

Introduction

[Salesforce Community Cloud](#) helps you connect your prospects, customers, partners, and employees with compelling, mobile-friendly community experiences. As of Spring '17, Salesforce sells community cloud capacity under several complementary models:

Public Page Views	<p>For unauthenticated usage of community pages. Typical use cases include communities with public discussion forums, and public knowledge bases.</p> <p>Salesforce instances on Enterprise Edition get 500,000 monthly page views across all communities and force.com sites in their org. Instances on Unlimited Edition get 1,000,000 monthly page views. Companies running very active public knowledge bases or communities can purchase additional increments to help adjust capacity during their active season.</p>
Monthly Logins	<p>For infrequent users of the community or site. Designed for users who will log in to any community in the Salesforce instance infrequently, typically less than 3-5 sessions per month (your ideal threshold will vary a bit with contract structure and discounting).</p>
Members	<p>For frequent users of the community or site. Designed for users who will log in to any community in the Salesforce instance often, typically more than 3-5 sessions per month (your ideal threshold will vary a bit with contract structure and discounting).</p> <p>Users on monthly login licenses can log in and generate as many sessions as they like, without impacting your overall consumption or capacity.</p>

Monitoring your consumption and usage is critically important for community owners. As your usage patterns change, you may want to move frequent users on monthly login licenses to member licenses, and you may want to reallocate member licenses for those users whose usage has dropped off. This simple reports package complements the extensive set of reports and dashboards in the free [Community Management Package](#), and will help you monitor both monthly login usage and public page views in your org.

NOTE: This package is provided as an example and is not officially supported by Salesforce.

Installing the Package

Step 1: Install the Community Management Package	<p>The Community Management Package is an extensive set of reports, report types, and dashboards that key monitor activity at the community level. Our community consumption reports are built on top of this package.</p> <p>Install: For Orgs with Chatter & Community Discussion Install: For Orgs WITHOUT Chatter & Community Discussion</p> <p>NOTE: You will want to explore these reports & dashboards in detail at some point. They map directly to the Dashboards section of Community Workspaces, and provide key insights.</p>
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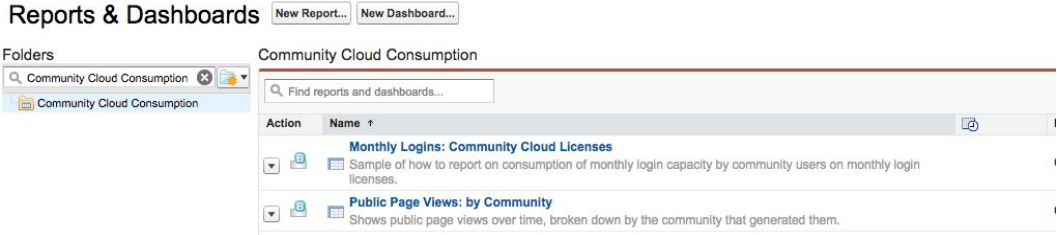
<p>Step 2: Install the Community Consumption Package</p>	<p>This package contains two sample reports on page view and monthly login consumption.</p> <p>Install: Community Consumption Package</p> <p>NOTE: If you arrived at this page after installing the package, you do not need to install it.</p>
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Package Components

This package will install two reports and two report types, as well as one report folder:

Report Folder	Community Cloud Consumption
Report Types	Network Login History 5.0 Network Public Usage Daily Metrics 5.0
Reports	Public Page Views: by Community Monthly Logins: Community Cloud Licenses

Using the Package

<p>Checking Out the Package Contents</p>	<p>The Reports tab contains a Report Folder named Community Cloud Consumption. That folder will contain the two sample reports in this package:</p>  <p>NOTE: While the reports and dashboards in the full Community Management package are meant to be run in each community's Dashboard workspace, these reports are meant to be run in the internal org's Reports tab. Doing this ensures that the data being reported on covers all communities in your instance.</p>
<p>Monitoring Monthly Logins</p>	<p>Run the Monthly Logins: Community Cloud Licenses report.</p>

<input type="button" value="Run Report"/> <input type="button" value="Show Details"/> <input type="button" value="Customize"/> <input type="button" value="Save"/> <input type="button" value="Save As"/> <input type="button" value="Delete"/> <input type="button" value="Printable View"/> <input type="button" value="Export Details"/> <input type="button" value="Subscribe"/>						
Filtered By: Edit Member: Profile: User License: Name contains Login,High Volume Portal Clear						
Member: Profile: User License: Name	Username	Record Count	Login Time			Grand Total
			December 2016	February 2017	March 2017	
<input type="checkbox"/> Customer Community Login	afros@my-community.demo	Record Count	0	0	2	2
	dthathcer@my-community.demo	Record Count	2	1	5	8
	mgarc@my-community.demo	Record Count	0	0	1	1
	wes@my-community.demo	Record Count	0	0	5	5
	Subtotal	Record Count	2	1	13	16
<input type="checkbox"/> Partner Community Login	ppartner@my-community.demo	Record Count	4	0	0	4
	Subtotal	Record Count	4	0	0	4
Grand Total		Record Count	6	1	13	20
Check rows to filter, then drill down by: <input type="text" value="--None--"/> <input type="button" value="Drill Down"/>						

This report will track the number of sessions generated by your community users who are on monthly login licenses. This data will be broken down by license type used, community username, and the calendar month tracked. The Record Count represents the number of sessions generated by that user in that month, and these are summed at the license level in the Subtotal rows.

Use this report to watch each license type's consumption of monthly logins. If, for example, you have purchased 1000 monthly logins under the Partner Community Login license, watch your yearly trend (and talk to your Salesforce AE about our Monthly Login overage policy), and look for individual users who are regularly consuming more than 3-5 sessions per month. These folks should probably be changed to member licenses.

Note that you can adjust the filters on the report and expand the details of the report to get more information. Your Salesforce Account Executive has a slightly different way of monitoring your monthly logins, but the directional trends per license should match what you can see in this report.

NOTE: Other factors like external SSO tools can sometimes affect the number of sessions generated. If you see something in these reports that makes you suspect that, work with your administrator or implementer to determine what might account for your high login consumption.

Monitoring Page Views

Run the **Public Page Views: by Community** report. This report will track the number of page views by unauthenticated (guest) users across the communities and Force.com sites in your org. Most companies never approach their page view limits, but this traffic provides some great information on when people are browsing to your site.

Note that you can adjust the filters on the report and expand the details of the report to get more information.

Key Resources

Success Community Groups
With over 2 million members,

[Community Implementation](#)
[Community Cloud Product](#)

Success is a key resource. These groups focus on Community Cloud.	Community Management
Trailhead Salesforce's free public learning tool.	Trail: Expand your Reach with Community Cloud
OSF Community License Optimizer A paid AppExchange app that makes moving users between licenses en masse easier.	App Link (AppExchange)

