metrics	Yes

CH O - Contributors Leaderboard	Top contributors by posts and comments.	Chatter Activity	No
CH O - Influencers Leaderboard	Leaderboard sorted by influencer rank.	Chatter Activity	Yes
CH O - Posts & Comments Per Month	Trending report on posts and comments per month across groups and profiles.	Chatter Activity Daily Metrics	Yes
CH O - Questions & Answers Per Month	Trending report on questions and answers per month across groups and profiles.	Chatter Activity Daily Metrics	Yes
CH O - Unique Daily Contrib Monthly Avg	Monthly trend of unique daily contributors. A contributor is someone who posts or comments in groups or user profiles.	Chatter Unique Contributor Daily Metrics	Yes
CH Q - # Answers	Number of answers in groups and user profiles.	Chatter Groups Activity	Yes
CH Q - # Questions	Number of questions in groups and user profiles.	Chatter Groups Activity	Yes
CH T - # Assignments	Number of topic assignments.	Chatter Topics	Yes
CH T - # Topics	Number of topics.	Chatter Topics	Yes
CH T - Topic Assignments Per Month	Monthly trend of topic assignments.	Chatter Topic Assignments	Yes
CH T - Topics Created Per Month	Monthly trend of topics created.	Chatter Topics	Yes

Chatter Adoption by Department Dashboard and Reports

Use the Adoption by Department dashboard for an overview of department metrics for groups, profile, and topics adoption. With this dashboard you can answer:

- What's the level of Chatter adoption per department?
- Which department uses groups the most or least?
- Which department uses topics the most or least?
- Which department uses profiles the most or least?
- Which department contributes the most or least?



Group Owners

Owner: Department	# Groups
IT	12
Services	5
HR	4
Sales	3
Customer Service	3
R&D	1
Marketing	1

Group ownership sorted by number of groups.

Groups Created By Department

Groups: User: Department	# Groups
HR	4
IT	3
Customer Service	3
Services	2
Marketing	1

Groups created in the last 30 days, sorted by number of groups.

Groups Membership

Membership By Department

Member: Department	# Group Members
IT	48
Sales	41
HR	39

Groups Engagement

Posts By Department

Group Feed: User: Department	# Posts
IT	43
Marketing	42
HR	35
Services	34
Sales	33
R&D	22

Posts in groups sorted by number of posts.

Comments By Department

Comments: User: Department	# Comments
IT	61
Marketing	43
R&D	35
HR	26
Services	25
Sales	17

Comments in groups sorted by number of comments.

Profile Engagement

Posts By Department

Department	# Posts
IT	51
Sales	27
HR	23

Topic Adoption

Topic Assignments

Topic Assignments: User: Department	# Assignments
Services	52
IT	43
HR	34
R&D	33
Marketing	22
Sales	11

Topics assigned sorted by number of assignments.

Topic Assignments Last 30 Days

Topic Assignments: User: Department	# Assignments
HR	19
IT	13
R&D	6
Marketing	4

Topics assigned in the last 30 days, sorted by number of assignments.

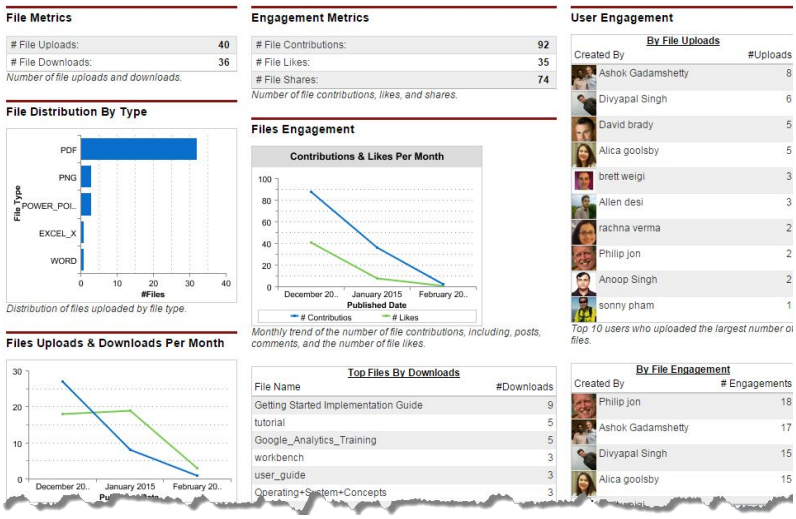
Tip: You can customize this dashboard and its reports to use Country, Role, or Profile instead of using Department. To customize these reports, clone the reports provided and then update the report with your new desired grouping. Remember to remove the Department grouping and then save the report with a new name.

Report Name	Description	Custom Report Type	On dashboard?
CH D - Group Comments By Dept	Group comments, grouped by department	Chatter Groups Activity	Yes
CH D - Group Members Added By Dept L30D	Number of new members added in groups in the last 30 days, grouped by department.	Chatter Group Members	Yes
CH D - Group Membership By Dept	Number of members in groups, grouped by department.	Chatter Group Members	Yes
CH D - Group Ownership By Dept	Group ownership, grouped by department.	Chatter Groups Activity	Yes
CH D - Group Posts By Dept	Group posts, grouped by department.	Chatter Groups Activity	Yes
CH D - Groups Created By Dept L30D	Groups created in the last 30 days, grouped by department.	Chatter Groups Activity	Yes
CH D - Profile Comments By Dept	Comments on user profiles, grouped by department.	Chatter User Activity	Yes
CH D - Profile Posts By Dept	Posts on user profiles, grouped by department.	Chatter User Activity	Yes
CH D - Topic Assignments By Dept	Topics assigned, sorted by department.	Chatter Topic Assignments	Yes
CH D - Topic Assignments By Dept L30D	Topics assigned in the last 30 days, grouped by department.	Chatter Topic Assignments	Yes

Chatter Files Dashboard and Reports

Use the Files dashboard to track file uploads, downloads, engagement, and content creators. You can use this dashboard to answer:

- How many file uploads and downloads are there?
- Are there any file trends?
- What type of files are being distributed the most or least?
- How is file engagement?
- Which members are driving file engagement?



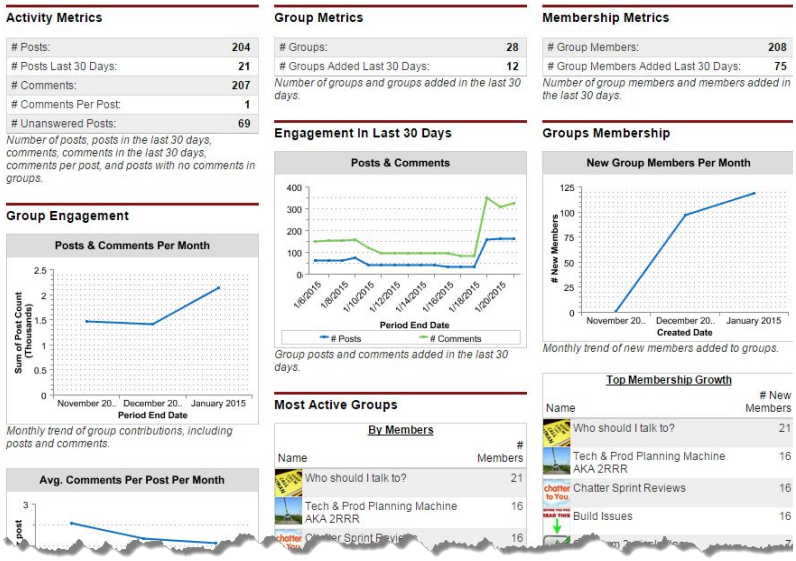
Report Name	Description	Custom Report Type	On dashboard?
CH F - # Active Ext Links Public	The total number of active external links that are public.	File and Content Report	Yes
CH F - # Active Ext Links Pwd Protected	The total number of active external links that are password protected.	File and Content Report	Yes
CH F - # File Contributions	The total number of files contributions, defined as posts and comments.	File and Content Report	Yes
CH F - # File Downloads	The total number of files downloaded.	File and Content Report	Yes
CH F - # File Likes	The total number of file likes.	File and Content Report	Yes
CH F - # File Shares	The total number of file shares.	File and Content Report	Yes
CH F - # File Uploads	The total number of files uploaded.	File and Content Report	Yes
CH F - File Engagement Per Month	Monthly trend of the number of file contributions, including, posts, comments, and the number of file likes.	File and Content Report	Yes
CH F - File Sharing Per Month	Monthly trend of the number of files shared through shares or external links (both public and private).	File and Content Report	Yes
CH F - File Uploads Distribution By Type	Distribution of files uploaded by file type.	File and Content Report	Yes
CH F - New Files Trending By Likes	Files uploaded in the last 30 days with the most likes.	File and Content Report	No
CH F - Top 10 Files By Contributions	Top 10 files with the most posts and comments.	File and Content Report	No
CH F - Top 10 Files By Downloads	Top 10 files with the most downloads.	File and Content Report	Yes
CH F - Top 10 Files By Engagement	Top 10 files by engagement, which includes posts, comments, and likes.	File and Content Report	Yes
CH F - Top 10 Files By Likes	Top 10 files with the most likes.	File and Content Report	No
CH F - Top 10 Files By Shares	Top 10 files that have been shared the most.	File and Content Report	Yes
CH F - Top 10 Users Most File Contrb L30	Top 10 users who received the largest number of posts and comments on their files in the last 30 days.	File and Content Report	No
CH F - Top 10 Users Most File Contrib	Top 10 users who received the largest number of posts and comments on their files.	File and Content Report	No
CH F - Top 10 Users Most File Likes L30D	Top 10 users who received the largest number of likes on their files in the last 30 days.	File and Content Report	No
CH F - Top 10 Users Most File Upload L30	Top 10 users who uploaded the largest number of files in the last 30 days.	File and Content Report	No
CH F - Top 10 Users Most File Uploads	Top 10 users who uploaded the largest number of files.	File and Content Report	Yes

CH F - Top 10 Users Most Liked Files	Top 10 users who received the largest number of likes on files they uploaded.	File and Content Report	No
CH F - Top Creators of Ext Links	Top creators of external links.	File and Content Report	Yes
CH F - Top Ext Links By # Views	Top external links sorted by number of views.	File and Content Report	Yes
CH F - Uploads & Downloads Per Month	Monthly trend of the number of uploads and downloads.	File and Content Report	Yes
CH F - Users With Most File Engagement	Top users with the most file engagements, including posts, comments, and likes on files.	File and Content Report	Yes

Chatter Groups Dashboard and Reports

Use the Groups dashboard to monitor feed and member activity in Chatter groups. With this dashboard you can answer:

- Which groups are most active?
- Which groups are growing the fastest?
- Who are the top contributors?
- How many posts and comments are there in groups?



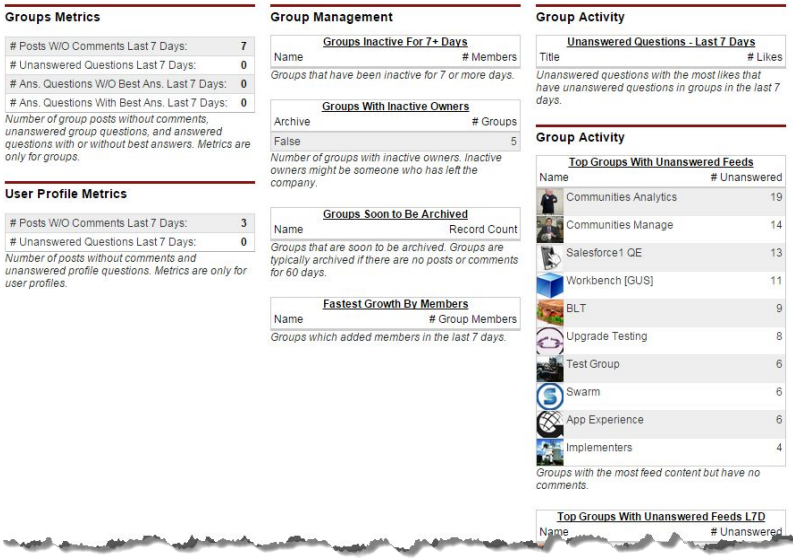
Report Name	Description	Custom Report Type	On dashboard?
CH G - # Comments	Number of comments in groups.	Chatter Groups Activity	Yes
CH G - # Comments L30D	Number of comments in groups in the last 30 days.	Chatter Groups Activity	No
CH G - # Comments Per Post	Number of comments per post in groups.	Chatter Activity Daily Metrics	Yes
CH G - # Group Members	Number of group members.	Chatter Group Members	Yes
CH G - # Group Members Added L30D	Number of group members added in the last 30 days.	Chatter Group Members	Yes
CH G - # Groups	Number of groups.	Chatter Group Members	Yes
CH G - # Groups Added L30D	Number of groups added in the last 30 days.	Chatter Group Members	Yes
CH G - # Posts	Number of posts in groups.	Chatter Groups Activity	Yes

CH G - # Posts L30D	Number of posts in groups in the last 30 days.	Chatter Groups Activity	Yes
CH G - # Posts With No Comments	Number of unanswered posts in groups. Includes all posts that aren't labeled as questions.	Chatter Groups Activity	Yes
CH G - Group Comments Per Post Per Month	Monthly trend of average comments per post in groups.	Chatter Activity Daily Metrics	Yes
CH G - Group Posts & Comments L30D	Daily trend of group contributions, including posts and comments, in the last 30 days.	Chatter Activity Daily Metrics	Yes
CH G - Group Posts & Comments Per Month	Monthly trend of group contributions, including posts and comments.	Chatter Activity Daily Metrics	Yes
CH G - Group Posts By Type	Group posts by type: text, question, link, content, or other.	Chatter Groups Activity	Yes
CH G - Groups By Type	Groups by types: public and private.	Chatter Group Members	Yes
CH G - Most Active Grps By Contribs	Most active groups, sorted by contributions.	Chatter Groups Activity	Yes
CH G - Most Active Grps By Contribs L30D	Most active groups, sorted by contributions in the last 30 days.	Chatter Groups Activity	Yes
CH G - Most Active Grps By Members	Most active groups, sorted by members.	Chatter Groups Activity	Yes
CH G - Most Active Users By Comments	Most active users, sorted by comments.	Chatter Groups Activity	Yes
CH G - Most Active Users By Posts	Most active users, sorted by posts.	Chatter Groups Activity	No
CH G - New Group Members Per Month	Monthly trend of new members added to groups.	Chatter Group Members	Yes
CH G - Top Groups Membership Growth L30D	Top 10 groups which added the largest number of members in the last 30 days.	Chatter Group Members	Yes

Chatter Management Dashboard and Reports

Use the Management dashboard to track unanswered questions and posts, group growth rates, and the overall health of your groups. With this dashboard you can answer:

- How many posts with no comments are there in the last 7 days?
- How many unanswered questions are there in the 7 days?
- How many answered questions without best answers are there in the last 7 days?
- Which groups are inactive?
- Which groups are soon to be archived?



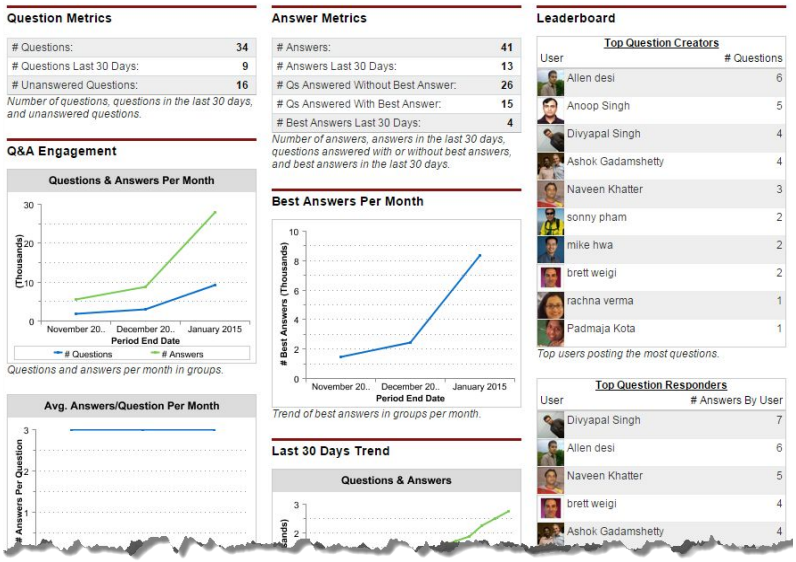
Report Name	Description	Custom Report Type	On dashboard?
CH M - # Answered Qs W/O Best Answ L7D	Number of answered questions in groups that don't have a best answer in the last 7 days.	Chatter Groups Activity	Yes
CH M - # Answered Qs With Best Answ L7D	Number of answered questions in groups that have a best answer in the last 7 days.	Chatter Groups Activity	Yes
CH M - # Group Posts W/O Comments L7D	Number of group posts with no comments in the last 7 days.	Chatter Groups Activity	Yes
CH M - # Profile Posts W/O Comments L7D	Number of profile posts with no comments in the last 7 days.	Chatter User Activity	Yes
CH M - # Unanswered Group Qs L7D	Number of unanswered group questions in the last 7 days.	Chatter Groups Activity	Yes
CH M - # Unanswered Profile Qs L7D	Number of unanswered profiles questions in the last 7 days.	Chatter User Activity	Yes
CH M - Fastest Growing Groups L7D	Groups adding the most members in the last 7 days.	Chatter Group Members	Yes
CH M - Groups Inactive for 7+ Days	Groups that have been inactive for 7 or more days.	Chatter Groups Activity	Yes
CH M - Groups Soon To Be Archived	Groups that are soon to be archived.	Chatter Groups Activity	Yes
CH M - Groups With Inactive Owners	Number of groups with inactive owners. Inactive owners can be someone who has left the company.	Chatter Group Members	Yes
CH M - Top Groups With Unanswd Feeds L7D	Groups with newly created feed content but have no comments in the last 7 days.	Chatter Groups Activity	Yes

CH M - Top Groups With Unanswered Feeds	Groups with the most feed content but have no comments.	Chatter Groups Activity	Yes
CH M - Unanswered Qs By Likes L7D	Unanswered questions in groups in the last 7 days, sorted by the number of likes.	Chatter Groups Activity	Yes

Chatter Q&A Dashboard and Reports

Use the Q&A dashboard to track recent activity for questions, answers, and best answers posted in groups. With this dashboard you can answer:

- How many questions and answers are there per month?
- How many unanswered questions are there?
- How many question without best answers are there?
- Who are the top question creators and question responders?
- How are questions and answers trending?



To track the same activity in groups, use the [Chatter User Dashboard and Reports](#).

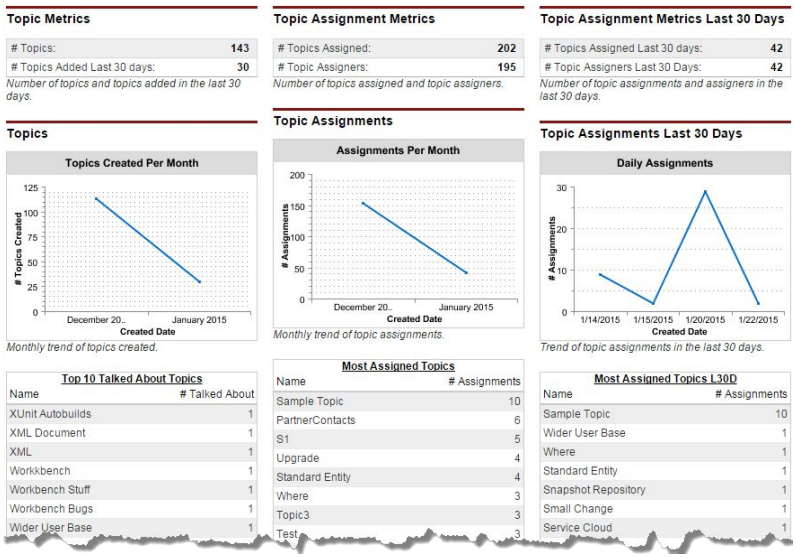
Report Name	Description	Custom Report Type	On dashboard?
CH Q - # Answered Qs With Best Answer	Number of answered questions with best answers in groups.	Chatter Groups Activity	Yes
CH Q - # Answered Qs With No Best Answer	Number of answered questions with no best answer in groups.	Chatter Groups Activity	Yes
CH Q - # Answers	Number of answers in groups.	Chatter Groups Activity	Yes
CH Q - # Answers L30D	Number of answers in groups in the last 30 days.	Chatter Groups Activity	Yes
CH Q - # Best Answers L30D	Number of best answers in groups in the last 30 days.	Chatter Groups Activity	Yes
CH Q - # Questions	Number of questions in groups.	Chatter Groups Activity	Yes
CH Q - # Questions L30D	Number of questions in groups in the last 30 days.	Chatter Groups Activity	Yes
CH Q - # Unanswered Questions	Number of unanswered questions in groups.	Chatter Groups Activity	Yes
CH Q - Answer Per Question Per Month	Trend of average group answers per question per month. This report is based on questions and answers created, not the	Chatter Activity Daily Metrics	Yes

	actual ratio of answers to questions in the feed.		
CH Q - Best Answers Per Month	Trend of best answers in groups per month.	Chatter Activity Daily Metrics	Yes
CH Q - Leaderboard By Answers	Leaderboard for users sorted by answers.	Chatter Groups Activity	Yes
CH Q - Leaderboard By Best Answers	Leaderboard for users sorted by best answers.	Chatter Groups Activity	Yes
CH Q - Leaderboard By Questions	Leaderboard for users sorted by questions.	Chatter Groups Activity	Yes
CH Q - Popular Questions By Likes	Most popular questions sorted by number of likes.	Chatter Groups Activity	Yes
CH Q - Questions & Answers L30D	Trend of group questions and answers created in the last 30 days.	Chatter Activity Daily Metrics	Yes
CH Q - Questions & Answers Per Month	Trend of group questions and answers per month.	Chatter Activity Daily Metrics	Yes

Chatter Topics Dashboard and Reports

Use the Topics dashboard to track your Chatter topics activity. With this dashboard you can answer:

- How are topics trending?
- How many topics are getting assigned?
- Who's assigning topics?
- Which topics are being talked about?



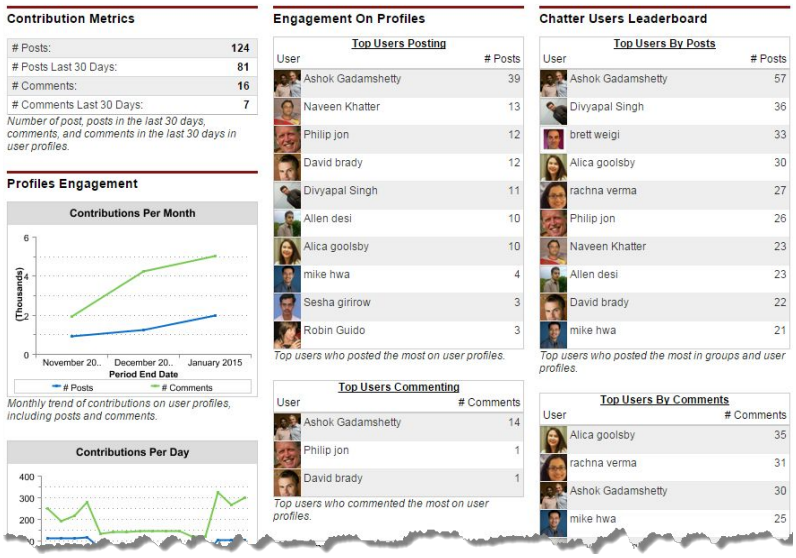
Report Name	Description	Custom Report Type	On dashboard?
CH T - # Assignments	Number of assignments.	Chatter Topic Assignments	Yes
CH T - # Assignments L30D	Number of assignments in the last 30 days.	Chatter Topic Assignments	Yes
CH T - # Records Assigned Per Topic	Number of records assigned to a specific topic. **Tip:** In order to use this report, click **Customize** on the report details page,	Chatter Topic Assignments	Yes

	then update the topic filter to specify a valid topic.		
CH T - # Topic Assigners	Number of topic assigners.	Chatter Topic Assignments	Yes
CH T - # Topic Assigners L30D	Number of topic assigners in the last 30 days.	Chatter Topic Assignments	Yes
CH T - # Topics	Number of topics.	Chatter Topics	Yes
CH T - # Topics Added L30D	Number of topics added in the last 30 days.	Chatter Topics	Yes
CH T - Knowledgeable People Per Topic	Knowledgeable people per topic.	Chatter Topic Assignments	No
CH T - T10 Topics Added L30D	Top 10 topics added in the last 30 days.	Chatter Topics	Yes
CH T - T10 Topics Talked About	Top 10 topics Talked About.	Chatter Topics	Yes
CH T - Topic Assignment Dist Per Record	Topics on posts sorted by number of assignments.	Chatter Topic Assignments	Yes
CH T - Topic Assignments By Object	Topic assignments sorted by object.	Chatter Topic Assignments	Yes
CH T - Topic Assignments L30D	Trend of topic assignments in the last 30 days.	Chatter Topic Assignments	Yes
CH T - Topic Assignments Per Month	Monthly trend of topic assignments.	Chatter Topic Assignments	Yes
CH T - Topics Created Per Month	Monthly trend of topics created.	Chatter Topics	Yes
CH T - Top Knowledgeable People	Top knowledgeable people across all topics.	Chatter Topic Assignments	No
CH T - Top Topic Assigners	Top topic assigners.	Chatter Topic Assignments	Yes
CH T - Top Topic Assigners L30D	Top topic assigners in the last 30 days.	Chatter Topic Assignments	Yes
CH T - Top Topics By # Assignments	Top topics sorted by number of assignments.	Chatter Topic Assignments	Yes
CH T - Top Topics By # Assignments L30D	Top topics sorted by number of assignments in the last 30 days.	Chatter Topic Assignments	Yes

Chatter User Dashboard and Reports

Use this dashboard to track recent activity for questions, answers, and best answers posted on user profiles. With this dashboard you can answer:

- How many posts and comments are there in user profiles?
- How are contributions on user profiles trending?
- Who are the top contributors to user profiles?
- Who are the top Chatter users overall?



To track the same activity in groups, use the Chatter Q&A Dashboard and Reports.

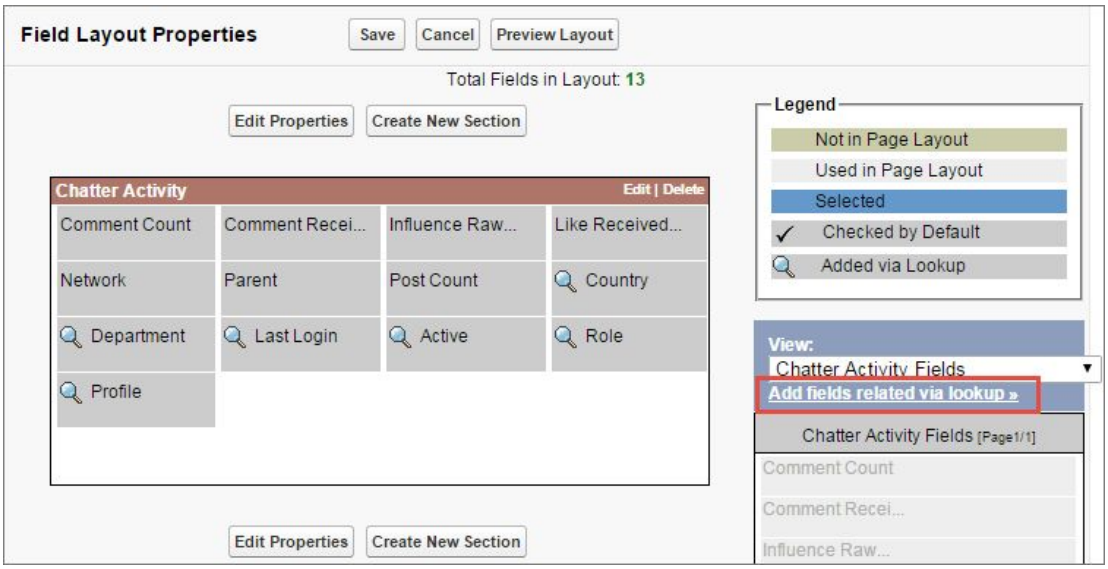
Report Name	Description	Custom Report Type	On dashboard?
CH U - # Comments	Number of comments on user profiles.	Chatter User Activity	Yes
CH U - # Comments L30D	Number of comments on user profiles in the last 30 days.	Chatter User Activity	Yes
CH U - # Posts	Number of posts on user profiles.	Chatter User Activity	Yes
CH U - # Posts L30D	Number of posts on user profiles in the last 30 days.	Chatter User Activity	Yes
CH U - Profile Posts & Comments L30D	Daily trend of contributions on user profiles, including posts and comments, in the last 30 days.	Chatter Activity Daily Metrics	Yes
CH U - Profile Posts & Comments Per Mont	Monthly trend of contributions on user profiles, including posts and comments.	Chatter Activity Daily Metrics	Yes
CH U - Top Profiles By Comments Made	Top users leaving the most comments on user profiles and in groups.	Chatter Activity	Yes
CH U - Top Profiles By Comments Received	Top users receiving the most comments on user profiles and in groups.	Chatter Activity	Yes
CH U - Top Profiles By Contributions	Top users with the largest number of posts and comments received on user profiles.	Chatter User Activity	Yes
CH U - Top Profiles By Likes Received	Top users receiving the most likes on user profiles and in groups.	Chatter Activity	Yes
CH U - Top Profiles By Posts	Top users with the largest number of posts on user profiles and in groups.	Chatter Activity	Yes
CH U - Top Users Commenting	Top users who commented the most on user profiles.	Chatter User Activity	Yes

CH U - Top Users Posting	Top users who posted the most on user profiles.	Chatter User Activity	Yes

CUSTOM REPORT TYPE DESCRIPTIONS

Salesforce Chatter Dashboards are based on a set of Chatter-focused custom report types, which you can use to create more reports and dashboards.

Tip: Items in custom report types that reference a user, such as Created By, contain the following user lookup fields: Last Login Date, Department, Country, Role, and Profile. You can specify these additional fields to display in your report by editing the custom report type from Setup. Open the custom report type details, click **Edit Layout**, and then click **Add fields related via lookup**.



Custom Report Type Name	Description
Chatter Activity 1.0	Provides information on Chatter user activity such as, posts, comments, and likes. The user metrics are calculated against the user activity on groups and user profiles in your organization.
Chatter Activity Daily Metrics 1.0	Provides daily trending metrics on posts and comments created in groups and user profiles in your organization.
Chatter Group Members 1.0	Provides information on groups and their members, such as the date a member joined the group.
Chatter Groups Activity 1.0	Provides information on group activity, such as posts, comments, and likes, and group contributors. Use this custom report type to report on overall group activity, by member type and by feed item type (for example: post or question poll).
Chatter Knowledgeable Users 1.0	Provides information on knowledgeable users in your organization.

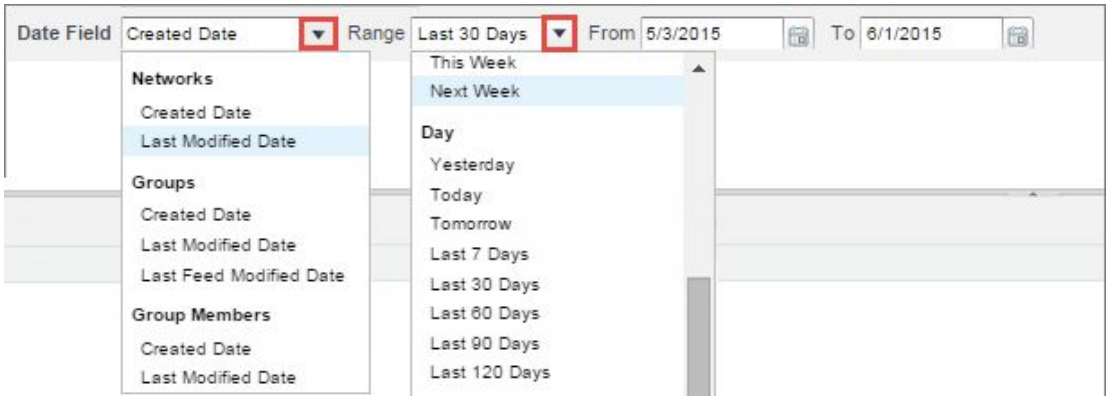
Chatter Topic Assignments 1.0	Provides information on topic assignments. Use this custom report type to report on the number of assignments, your top assigners, and assignments by object types. You can also use it to find topics with the most assignments.
Chatter Topics 1.0	Provides information on trending topics, topic assigners, and more.
Chatter Unique Contributor Daily Metrics 1.0	Provides information on daily unique visitors across groups and user profiles in your organization.
Chatter User Activity 1.0	Provides information on user profiles such as posts, comments, and likes, and profile contributors. Use this custom report type to report on overall user profile activity, by member type and by feed item type (for example, post or question poll).
File and Content Report	Use this standard report type to track file adoption and engagement for Chatter. You can also track file properties (such as file version and size), file uploads, downloads, shares, links, link views, and who uploaded the content.

THE POWER OF CUSTOMIZATION

The dashboard and reports provided in the package are a great start, but they might not be exactly what your community needs. With a few simple steps you can customize the provided dashboards and reports to suit your needs. To customize a report, open the **Reports** tab and click the report name you want to modify, then click **Customize.**

Customize the Date Filter

For reports that specify a date filter, you can customize these reports to provide any date **Range**. You can also change the **Date Field** to report on other objects in the report. Try customizing the G- # Group Members Added L30D report.



For more information, see [Filter Your Report Data](), [Build Effective Filters](), and [Understanding Relative Date Values for Filter Criteria]().

Add or Remove Columns

If a report includes a column that isn't useful to you, remove it. If you want additional data displayed, add another column. To add a column, double-click the additional field from the Fields pane, and reorder the

columns if you need to. To remove a column, click ▾ on the column and select **Remove Column**.

For more information, see Report Fields.

Change the Grouping

You can change the report grouping to better fit your community or organization. For example, if a report is grouped by department, you can group by country instead. Try customizing the CH D - Group Membership By Dept report.

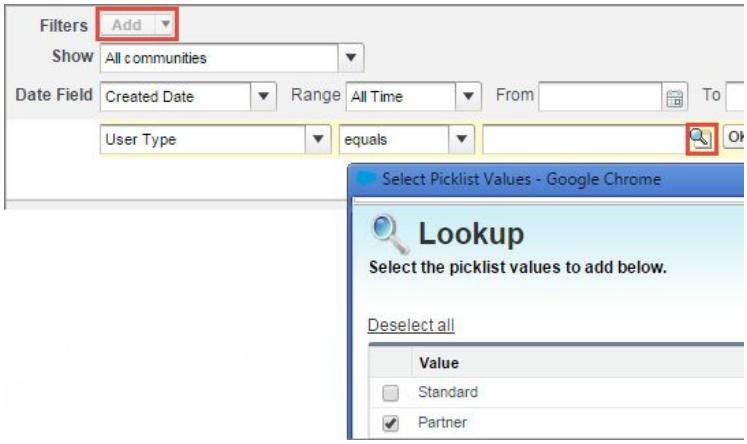
1. In the Fields pane, drag the new field you want to group by into the Preview pane area that says **Drop a field here to create a grouping**.
2. In the Preview pane, click ▾ on the old grouping field and select **Remove Group**.
3. On your new grouping field, click ▾ and select **Sort Group By** and select the relevant data you want to sort by.

For more information, see Group Your Report Data.

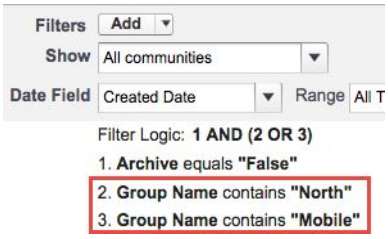
Add Additional Filter Logic

You can add additional filters to a report. For example, you might want to filter a report to only show external users or a subset of groups. To add a filter, click **Add** and then specify the field.

Adding a User Type filter:



Added Group filter:



For more information, see Add Filter Logic and Filter Your Report Data.

Report on New Data

You can also report on new data by adding custom lookup fields to the custom report types. This type of customization might be useful if you want to expose additional user fields or custom fields that you've added to contacts. See the CUSTOM REPORT TYPE DESCRIPTIONS section for more information.