

Communities Management AppExchange Package

Salesforce, Winter '23



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WHAT'S NEW?

For Spring '21, we added a dashboard and four reports related to question post response time. They let you know how long it takes for a question post to be answered and how long it takes for the post to have an answer marked as best. These metrics are helpful for determining when to increase service levels. The dashboard and reports are only available in the package with Chatter.



Tip: The  symbol identifies all the new components in this release.

EDITIONS

Available in: Available in:
Enterprise, Performance,
Unlimited, and Developer
Editions

Report Abbreviations

Notice one or two letters or symbols at the front of some report names? They're a bit of shorthand to help keep the report names at a reasonable length. Here's a quick rundown of what they mean.

- # - Number of Records
- A - Activity
- C - Content
- CH - Chatter
- CH D - Chatter Activity by Department
- G - Groups
- L - Logins
- L - CC - Logins for Customer Community License
- L - CP - Logins for Customer Community Plus License
- L - PC - Logins for Partner Community License
- M - Members
- MO - Moderation
- O - Overview
- Q - Questions
- R - Recommendations
- S - Self-Service Community
- T - Topics

[Salesforce Community Management Package with Chatter](#)

The Experience Management package delivers the insights, dashboards, reports, and moderation controls community managers need, to drive adoption, monitor engagement, and build a vibrant community.

[Salesforce Community Management Package Without Chatter](#)

The Experience Management package delivers the dashboards and reports community managers use, to drive adoption, monitor engagement, and build a vibrant community.

Salesforce Community Management Package with Chatter

The Experience Management package delivers the insights, dashboards, reports, and moderation controls community managers need, to drive adoption, monitor engagement, and build a vibrant community.

In this addition to version 14.0, we added four reports and a dashboard:

- Question Response Time Dashboard
- Average Time to First Answer
- Average Time to Best Answer
- Avg Time to First Answer for Topics List
- Avg Time to Best Answer for Topics List

[Unsupported old reports and dashboards](#)—if you're upgrading, remove these components manually.

EDITIONS

Available in: both Salesforce Classic ([not available in all orgs](#)) and Lightning Experience

Available in: **Enterprise, Performance, Unlimited,** and **Developer** Editions

Salesforce Community Management Package Without Chatter

The Experience Management package delivers the dashboards and reports community managers use, to drive adoption, monitor engagement, and build a vibrant community.

The most recent version is 9.0.

[Unsupported Components](#)—if you're upgrading, remove these components manually

EDITIONS

Available in: both Salesforce Classic ([not available in all orgs](#)) and Lightning Experience

Available in: **Enterprise, Performance, Unlimited,** and **Developer** Editions

INSTALL THE PACKAGE

Any internal user with the necessary permissions can install the Salesforce Communities Management package, as long as Digital Experiences is enabled in your Salesforce org.

If you're upgrading from a previous version of this package, review the [Upgrade Considerations](#) and then follow the steps in [Install the Upgrade](#). Be sure to check the unsupported components list and delete them from your organization.



Note: To install the version of the package for sites with Chatter, Chatter must be enabled. There are no prerequisites to install the version of the package for sites without Chatter.

1. Select **AppExchange** from the Lightning Platform Apps drop-down list. You can also click [here](#).
2. Search the AppExchange site for [Salesforce Communities Management \(for Sites with Chatter\)](#) or [Salesforce Communities Management \(for Sites without Chatter\)](#).
3. Click **Get It Now** on the application information page. If prompted, log in to the AppExchange.
4. Click **Install in Production**.
5. Review the terms and conditions, select **I have read and agreed to the terms and conditions**, then click **Confirm and Install**.
6. To grant access to the users working with the reports and dashboards, click **Install for Specific Profiles**.
7. Review the list of API access that the package components have been granted access to, then click **Next**.
8. Click **Install**.



Example: Report folder mapping in the Dashboard workspace of Experience Workspaces.

EDITIONS

Available in: both Salesforce Classic ([not available in all orgs](#)) and Lightning Experience

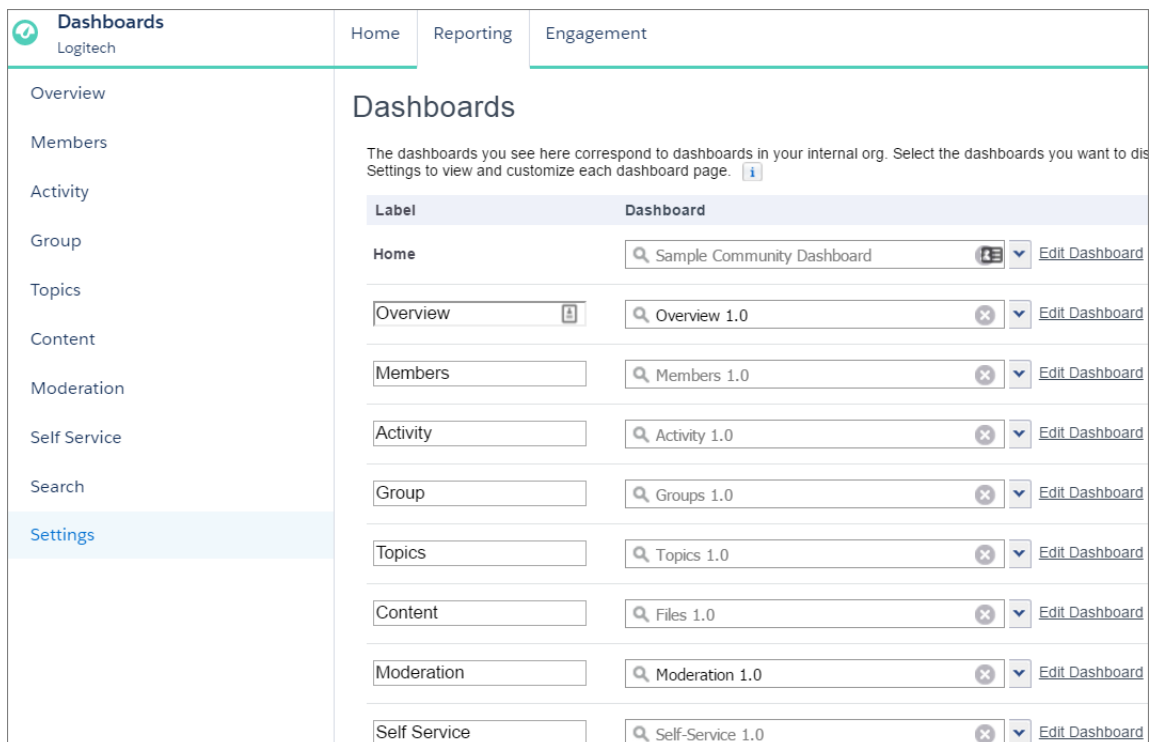
Available in: **Enterprise, Performance, Unlimited,** and **Developer** Editions

USER PERMISSIONS

To install packages:

- Download AppExchange Packages

Install the Package



If it's your first time installing the package, or you don't have any current mappings for your Community Management or Experience Workspaces, the package automatically maps the Insights report folders and dashboards for you.

 **Note:** If you have an earlier version of the package installed, consider uninstalling it before reinstalling the new version. However, if you've customized any of your reports, you can upgrade the package without uninstalling your current version. Click [here](#) for more information about what to consider when upgrading.

The Installed Package Detail page confirms when installation is complete. In your Salesforce org, look in the Reports tab for the following folders.

Folder Name	Description	Package with Chatter	Package without Chatter
Communities Dashboards	Provides the License Usage 1.0 dashboard.		
Lightning Communities Dashboards	Includes dashboards that map to Dashboards in Community Management and Experience Workspaces, including your home page.  Note: Installing the package doesn't auto-map a dashboard for your home page, you must map one yourself.		

Install the Package

Folder Name	Description	Package with Chatter	Package without Chatter
Communities Reports	Provides the reports used in your Community Management dashboards. If you're using Experience Workspaces, these reports are used in the dashboards in Dashboards > Reporting .	✓	✓
Community Management Home Reports	Provides the reports used in your Community Management home dashboard.	✓	✓
Insights Adoption 2.0 Insights Activity 2.0 Insights Files 2.0 Insights Groups 2.0 Insights Self-Service 2.0 Insights Topics 2.0 Members Engagement	Each folder includes reports for the mapped Insights pages in Community Management > Engagement or, if you're using Experience Workspaces, in Dashboards > Engagement .	✓	
Moderation Audit Trail Moderation Flagged Moderation Pending Moderation Users	Each folder includes reports for the mapped Insights pages in Community Management > Moderation or, if you're using Experience Workspaces, in Moderation > Moderate .	✓	
Flagged Files	Provides the Flagged Files Report.	✓	
Flagged Messages	Provides the Flagged Direct Message Report and Flagged Private Message Report.	✓	
Misc Communities Reports	Provides reports that are feature-dependent , such as reports that require Chatter messages, direct messages, or the community case feed.	✓	
Chatter Dashboards	Provides reports and dashboards to track Chatter usage in your internal Salesforce org.	✓	
Chatter Reports		✓	
 Note: These folders don't map to anything			

Install the Package

Folder Name	Description	Package with Chatter	Package without Chatter
	in Community Management or Experience Workspaces		

 **Note:** If you are installing the package for Communities without Chatter, you also still have a Experience Management Home Dashboards folder.

UPGRADE CONSIDERATIONS

The cleanest way to upgrade the package is to completely uninstall the existing one. However, this can get complicated and may cause you to lose your customizations. We recommend reinstalling only if you want to start clean and make sure you have only the latest and greatest versions of our reports. If you haven't upgraded for a few releases, the clean slate may be the best approach.

If you choose to just go ahead and upgrade, don't worry--during the upgrade, your customizations are preserved. We don't overwrite anything you've tweaked. However, we can't port over your customizations to any new versions of reports or dashboards that we happen to be installing. That's ok. The old, customized versions will keep working just fine.

But, if we update existing reports or dashboards, we do recommend that you recreate any customizations you've made and then delete the older component versions

 **Note:** Versioning is handled at the component level: dashboards, reports, and custom report types. If a component is updated, its version is updated. For a list of new components, see [What's New?](#) Because of the way we map Insights reports in Experience Management, we also version the Insights folders. If we make major changes to Engagement or Moderation, we provide an updated version of each Insights folder within that page.

EDITIONS

Available in: both Salesforce Classic ([not available in all orgs](#)) and Lightning Experience

Available in: **Enterprise, Performance, Unlimited,** and **Developer** Editions

INSTALL THE UPGRADE

If you have a previously installed version of the package, you can upgrade when a newer package becomes available.

Upgrading doesn't overwrite the original custom report types, dashboards, or reports.

 **Important:** Customizations are not ported to the new package. If we updated components that you've customized, you must recreate your customizations in the new component versions. Recreate your customizations before continuing to the next step.

1. Review the [upgrade considerations](#).
2. [Install the Package](#). Installing an upgrade is just like a clean install. After you install the package, click **Reports** in your internal Salesforce org to check out your new folders and components. Dashboard and report names are suffixed with version numbers so you can easily identify the new items.
3. Review [What's New?](#) to see if we updated any components that you've customized. You can also look for this symbol in the document to identify new components.
4. In Experience Management or the Dashboard workspace, review and update your dashboard and Insights mappings. Click **Dashboards > Settings or Engagement > Settings**.

We recommend that you verify your dashboard mappings are using the latest version of all the dashboards.

5. If applicable, delete any reports, dashboards, or custom report types that were updated or are now [unsupported](#) to avoid confusion and ensure your community managers always use the latest and greatest.

For more information, see [What's New?](#) and [Unsupported Components](#).

EDITIONS

Available in: both Salesforce Classic ([not available in all orgs](#)) and Lightning Experience

Available in: **Enterprise, Performance, Unlimited, and Developer** Editions

USER PERMISSIONS

To install packages:

- Download AppExchange Packages

POST-UPGRADE CHECKLIST

Upgrading can sometimes be tricky. We give you lots of amazing components each release, but we don't have the power to automatically remove components when we create a better version. Make sure you review the Unsupported Components list. If you haven't made any customizations to our reports and dashboards, we recommend that you delete all the unsupported components.

If you're upgrading to the Communities Management (for Communities with Chatter) package, complete these steps:

- ☐ Delete all the reports in the original Insights folders and also delete those original folders. Then in Community Management, update your mapping to use the Insights 2.0 folders. For example, you can delete the **Insights Adoption** folder and all of its contents, but keep the **Insights Adoption 2.0** folder. Keep in mind that if you made any customizations to the Insights reports, they don't port over to the updated versions, and you'll lose those customizations if you delete those reports.
- ☐ Make sure the License Usage 1.0 dashboard is **not** mapped in Community Management. View this dashboard only in your internal Salesforce org, not in Community Management.
- ☐ If you still see version numbers on your Communities Dashboards and Communities Reports folders, remove them from the folder names and merge all the reports into one folder. Your reports and dashboards aren't affected by renaming the folders. Review the [list of report and dashboard folders](#) that should be included in your org.

EDITIONS

Available in: both Salesforce Classic ([not available in all orgs](#)) and Lightning Experience

Available in: **Enterprise, Performance, Unlimited,** and **Developer** Editions

INSIGHTS VS. DASHBOARDS—WHAT'S THE DIFFERENCE

Use Insight reports to view, monitor, and act on your community's activity. These reports give you a super-focused look at a specific area while helping you with day-to-day community management. Insights can help you prioritize your work and give you instant access to what matters most.

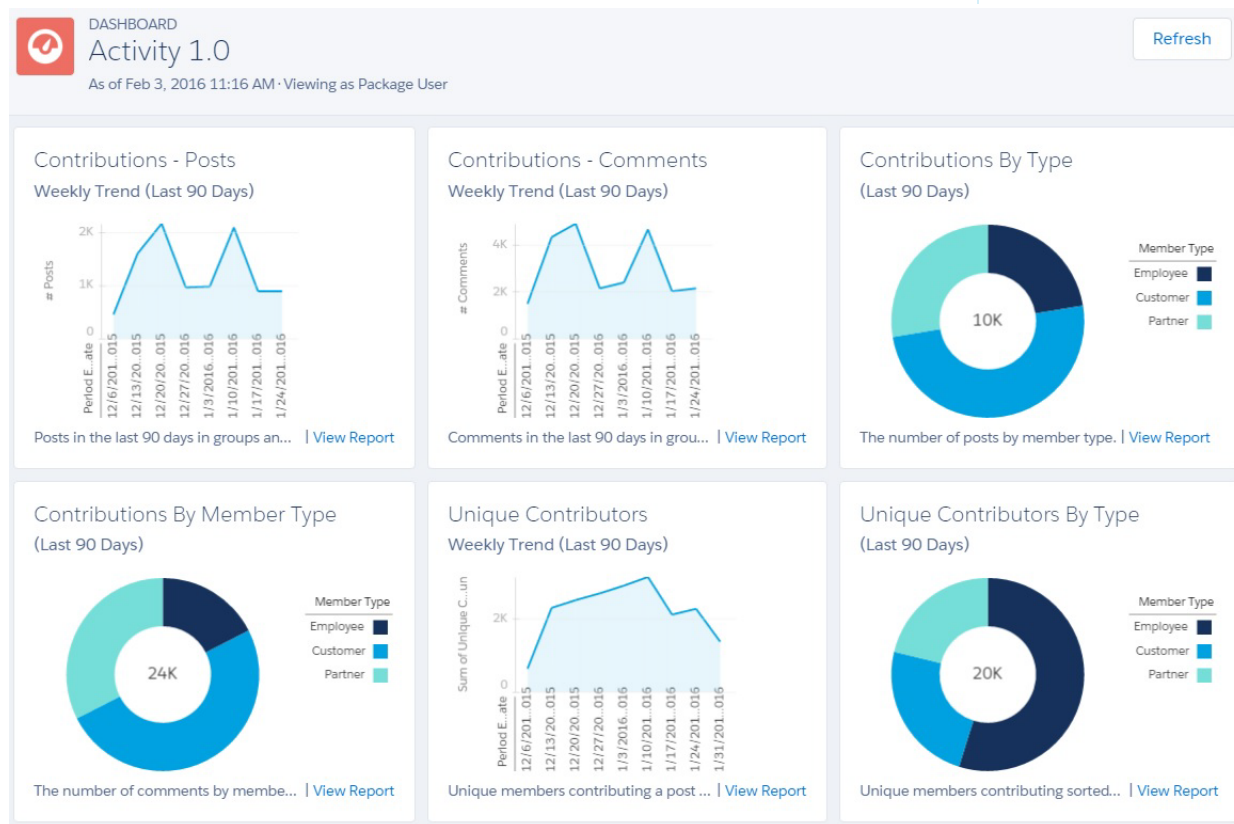
Use Dashboards to view your community's analytics, such as metrics and trends on activity. Dashboards give you mid-term to long-term views on adoption and engagement in your community. They help you monitor return on investment (ROI) and key performance indicators (KPI).

You can visit the **Dashboards tile > Dashboards > Activity** page to track total posts and comments including overall contribution trends in your community.

EDITIONS

Available in: both Salesforce Classic ([not available in all orgs](#)) and Lightning Experience

Available in: **Enterprise, Performance, Unlimited,** and **Developer** Editions



SERVICE COMMUNITY SCORECARD

Some of the most common feedback we get is that community managers need a single dashboard providing information about the success of a community. In Summer '17, we announced the Service Community Scorecard. It gives community managers for self-service and support communities the information they need all in one place. If your community is not a service community, use it as inspiration or a starting point to create your own scorecard.

How do you get the Service Community Scorecard? If you are installing this package for the first time, it automatically maps to your dashboards home tab. If you are updating to this package, you have to map manually.

Got it? Great! We prepopulated the scorecard to get you up and running. However, you can always customize it to best fit your community. More info on that part in a bit. Here's what you start out with:

- **Membership:** Three reports, broken down into contributors and observers. Make sure that Reputation is on to get the most out of the Top 10 Members by Reputation report.
 - Total Members
 - Daily Active Users
 - Top 10 Members by Reputation
- **Information Discovery:** Two reports that show what users are not finding in the community. A great report to add next to these new reports is "Most Viewed Articles", but it's part of a different AppExchange package. See <https://appexchange.salesforce.com/listingDetail?listingId=a0N30000003HXO9EAO> for details.
 - Top Unanswered Questions
 - Searches with No Results (30 Days)
- **New Members:** Three reports that tell you how many new members have joined your community and whether they have profile photos, a strong sign of their engagement.
 - New Members (7 Days)
 - New Members with Profile Pic
 - New Members (90 Days)
- **Cases:** Three reports all about customer cases. These reports include all cases in your org, not just those cases created through the community. We recommend marking cases created in the community so you can filter to just those particular cases.
 - Cases Opened
 - Case Resolution Time
 - Oldest Open Cases
- **Topics and Questions:** Two reports that let you keep tabs on hot topics and open questions vs. questions that have been marked with a best answer.
 - Topics Most Talked About 3.0
 - Questions vs. Best Answers

Service Community Scorecard

Ready to customize the Service Community Scorecard or use it to create your own scorecard? Go to your internal org and click the Dashboard tab. Search for “Service Community Scorecard” and click **Edit** to add or remove reports or change the name of your scorecard.

SEE ALSO:

[Enable and Map Dashboards](#)

EXPERIENCE MANAGEMENT INSIGHTS

The Salesforce Communities Management package provides a set of reports that let you monitor recent activity and drill down to the source to take further action.

 **Important:** Insights are only available in the Communities Management AppExchange package with Chatter.

When you view Insights in Experience Management or Experience Workspaces, reports automatically display data specific to the community you're managing. Insights reports are arranged into two sections in the Dashboards workspace, Engagement and Moderation.

Actionable Insights are available in all orgs with Communities. All you need is a report to use them with. Each Insights report has different actions. Insights report, click  to edit the actions assigned to the report. You can find more information about [viewing](#), [customizing](#) and [configuring](#) Insights and actions in the Salesforce help.

EDITIONS

Available in: both Salesforce Classic ([not available in all orgs](#)) and Lightning Experience

Available in: **Enterprise, Performance, Unlimited,** and **Developer** Editions

Pending

Visit our Success Community | Help for this Page ?

Posts Pending Approval ▼

Custom ▼ From To

Filtered by Feed Posts: Created On

Approve Post Delete Post ▼

☐ Title	Content	Created On	Moderated By
☐ Help! Am I going crazy here?	I've been following the brewing instructions for making the perfect latte and just can't seem to ...	5/3/2016	 Joe Santana
☒ Amazing coffee machines!	Check out my amazon page. You can find me at kimmycoffee. Cheap and high quality. Amazing! Act no...	6/4/2016	 Kim Smith
☒ Best Jasmine Tea NOW! Contact me and you'll lose weight in 5 days or less.		6/4/2016	 Kim Smith
☐ I just bought my coffee machine and it's stopped working.	I just bought my coffee machine and it's stopped working. Very annoyed ! Can you help?	4/26/2016	 Lauren Boyle
☐ I just purchased the Tea strainer and am confused how it works...	This is the first time that I'm trying to strain a new type of tea leaf and it just doesn't work ...	4/27/2016	 Lisa Wong

 **Tip:** Insights let you know how the report is filtered.

You can edit this label to be more descriptive.

1. Use the tables in this document to identify the custom report type for your Insights report.
2. In your internal Salesforce org, from Setup enter *Report Types* in the Quick Find box, and then select **Report Types**.
3. Click the name of the custom report type you want to edit, then click **Edit Layout**.
4. To change a label, select the field you want to update and click **Edit Properties** and then save your work.
5. Verify your changes in Experience Management or Experience Workspaces.

Active Members			Refresh	Edit Report
Custom	From	7/8/2015	To	2/9/2016
Filtered by Chatter Activity: Last Login				
Member	Last Login	# Posts		
 Eric Ware	2/9/2016 1:15 PM	37		
 John Luke	7/27/2015 3:10 PM	1		

You can learn more about [editing field layouts](#) in the Salesforce Help.

Adoption Insights

Use the Adoption Insights page to monitor member activity.

Activity Insights

Use the Activity Insights page to track posts and comments in groups.

Files Insights

Use the Files Insights page to monitor file uploads and downloads, including files receiving lots of comments. With Files Insights, you can monitor files by community engagement and file type.

Groups Insights

Use the Groups Insights page to help manage your groups.

Moderation Insights

Use the Moderation Insights page to track flagged posts, files, messages, and content flagged by moderation rules.

Self-Service Insights

Use the Self-Service Insights page to track questions and answers in user profiles, including questions escalated to cases.

Topics Insights

Use the Topics Insights page to keep an eye on recent topics.

Adoption Insights

Use the Adoption Insights page to monitor member activity.

With Adoption Insights, you can:

- Identify and welcome your new members
- Drive adoption and engagement in your community
- Re-engage with your community's top contributors

Report Name	Description	Custom Report Type
Active Members	Members who logged in to your community in the last 7 days with Chatter activity, such as a post or like.	Network Member Activity 1.0
Active Members With No Picture	Members without a user profile picture who logged in to your community in the last 7 days.	Chatter Activity 1.0
Contributors Inactive For 7+ Days 2.0	Members with the most posts and comments who are now inactive. These members haven't logged in to the community in	Network Member Activity 1.0

Report Name	Description	Custom Report Type
	the last 7 days, but have logged in once during the last 30 days. This report includes only members with more than 5 posts or 5 comments.  Important: Adjust the report filters to fit your community.	
Influencers Inactive For 7+ Days 2.0	Members with the most likes and comments received who are now inactive. These members haven't posted in the last 7 days, but have logged in to the community in the last 30 days. This report includes only members with at least 5 likes or 5 received comments.  Important: Adjust the report filters to fit your community.	Network Member Activity 1.0
Influencers With No Picture	Members with the most likes and comments received, who have no user profile picture. This report includes only members with at least 5 likes or 5 received comments.  Important: Adjust the report filters to fit your community.	Chatter Activity 1.0
New Contributors With No Picture	Members without a user profile picture, who registered in the last 7 days and also posted or commented recently.	Chatter Activity 1.0
New Active Members	New members who registered in the last 7 days. For the package with Chatter, the report also includes Chatter activity, such as a post or like.	Network Member Activity 1.0
Recent Contributors 2.0	New members active in Chatter groups or user profiles in the last 7 days, sorted by most recent activity.	Network Members 3.0
Recent Contributors With No Picture	New members without a user profile picture, active in Chatter groups or user profiles in the last 7 days, sorted by most recent activity.	Network Members 3.0
Recent Logins Successful	External users with the most recent successful logins to the community during the last 7 days. This report only includes direct logins to the community. If a user logs into an org and then switches to a community, their login activity isn't included.	Network Login History 5.0

Activity Insights

Use the Activity Insights page to track posts and comments in groups.

With Activity Insights, you can:

- Moderate recent discussions, including identifying posts with no comments
- Monitor your community's hot discussions
- Moderate group activity from new members

Report Name	Description	Custom Report Type
New Discussions 2.0	New group discussions created in the last 7 days, sorted by the newest post.	Network Groups Activity 3.0
New Members' Comments 2.0	Group comments created in the last 7 days by a member who registered in the last 30 days. This report is sorted by the highest number of likes.	Network Groups Activity 3.0
New Members' Posts 2.0	Group posts created in the last 7 days by a member who registered in the last 30 days.	Network Groups Activity 3.0
Recent Discussions	Group discussions created in the last 30 days.	Network Groups Activity 3.0

Files Insights

Use the Files Insights page to monitor file uploads and downloads, including files receiving lots of comments. With Files Insights, you can monitor files by community engagement and file type.

Report Name	Description	Custom Report Type
Files With Activity	Files with comments, likes, or downloads.	File and Content Report
New Image Files 2.0	Image files uploaded in the last 7 days, sorted by the most recent upload.	File and Content Report
New Office Files 3.0	Office files uploaded in the last 7 days, sorted by the most recent upload.	File and Content Report
New Video Files 2.0	Video files uploaded in the last 7 days, sorted by the most recent upload.	File and Content Report
Recent Files (All) 2.0	Files uploaded in the last 7 days, sorted by the most recent upload.	File and Content Report

Groups Insights

Use the Groups Insights page to help manage your groups.

With Groups Insights, you can:

- Moderate newly created groups
- Manage groups with deactivated or inactive owners
- Manage groups that will soon be archived

Report Name	Description	Custom Report Type
Best Answers From Groups 1.0	Best Answers created in last 7 days from Groups, sorted by the most recent answers.	Network Group Q&A Activity 1.0

Report Name	Description	Custom Report Type
Groups Recently Archived 2.0	Groups that were automatically archived in the last 15 days, sorted by the most recent contribution date. The report doesn't include groups manually archived by a user.	Network Group Membership 3.0
Groups Soon To Be Archived 2.0	Groups that are scheduled to be archived in the next 15 days, sorted by the soonest archive date.	Network Group Membership 3.0
Groups With Deactivated Owners 2.0	Groups with owners that are deactivated. These groups are active and haven't been archived.	Network Group Membership 3.0
Groups With Inactive Owners 2.0	Groups with owners who didn't log in to the community in the last 30 days. These groups are active and haven't been archived.	Network Group Membership 3.0
New Groups	Groups added in the last 7 days.	Network Group Membership 3.0
Questions From Groups 1.0	Questions created in the last 7 days from groups, sorted by most recent.	Network Groups Q & A Activity 1.0
Questions With New Answers From Groups	Questions with answers created in last 7 days from groups, sorted by most recent answer.	Network Groups Q & A Activity 1.0
Questions Without Answers From Groups 1.0	Questions created in the last 7 days without answers from groups, sorted by most recent question.	Network Groups Q & A Activity 1.0
Questions With Answers From New Groups 1.0	Questions created in the last 7 days with answers from new groups, sorted by most recent question.	Network Groups Q & A Activity 1.0
Questions From New Groups 1.0	Questions created in the last 7 days from groups, sorted by most recent question.	Network Groups Q & A Activity 1.0

Moderation Insights

Use the Moderation Insights page to track flagged posts, files, messages, and content flagged by moderation rules.

With Moderation Insights, you can:

- Monitor content blocked, flagged, or replaced by rules
- Monitor spammers or new members
- Monitor types of flagged messages including notes from customer
- Monitor private messages from new members (for details, see the [Misc Communities Reports](#) section)

Report Name	Description	Custom Report Type
Flagged Comments 3.0	Comments flagged in the last 7 days.	Network Moderation Flagged Comments 2.0
Flagged Files 3.0	Files flagged in the last 7 days.	Network Moderation Flagged Files 2.0
Flagged Private Messages 3.0	Chatter messages flagged in the last 7 days.	Network Moderation Flagged Messages 2.0

Report Name	Description	Custom Report Type
Flagged Direct Messages 2.0	Direct Messages flagged in the last 7 days.	Network Moderation Flagged Direct Messages 1.0
Flagged Posts 3.0	Posts flagged in the last 7 days.	Network Moderation Flagged Posts 2.0
Frozen Members 2.0	Members frozen in the last 7 days.	Network Frozen Members 2.0
Posts Pending Approval	Feed posts pending approval.	Network Posts Pending Approval 2.0
Moderation Audit 2.0	All moderation audits in the last 7 days. This includes flagging by users, moderation rules, and moderator actions.	Network Activity Audit 1.0

Self-Service Insights

Use the Self-Service Insights page to track questions and answers in user profiles, including questions escalated to cases.

With Self-Service Insights, you can monitor and act on:

- Recently-created questions
- Questions and answers from new members to help drive adoption
- Questions escalated to cases (for details, see the [Misc Communities Reports](#) on page 47 section)



Note: This Insights page supports communities using the Customer Service template.

Report Name	Description	Custom Report Type
Best Answers 2.0	Questions with a best answer added in the last 7 days.	Network User Activity 3.0
Best Answers From External Members 2.0	Questions with a best answer from an external user added in the last 7 days.	Network User Activity 3.0
Questions 2.0	Questions added in the last 7 days.	Network User Activity 3.0
Questions From New Members 2.0	Questions added in the last 7 days by new members. A member is considered new if they joined the community less than 30 days ago.	Network User Activity 3.0
Questions With Answers From New Mem 2.0	Questions with answers from new members in the last 7 days. A member is considered new if they joined the community less than 30 days ago. This report is sorted by the most recent question.	Network User Activity 3.0
Questions With New Answers 2.0	Questions with a new answer that has been added in the last 7 days. This report is sorted by the most recent answer.	Network User Activity 3.0
Questions Without A Best Answer 2.0	Questions with answers in the last 7 days that still don't have a best answer.	Network User Activity 3.0
Questions Without Answers 2.0	Questions added in the last 7 days that haven't been answered.	Network User Activity 3.0

Report Name	Description	Custom Report Type
🔥 Questions With and Without Best Answers	All community questions, including answer count, and whether there is a best answer.	🔥 Network Feed Activity

Topics Insights

Use the Topics Insights page to keep an eye on recent topics.

With Topics Insights, you can:

- Manage topic assignments
- Monitor new topics

Report Name	Description	Custom Report Type
Topics Added 2.0	Topics created in the last 7 days.	Network Topics 3.0
Topics Assigned 2.0	Topics assigned in the last 7 days.	Network Topic Assignments 3.0
Topics Most Talked About 2.0	Topics created in the last 7 days with the highest “Talked About” score.	Network Topics 3.0

COMMUNITY MANAGEMENT DASHBOARDS DESCRIPTIONS

The Salesforce Communities Management package provides a set of dashboards, each with its own source reports, and a set of custom report types. The available reports depend on whether you install the package for communities that have Chatter, or the package for communities that don't.

After installing the package, when you view the dashboards from Experience Management or Experience Workspaces, reports automatically display data specific to the community you're accessing the report from. To view data from across all your communities, view the dashboard in your internal Salesforce org.



Important: For the package without Chatter, you only get: two home dashboards and the Overview, Members, and Licenses Usage dashboards.



Note:

- Trending metrics are calculated daily and the calculation starts the day after a release. Trending metrics work only in Salesforce orgs with an active status. To collect trending metrics in non-active orgs, contact Salesforce.
- Filtering is not supported on standard report types.

EDITIONS

Available in: both Salesforce Classic ([not available in all orgs](#)) and Lightning Experience

Available in: **Enterprise, Performance, Unlimited, and Developer** Editions

[Service Community Scorecard](#)

Use the Service Community Scorecard dashboard to track member use, service metrics, and search activity.

[Home Dashboard and Reports](#)

When you access Experience Management, your home dashboard is the first thing you see. It ensures that you stay up to date and is customizable to fit your community needs.

[Overview Dashboard and Reports](#)

Use the Overview dashboard to track membership growth, login trends, and members' post and comment activity in Chatter.

[Activity Dashboard and Reports](#)

Use the Activity dashboard to track engagement and activity levels, based on members' Chatter activity.

[Chatter Edits Reports](#)

Use these reports to track Chatter edits in your community.

[Community Search Dashboard and Reports](#)

Use the Community Search Dashboard to track search activity in the community.

[Files Dashboard and Reports](#)

Use the Content dashboard to track content uploads, downloads, engagement, and content creators.

[Custom Recommendations Dashboard and Reports](#)

Use the Custom Recommendations dashboard to see how your community's custom recommendations are doing.

[Groups Dashboard and Reports](#)

Use the Groups dashboard to monitor feed and member activity in Chatter groups.

[Members Dashboard and Reports](#)

Use the Members dashboard to track community membership, new members added, and external member logins over time.

[Moderation Dashboard and Reports](#)

Use the Moderation dashboard to track community moderators' and members' flagging activity.

[Q&A Dashboard and Reports](#)

Use the Q & A dashboard to track recent activity for questions, answers, and best answers posted in groups

[Self-Service Dashboard and Reports](#)

The Self-Service dashboard tracks activity in the self-service template.

[Question Response Time Dashboard and Reports](#)

Use the Question Response Time dashboard and reports to determine how long it takes for questions to get a response.

[Topics Dashboard and Reports](#)

Use the Topics dashboard to track your community topics.

[Misc Communities Reports](#)

The reports provided in this folder are feature-dependent or require special user permissions. You can add these reports to Insights folders or dashboards in Experience Management or Experience Workspaces. These reports are provided in the **Misc Communities Reports** folder.

Service Community Scorecard

Use the Service Community Scorecard dashboard to track member use, service metrics, and search activity.

Understanding the health of your self-service community takes more than just keeping up with spam. Healthy communities allow for effective collaboration, provide quick resolutions to issues, and are full of engaged, active members. The Service Community Scorecard helps you track all this information in one place.

Report Name	Description	Custom Report Type
Total Members	Total Number of community members.	Network Members 3.0
Daily Active Users	Daily report of contributors and observers in the community.	Network User Participation Daily Metrics
Top 10 Members By Reputation	Top 10 community members ranked by Reputation points.	Network Members 2.0
Top Unanswered Questions	Top unanswered questions with the most likes.	Network User Activity 2.0
Searches With No Results (30 Days)	Searches yielding zero results within the last 30 days.	Community Search 2.0
New Members (7 Days)	New members within the last 7 days.	Network Members 3.0
New Members with Profile Pic	New member report indicating which members have added a profile picture and which have not.	Network Members 3.0
New Members (90 Days)	New members within the last 90 days.	Network Membership Daily Metrics 2.0
Cases Opened	Ratio of open cases to closed cases.	Cases
Case Resolution Time	Weekly report on the average case resolution time.	Cases
Oldest Open Cases	Report on open cases ranked from oldest to newest.	Cases

Report Name	Description	Custom Report Type
Topics Most Talked About 3.0	Topics created in the last 7 days with the highest “Talked About” score.	Network Topics 3.0
Questions vs. Best Answers	Daily report comparing the number of questions asked to the number of best answers given.	Network Activity Daily Metrics 2.0
Active Members	Number of active members.	Network Members 3.0

Home Dashboard and Reports

When you access Experience Management, your home dashboard is the first thing you see. It ensures that you stay up to date and is customizable to fit your community needs.

In Summer '17, we are shipping a new dashboard called Service Community Scorecard as the default Home dashboard. If you have a service community, this is definitely the Home dashboard you will want to use.



If you have another type of community, you may want to pick from the older set of Home dashboards available. We provide dashboards for short-term and long-term data, with options for self-service communities and communities with or without Chatter.

 **Note:** If you are installing the package for the first time, you will automatically see the Service Community Scorecard as your Home dashboard. If you are upgrading, you will have to map the scorecard to Home manually.

To change the mapping of the dashboard, go to **Dashboards > Settings** in Experience Management. If you’ve enabled Experience Workspaces, the Home dashboard is in the Dashboards workspace.

Home Dashboards

For the package with Chatter, these dashboards are provided in the **Lightning Communities Dashboards** folder. For the package without Chatter, these dashboards are in the **Community Management Home Dashboards** folder.

Home Reports

These reports are provided in the **Community Management Home Reports** folder.

Home Dashboards

For the package with Chatter, these dashboards are provided in the **Lightning Communities Dashboards** folder. For the package without Chatter, these dashboards are in the **Community Management Home Dashboards** folder.

Dashboard Name	Description	Package with Chatter	Package Without Chatter
Service Community Scorecard	Dashboard for communities with Chatter.		

Dashboard Name	Description	Package with Chatter	Package Without Chatter
Activity in Your Community in the Last 90 Days	Dashboard for self-service communities, such as communities using the Napili template.	✓	
Activity in Your Community in the Last 12 Months		✓	
Activity in Your Self-Service Community in the Last 90 Days		✓	
Activity in Your Self-Service Community in the Last 12 Months		✓	
Activity in Your Community in the Last 30 Days	Dashboard for communities without Chatter.		✓
Activity in Your Community in the Last 12 Months			✓

Home Reports

These reports are provided in the **Community Management Home Reports** folder.

Report Name	Description	Custom Report Type	Package with Chatter	Package Without Chatter
Active Contributors	Total number of members who created a post or comment in the last 30 days in groups of user profiles.	Network Login History 5.0	✓	
Active Users	Total number of external users who logged in at least once in the last 30 days.	Network Login History 5.0	✓	✓
Answers	Total number of answers in the last 30 days.	Network Activity Daily Metrics 2.0	✓	
Best Answers	Total number of best answers in the last 30 days.	Network Activity Daily Metrics 2.0	✓	
Best Answers - Daily Trend	Daily trending report on best answers in the last 30 days.	Network Activity Daily Metrics 2.0	✓	
Best Answers - Monthly Trend	Monthly trending report on best answers in your community.	Network Activity Daily Metrics 2.0	✓	
Best Answers - Weekly Trend	Weekly trending report on best answers in your community.	Network Activity Daily Metrics 2.0	✓	

Report Name	Description	Custom Report Type	Package with Chatter	Package Without Chatter
Comments	Total number of comments in groups and user profiles in the last 30 days.	Network Activity Daily Metrics 2.0	✓	
Contributions	Total number of posts and comments in the last 30 days across groups and user profiles.	Network Activity Daily Metrics 2.0	✓	
Contributions - Monthly Trend	Monthly trending report on the number of posts and comments in groups or user profiles in your community.	Network Activity Daily Metrics 2.0	✓	
Contributions - Weekly Trend	Weekly trending report on the number of posts and comments in groups or user profiles in the last 90 days.	Network Activity Daily Metrics 2.0	✓	
File Activity - Monthly Trend	Monthly trending report on the total number of files uploaded and downloaded in groups or user profiles in the last 12 months.	File and Content Report	✓	
File Downloads	Total number of files downloaded from groups or user profiles in the last 30 days.	File and Content Report	✓	
File Uploads	Total number of files uploaded to groups or user profiles in the last 30 days.	File and Content Report	✓	
Logins	Total number of logins to the community in the last 30 days.	Network Membership Daily Metrics 2.0	✓	✓
Logins - Daily Trend	Daily trending report on member logins in the last 30 days. This report doesn't include employees who log in to your internal Salesforce org and then switch to the community.	Network Membership Daily Metrics 2.0	✓	
Logins - Monthly Trend	Monthly trending report on member logins in your community. This report doesn't include employees who log in to your internal Salesforce org and then switch to the community.	Network Membership Daily Metrics 2.0	✓	
Logins External - Monthly Trend	Monthly trending report on customer and partner member logins in your community. This report doesn't include logins from employees.	Network Membership Daily Metrics 2.0	✓	
Members	Total number of members in the community.	Network Members 3.0	✓	✓
New Members	Total number of new members added to the community in the last 30 days.	Network Membership Daily Metrics 2.0	✓	✓
New Members - Monthly Trend	Monthly trending report on new members added in your community.	Network Membership Daily Metrics 2.0	✓	✓
Page Views - Monthly Trend	Monthly trending report on the daily page views generated by guest users in your community.	Network Public Usage Daily Metrics 2.0	✓	

Report Name	Description	Custom Report Type	Package with Chatter	Package Without Chatter
Page Views - Weekly Trend	Weekly trending report on the daily page views generated by guest users in your community.	Network Public Usage Daily Metrics 2.0	✓	
Posts	Total number of posts in groups and user profiles in the last 30 days.	Network Activity Daily Metrics 2.0	✓	
Q&A - Monthly Trend	Monthly trending report on questions and answers in your community.	Network Activity Daily Metrics 2.0	✓	
Q&A - Weekly Trend	Weekly trending report on questions and answers in your community.	Network Activity Daily Metrics 2.0	✓	
Questions	Total number of questions in the last 30 days.	Network Activity Daily Metrics 2.0	✓	
Topics	Total number of topics assigned to discussions in groups or user profiles in the last 30 days.	Network Topic Assignments 3.0	✓	
Total Daily New Members	Total number of new members added to the community in the last 30 days.	Network Membership Daily Metrics 2.0	✓	✓
Unique Contributors - Daily Trend	Daily trending report on the number of unique daily contributors in the last 30 days. A unique contributor is someone who posts or comments at least once in groups or user profiles.	Network Public Usage Daily Metrics 2.0	✓	
Unique Contributors - Monthly Trend	Monthly trending report on the average unique daily contributors in your community. A unique contributor is someone who posts or comments at least once in groups or user profiles.	Network Unique Contributor Daily Metrics 2.0	✓	
Unique Visitors - Monthly Trend	Monthly trending report of the daily unique visitors, people that visited the community at least once that day, in the last 12 months.	Network Public Usage Daily Metrics 2.0	✓	



Note: Reports with the Network Public Usage Daily Metrics 2.0 type don't support org migrations or site switching. You can expect to lose some report data during those processes.

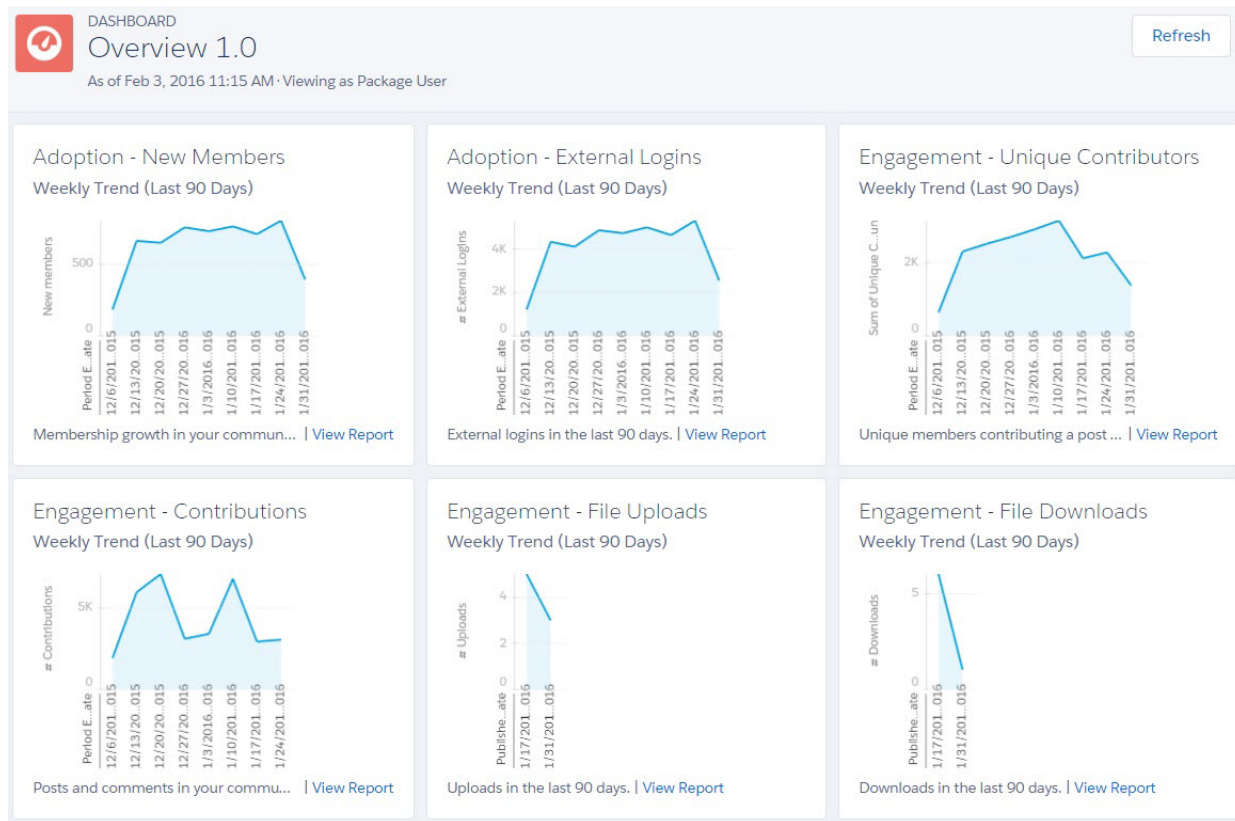
Overview Dashboard and Reports

Use the Overview dashboard to track membership growth, login trends, and members' post and comment activity in Chatter.

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



Important: For information about the reports provided in the Overview dashboard for the package without Chatter, refer to what's installed in your org.

Report Name	Description	Custom Report Type	On Dashboard?
C - File Activity L90D	Reports on the number of uploads and downloads in your community in the last 90 days.	File and Content Report	✓
Contributions - Weekly Trend	Weekly trending report on the number of posts and comments in groups or user profiles in the last 90 days.	Network Activity Daily Metrics 2.0	✓
Daily Unique Contributors (Last 90 Days)	Unique members contributing a post or comment in the last 90 days.	Network Unique Contributor Daily Metrics 2.0	✓
MO - Flags L90D	Trending report of flagged content in your community in the last 90 days.	Network Moderation 2.0	✓
New Members (Last 90 Days Trend)	Newly joined members in the last 90 days.	Network Membership Daily Metrics 2.0	✓

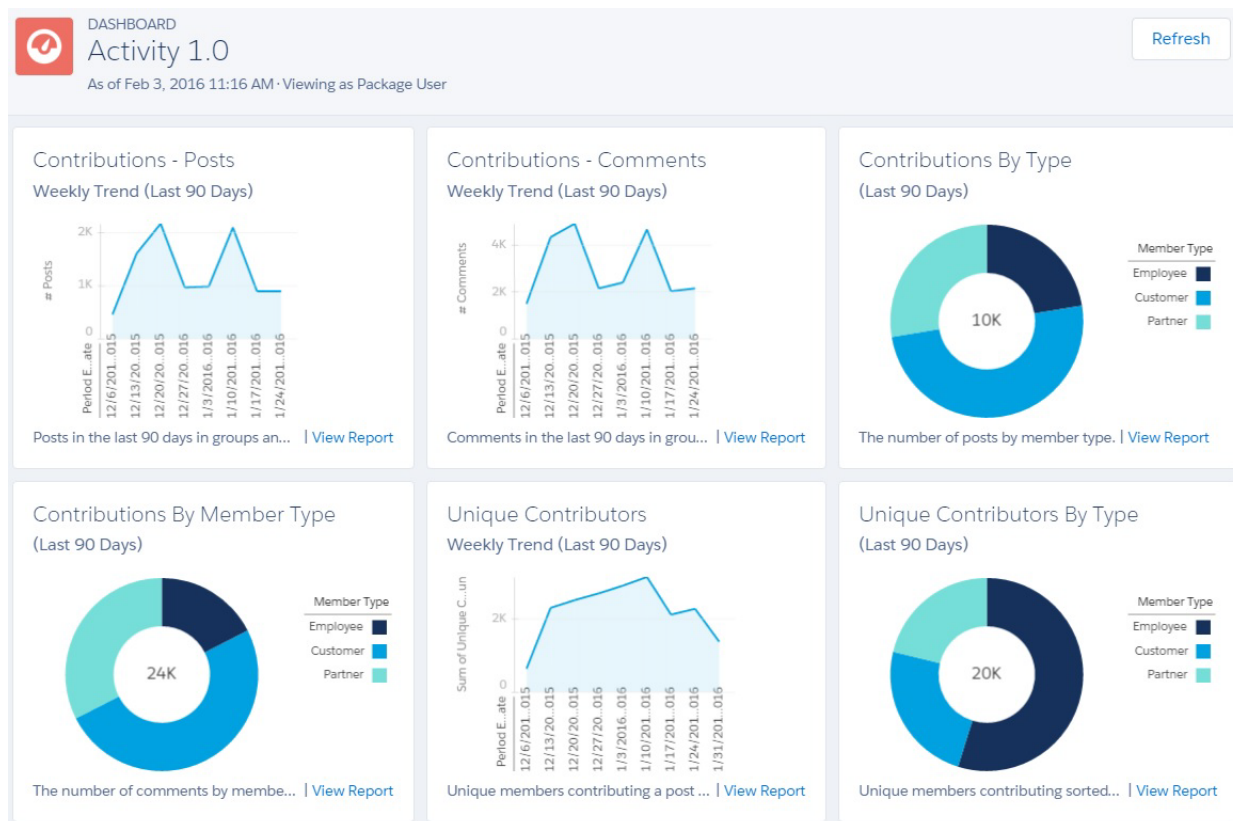
Report Name	Description	Custom Report Type	On Dashboard?
O - External Logins L90D	External logins by community member type in the last 90 days.	Network Membership Daily Metrics 2.0	✓
T - Topics Assigned L90D	Topics assigned in the last 90 days.	Network Topic Assignments 3.0	✓
T - Topics Created L90D	Topics added in the last 90 days.	Network Topics 2.0	✓

Activity Dashboard and Reports

Use the Activity dashboard to track engagement and activity levels, based on members' Chatter activity.

With this dashboard, you can answer:

- How many posts and comments are there?
- How many members are contributing and are there any members that aren't contributing?
- Which posts are the most commented on or liked?



Important: This dashboard and its reports are *only* available in the package with Chatter.

Report Name	Description	Custom Report Type	On Dashboard?
A - # Comments	Total number of comments in groups and user profiles.	Network Activity Daily Metrics 2.0	
A - # Comments L30D	Total number of comments in groups and user profiles in the last 30 days.	Network Activity Daily Metrics 2.0	
A - # Comments Per Post	The average number of comments per post.	Network Activity Daily Metrics 2.0	
A - # Comments Per Post L30D	The average number of comments per post in the last 30 days.	Network Activity Daily Metrics 2.0	
A - # Members Contributing L30D	Members who have contributed to Chatter in the last 30 days.	Network Members 2.0	
A - # Members Who Never Contributed	Members who have never contributed to Chatter.	Network Members 2.0	
A - # Posts	Total number of posts in groups and user profiles.	Network Activity Daily Metrics 2.0	
A - # Posts L30D	Total number of posts in groups and user profiles in the last 30 days.	Network Activity Daily Metrics 2.0	
A - Contributions By Member Type L90D	Trending report on posts and comments in the last 90 days in groups and user profiles, sorted by member type.	Network Activity Daily Metrics 2.0	✓
A - Contributions L90D	Trending report on posts and comments in the last 90 days in groups and user profiles.	Network Activity Daily Metrics 2.0	✓
A - Unique Contributors By Type L90D	Unique members contributing a post or comment in the last 90 days.	Network Unique Contributor Daily Metrics 2.0	✓
Daily Unique Contributors (Last 90 Days)	Unique members contributing a post or comment on a given day in the last 90 days.	Network Unique Contributor Daily Metrics 2.0	✓

Chatter Edits Reports

Use these reports to track Chatter edits in your community.

These reports aren't associated with a dashboard, but you can find them in the Communities Reports folder.

 **Important:** These reports are *only* available in the package with Chatter.

 **Tip:** If you want to report on Chatter edits in your internal Salesforce org, use the reports in the **Chatter Reports** folder.

Report Name	Description	Custom Report Type
CH - # Chatter Edits	Number of Chatter edits made in the community.	Network Chatter Edits 1.0

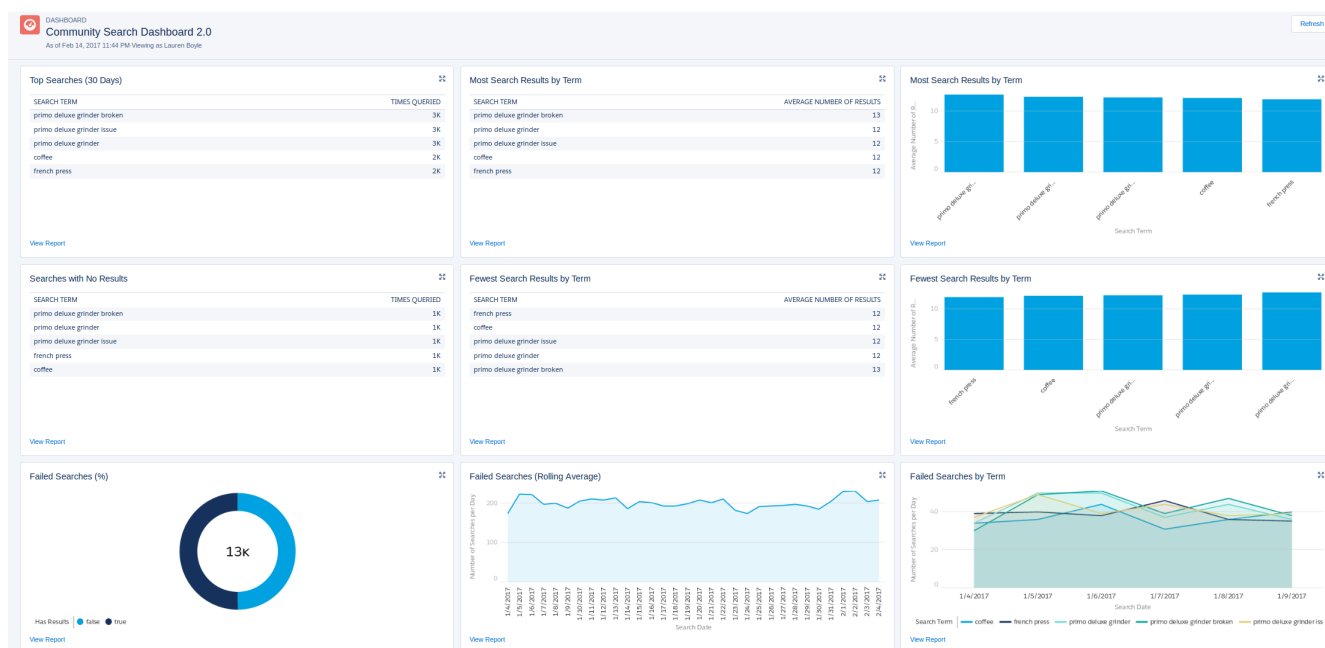
Report Name	Description	Custom Report Type
CH - Chatter Edits By Feed Type	Distribution of community Chatter edits by feed type: posts or comments.	Network Chatter Edits 1.0
CH - Chatter Edits By Member Type	Distribution of community Chatter edits by member type: internal, partner, or customer.	Network Chatter Edits 1.0
CH - Daily Chatter Edits L30D	Daily trend of Chatter edits in the community.	Network Chatter Edits 1.0

Community Search Dashboard and Reports

Use the Community Search Dashboard to track search activity in the community.

With the Community Search Dashboard, you can track:

- Which search terms are community members using?
- How many members are searching for a term on a specific day?
- How many community users are logged in when they enter a search term?
- What type of community member is searching for a term?



Important: This dashboard and its reports are available *only* in communities using the Customer Service template using an uncustomized Search component. Search reports can only run in production environments. Reports show the last 30 days of information because that is the amount of information stored. Metrics are tracked only in the Global Search Results component.

Report Name	Description	Custom Report Type	On Dashboard?
Autocomplete Click-Through % (Last 30 Days)	What percentage of autocomplete search results had a successful click?	Community Searches 2.0	
Autocomplete Search Usage (30 Days)	Are users clicking on suggested search results?	Community Searches 2.0	
Logged-In vs Guest Search (Last 30 Days) 2.0	How many community users are logged in when they enter a search term?	Community Searches 2.0	
 Note: This report has been enhanced in the current package.			
Most Autocomplete Clicks (30 Days)	Which search terms led to the most clicks of suggested search results?	Community Searches 2.0	
Number of Results Per Term (30 Days)	How many search results are returned per search term?	Community Searches 2.0	
Search Frequency by Term (Last 30 Days) 2.0	Which search terms are community members using?	Community Searches 2.0	
 Note: This report has been enhanced in the current package.			
Searches by Member Type (Last 30 Days) 2.0	What type of community member is searching for a term?	Community Searches 2.0	
 Note: This report has been enhanced in the current package.			
Search Result Outcomes (30 days)	How many searches had results?	Community Searches 2.0	
Searches w/ No Results, by Day (30 Days)	Which search terms had zero results on any given day?	Community Searches 2.0	
Searches w/ No Results by Type (30 Days)	What type of community member is searching for a term, and did it have results?	Community Searches 2.0	
Searches with Zero Results (30 Days)	How many search results are returned per search term?	Community Searches 2.0	

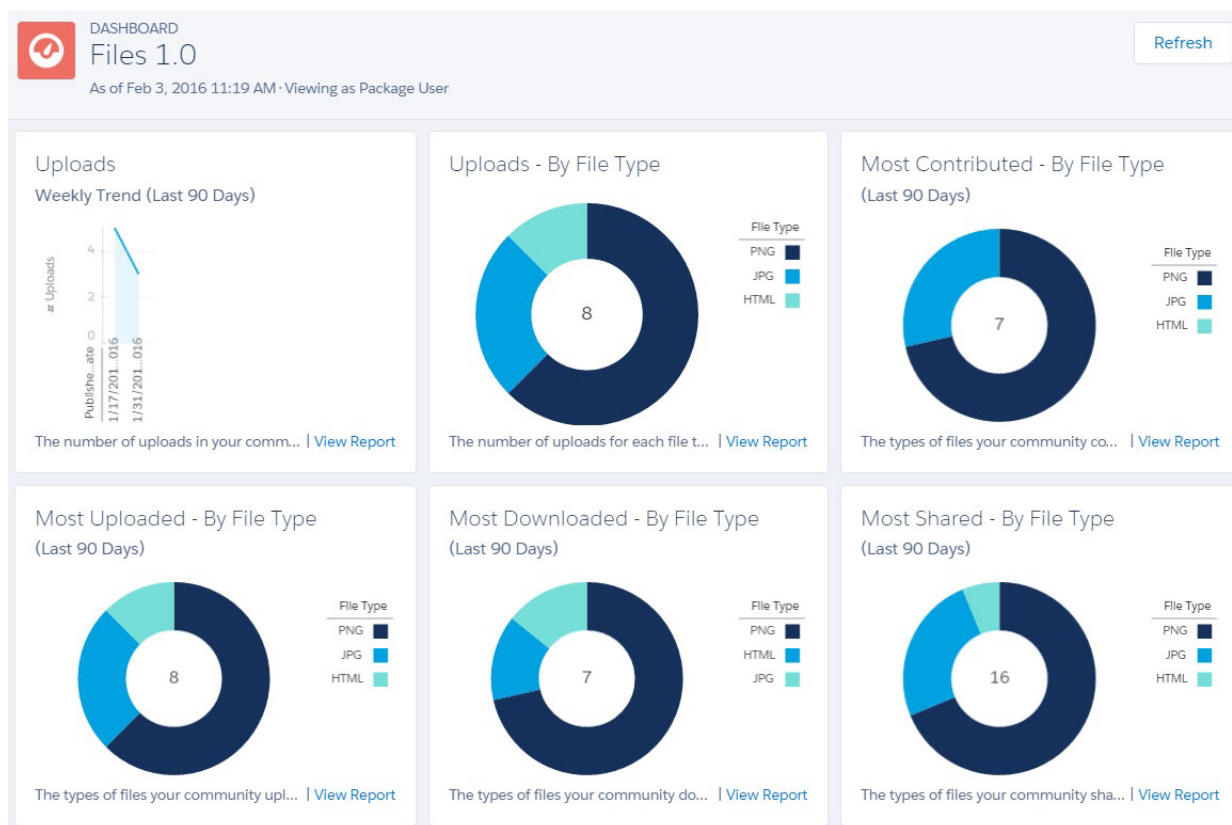
Files Dashboard and Reports

Use the Content dashboard to track content uploads, downloads, engagement, and content creators.

With this dashboard, you can 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?

Important: This dashboard and its reports are *only* available in the package with Chatter.



Report Name	Description	Custom Report Type	On Dashboard?
C - # File Contributions	The total number of file contributions, defined as posts and comments.	File and Content Report	
C - # File Downloads	The total number of files downloaded.	File and Content Report	
C - # File Likes	The total number of file likes.	File and Content Report	
C - # File Shares	The total number of files shares.	File and Content Report	

Report Name	Description	Custom Report Type	On Dashboard?
C - # File Uploads	The total number of files uploaded.	File and Content Report	
C - File Activity By File Type L90D	Reports on the types of files uploaded and downloaded in your community.	File and Content Report	
C - File Activity L90D	Reports on the number of uploads and downloads in your community in the last 90 days.		
C - File Sharing Monthly	Monthly trending report on the number of file shares in your community.	File and Content Report	
C - File Uploads Distribution By Type	Distribution of files uploaded by file type.	File and Content Report	
C - New Files Trending By Contributions	Files uploaded in the last 30 days with the most posts and comments.	File and Content Report	
C - New Files Trending By Downloads	Files uploaded in the last 30 days with the most downloads.	File and Content Report	
C - New Files Trending By Likes	Files uploaded in the last 30 days with the most likes.	File and Content Report	
C - Top 10 Users - Most File Contrib L30D	Top 10 users who received the largest number of posts and comments on their files in the last 30 days.  Note: This report is not included on the Content dashboard. If you want to use it, edit the dashboard and remove an existing report to add it.	File and Content Report	
C - 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.  Note: This report is not included on the Content dashboard. If you want to use it, edit the dashboard and remove an existing report to add it.	File and Content Report	
C - Top 10 Users - Most File Uploads	Top 10 users who uploaded the largest number of files.	File and Content Report	

Custom Recommendations Dashboard and Reports

Use the Custom Recommendations dashboard to see how your community's custom recommendations are doing.

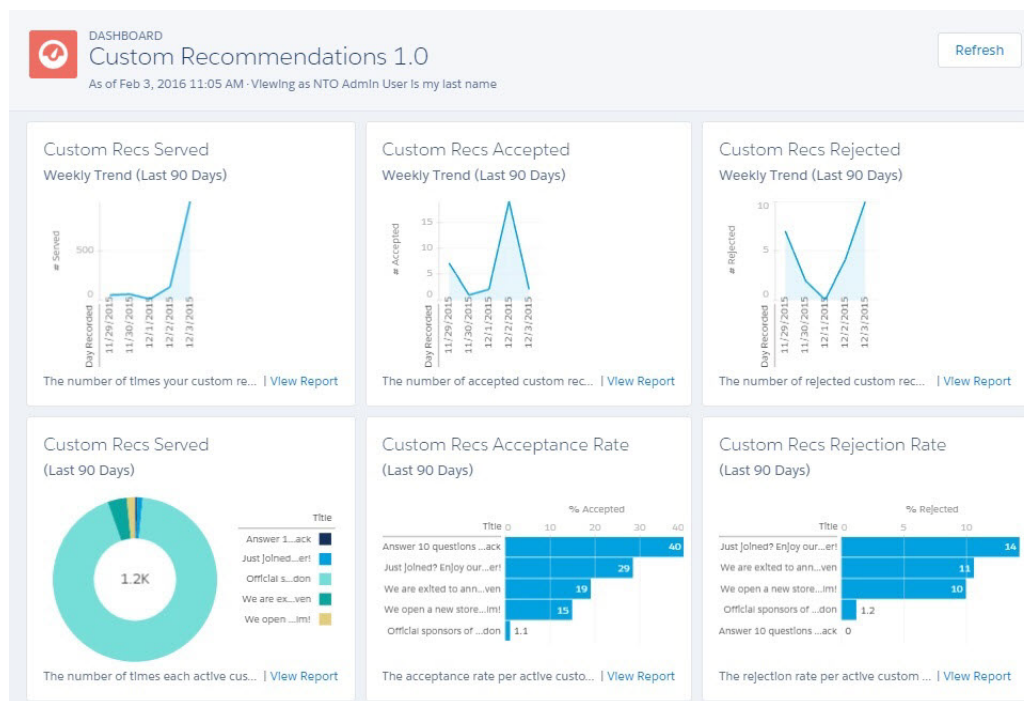
You can see how often your recommendations are viewed, clicked, or dismissed. You can view data for individual recommendations or across channels.

With this dashboard you can answer:

- Which recommendations are being clicked the most?

- Which recommendations are being rejected the most?
- Are my custom channels helping my recommendations?

Important: This dashboard and its reports are *only* available in the package with Chatter.



Recommendations FAQ

Frequently asked questions about recommendations.

Recommendations FAQ

Frequently asked questions about recommendations.

What does it mean when a recommendation is served?

A recommendation is served when it's displayed on a page, including when the page refreshes.

What does it mean when a recommendation is accepted?

A recommendation is accepted when a member clicks the button text, such as "Buy Now."

What does it mean when a recommendation is rejected?

A recommendation is rejected when a member clicks "I'm not interested."

How is the acceptance rate calculated?

The acceptance rate equals the total number of times a member clicks the recommendation, divided by the total number times the recommendation was served (displayed) in your community. For example, if a custom recommendation is clicked by 100 members and it was served 1,000 times, the acceptance rate is 10%.

How is the rejection rate calculated?

The rejection rate equals the total number of times a member dismisses the recommendation, divided by the total number of times the recommendation was served (displayed) in your community. For example, if a custom recommendation is dismissed 100 times and it was served 1,000 times, the rejection rate is 10%.

What are channels?

Channels group recommendations together so you can determine where they show up in your community.

Report Name	Description	Custom Report Type	On Dashboard?
R - Channel Recommendations Details	Details for your custom recommendation channels. This includes information about your channels being served the most, accepted the most, or rejected the most.	Network Custom Recommendations 1.0	
R - Channel Recommendations L90D	Custom recommendation channel trends by acceptance rate, rejection rate, and number of times it was served (displayed) in the last 90 days.	Network Custom Recommendations 1.0	
R - Custom Recommendations Details	Details for your custom recommendations. This includes information about your recommendations being served the most, accepted the most, or rejected the most.	Network Custom Recommendations 1.0	
R - Custom Recommendations L90D	Top custom recommendations over time. This includes details about how many of your custom recommendations were served, accepted (clicked), or rejected (dismissed) in the last 90 days.	Network Custom Recommendations 1.0	

Groups Dashboard and Reports

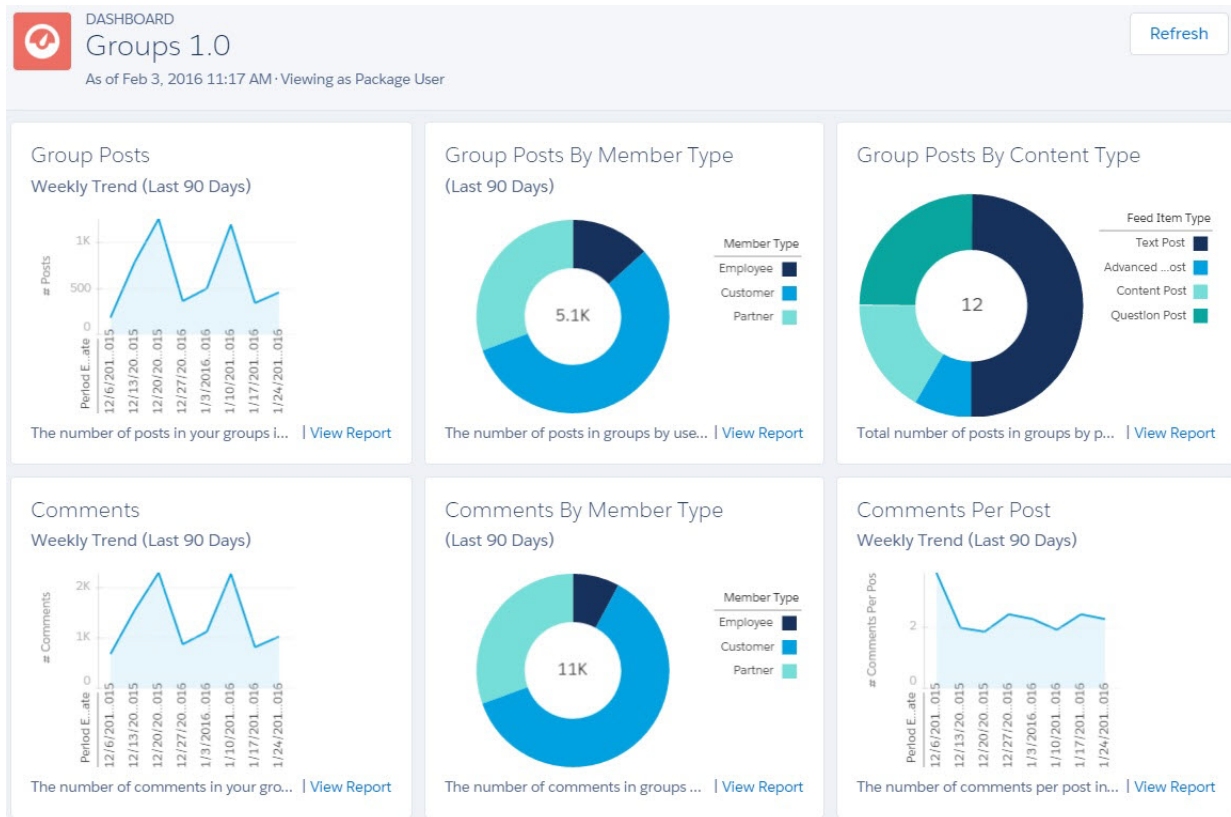
Use the Groups dashboard to monitor feed and member activity in Chatter groups.

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?



Important: This dashboard and its reports are *only* available in the package with Chatter.



Report Name	Description	Custom Report Type	On Dashboard?
G - # Group Comments	Total number of comments in active groups.	Network Group Activity 3.0	
G - # Group Comments L30D	Total number of comments in active groups, in the last 30 days.	Network Group Activity 3.0	
G - # Group Comments Per Post	Total number of comments per post in groups, in the last 30 days.	Network Activity Daily Metrics 2.0	
G - # Group Comments Per Post L30D	Total number of comments per post in groups.	Network Activity Daily Metrics 2.0	
G - # Group Members	Total number of active members across all non-archived groups.	Network Group Members 2.0	
G - # Group Members Added L30D	Total number of active members added in the last 30 days across all non-archived groups.	Network Group Members 2.0	
G - # Group Posts	Total number of posts in active groups.	Network Group Activity 3.0	
G - # Group Posts L30D	Total number of posts in active groups, in the last 30 days.	Network Group Activity 3.0	

Report Name	Description	Custom Report Type	On Dashboard?
G - # Groups	Total number of groups.	Network Group Membership 2.0	
G - # Groups Added L30D	Total number of active groups created in the last 30 days.	Network Group Membership 2.0	
G - Active Groups L90D	Reports on groups with activity, such as posts and comments, in the last 90 days.	Network Group Activity 3.0	✓
G - Group Activity L90D	Trend on the number of posts and comments in your groups in the last 90 days.	Network Activity Daily Metrics 2.0	✓
G - Group Activity By User Type L90D	Reports on the number of contributions in groups by user type, such as partner, customer, or employee in the last 90 days.	Network Activity Daily Metrics 2.0	✓
G - Top 10 Groups By Contributions	Top groups by contributions.	Network Group Activity 3.0	✓
G - Top 10 Groups By Members	Top groups by members. Excludes members of archived groups and inactive users.	Network Group Activity 3.0	✓
Group Posts By Type	Posts in groups by post type.	Network Group Activity 3.0	✓

Members Dashboard and Reports

Use the Members dashboard to track community membership, new members added, and external member logins over time.

With this dashboard, you can answer:

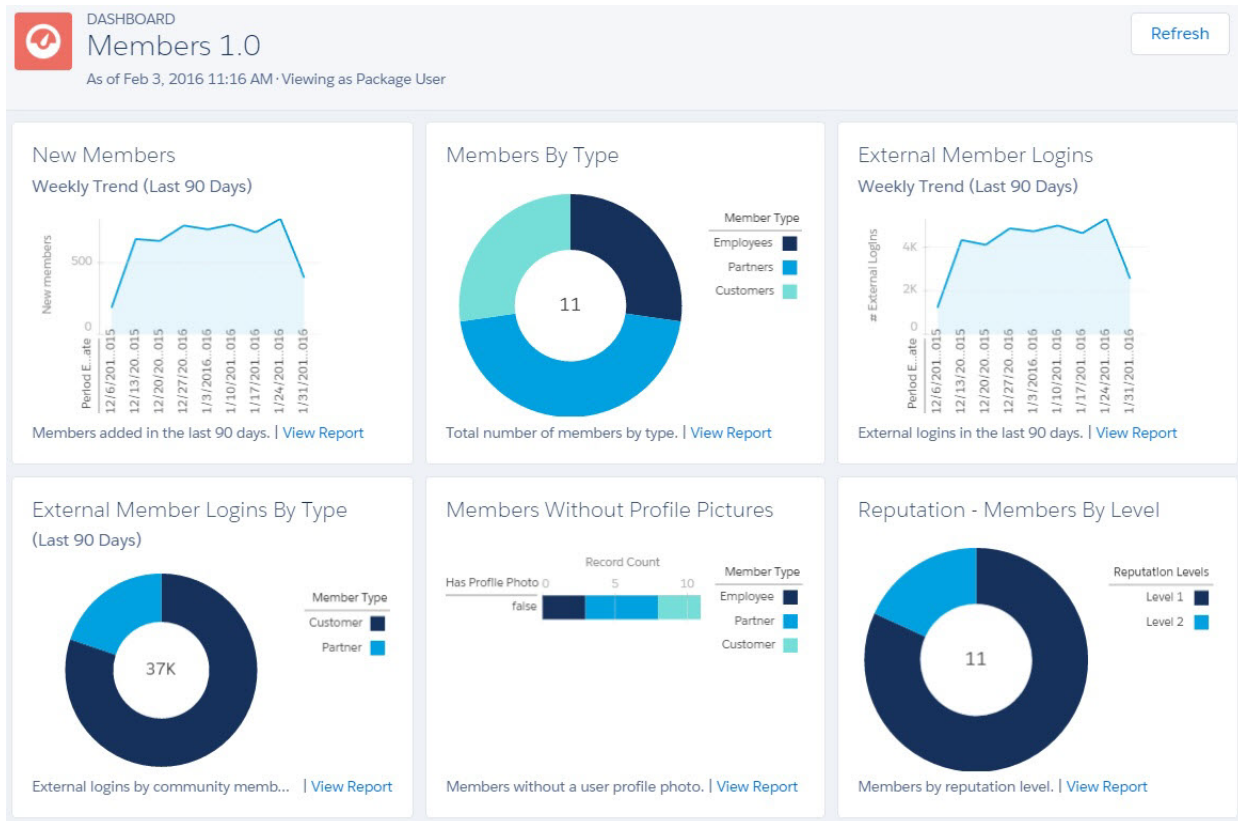
- How many members are there and how many are new?
- Which members are logging in the most?
- Which new members are logging in the most?



Tip: If your community is not using the reputation feature, you can remove the reports and metrics associated with the feature.



Important: For information about the reports provided in the Members dashboard for the package without Chatter, refer to what's installed in your org.



Report Name	Description	Custom Report Type	On Dashboard?
M - # Member Logins L30D	Total number of members who logged in during the last 30 days.	Network Login History 5.0	
M - # Members	Total number of active members.	Network Members 2.0	
M - # Members Added L30D	Total number of active members added to the community in the last 30 days.	Network Members 2.0	
M - Members By Reputation Level	Total number of members by reputation level. To use this report, you must update the Reputation Level field and map it to your reputation levels and points.	Network Members 2.0	✓
M - Members With No Profile Photo	Reports on members without a user profile photo.	Network Members 2.0	✓
M - Top 10 Members By Reputation Points	Top 10 members with the highest reputation points.	Network Members 2.0	✓
Members by Type	Total number of members by type.	Network Members 2.0	✓

Report Name	Description	Custom Report Type	On Dashboard?
New Members (Last 90 Days Trend)	New members in the last 90 days.	Network Membership Daily Metrics 2.0	
New Member 1.0	Total number of new members added to the community in the last 7 days.	New Members	
O - External Logins L90D	External logins by community member type in the last 90 days.	Network Membership Daily Metrics 2.0	

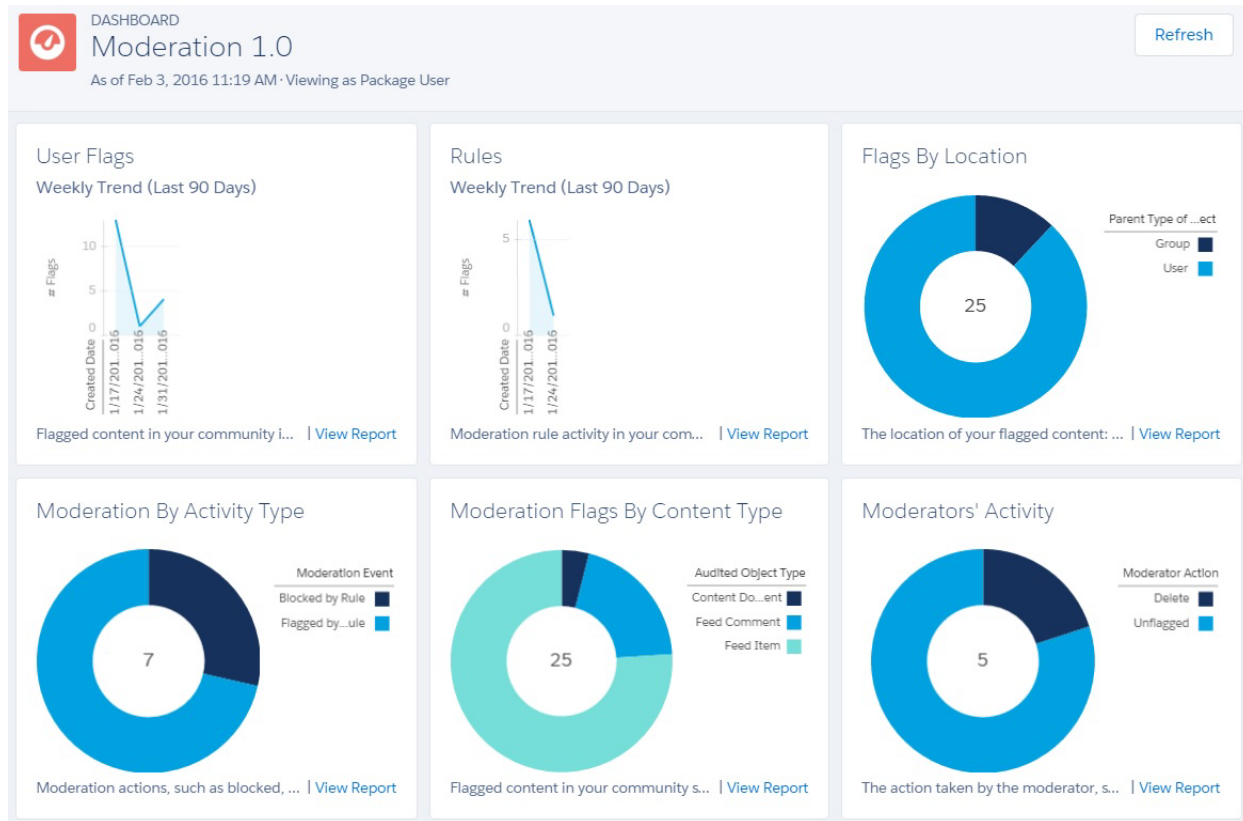
Moderation Dashboard and Reports

Use the Moderation dashboard to track community moderators' and members' flagging activity.

With this dashboard, you can answer:

- How many flags are there?
- Who is flagging content?
- Who is removing flags?
- How many private messages are being sent?

 **Important:** This dashboard and its reports are *only* available in the package with Chatter.



Report Name	Description	Custom Report Type	On Dashboard?
MO - # Flagged Items Deleted	Total number of flagged items deleted by moderators.	Network Moderation 2.0	
MO - # Flags	Total number of flagged items.	Network Moderation 2.0	
MO - # Flags L30D	Total number of flagged items in the last 30 days.	Network Moderation 2.0	
MO - # Flags Removed	Total number of flags removed by moderators or users unflagging content.	Network Moderation 2.0	
MO - # Messages Sent	Total number of private messages sent in the community.	Network Private Messages 2.0	
MO - # Messages Sent L30D	Total number of private messages sent in the last 30 days in the community	Network Private Messages 2.0	
MO - Flags L90D	Trending report of flagged content in your community in the last 90 days.	Network Moderation 2.0	☒

Report Name	Description	Custom Report Type	On Dashboard?
MO - Flagged Item Location	Reports on the location of your flagged content, in user profiles or in groups.	Network Moderation 2.0	
MO - Flagged Item Type	Flagged content in your community sorted by object type, such as files, posts, comments, and private messages.	Network Moderation 2.0	
MO - Moderator Action	Reports on the action taken by the moderator, such as removing the flag on a post or deleting the flagged post.	Network Moderation 2.0	
MO - Rule Action	Reports on moderation actions, such as blocked, flagged, or replace.	Network Moderation 2.0	
MO - Rule Activity L90D	Trending report on moderation rule activity in your community in the last 90 days.	Network Moderation 2.0	
MO - Top 10 Message Senders L30D	Top 10 members sending the most private messages in the last 30 days.	Network Private Messages 2.0	

Q&A Dashboard and Reports

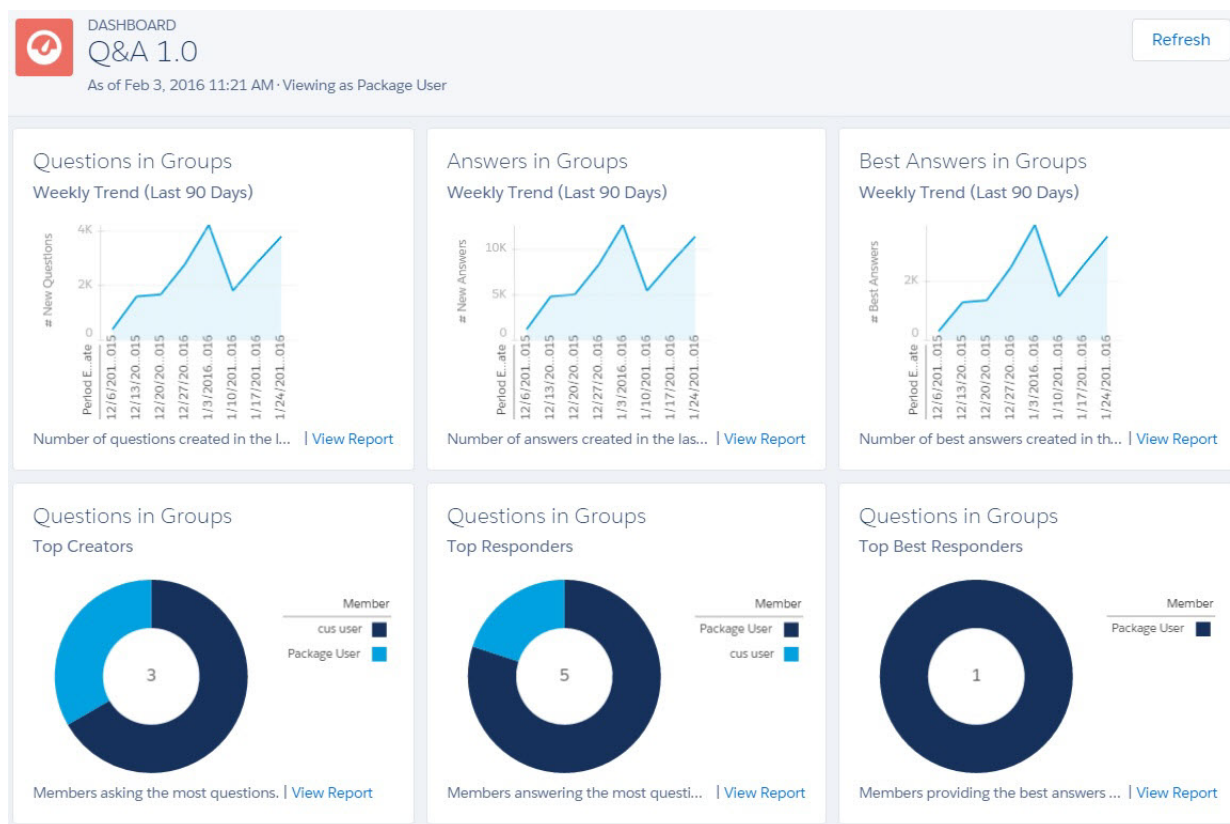
Use the Q & A dashboard to track recent activity for questions, answers, and best answers posted in groups

To track the same activity in user profiles, use the [Self-Service Dashboard](#). With this dashboard you can answer:

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



Important: This dashboard and its reports are *only* available in the package with Chatter.



Report Name	Description	Custom Report Type	On Dashboard?
Q - # Answers in Groups	Total number of answers in groups.	Network Group Activity 2.0	
Q - # Answers in Groups L30D	Total number of answers in groups in the last 30 days.	Network Group Activity 2.0	
Q - # Best Answers in Groups	Total number of best answers in groups.	Network Group Activity 2.0	
Q - # Questions in Groups	Total number of questions posted in groups.	Network Group Activity 2.0	
Q - # Questions in Groups L30D	Total number of questions posted in groups in the last 30 days.	Network Group Activity 2.0	
Q - # Unanswered Questions in Groups	Total number of unanswered questions in groups.	Network Group Activity 2.0	
Q - % Of Qs With Best Answers in Groups	Percentage of answered questions that have best answers in groups.	Network Group Activity 2.0	
Q - Answered Questions Groups L90D	Answered questions in groups in the last 90 days.	Network Group Activity 2.0	☒

Report Name	Description	Custom Report Type	On Dashboard?
Q - Answers in Groups L90D	Trend of answers in groups in the last 90 days.	Network Activity Daily Metrics 2.0	
Q - Best Answers in Groups L90D	Trend of best answers in groups in the last 90 days.	Network Activity Daily Metrics 2.0	
Q - Questions in Groups L90D	Trend of questions in groups in the last 90 days.	Network Activity Daily Metrics 2.0	
Q - Top 10 Best Q Responders in Groups	Top 10 users responding to questions with the best answers.	Network Group Activity 2.0	
Q - Top 10 Question Creators in Groups	Top 10 users with the most questions	Network Group Activity 2.0	
Q - Top 10 Question Responders in Groups	Top 10 users responding to questions	Network Group Activity 2.0	
Q - Unanswered Questions Groups L90D	Unanswered questions in groups in the last 90 days.	Network Group Activity 2.0	
Unanswered Questions	Number of unanswered questions.	New Members 1.0	

Self-Service Dashboard and Reports

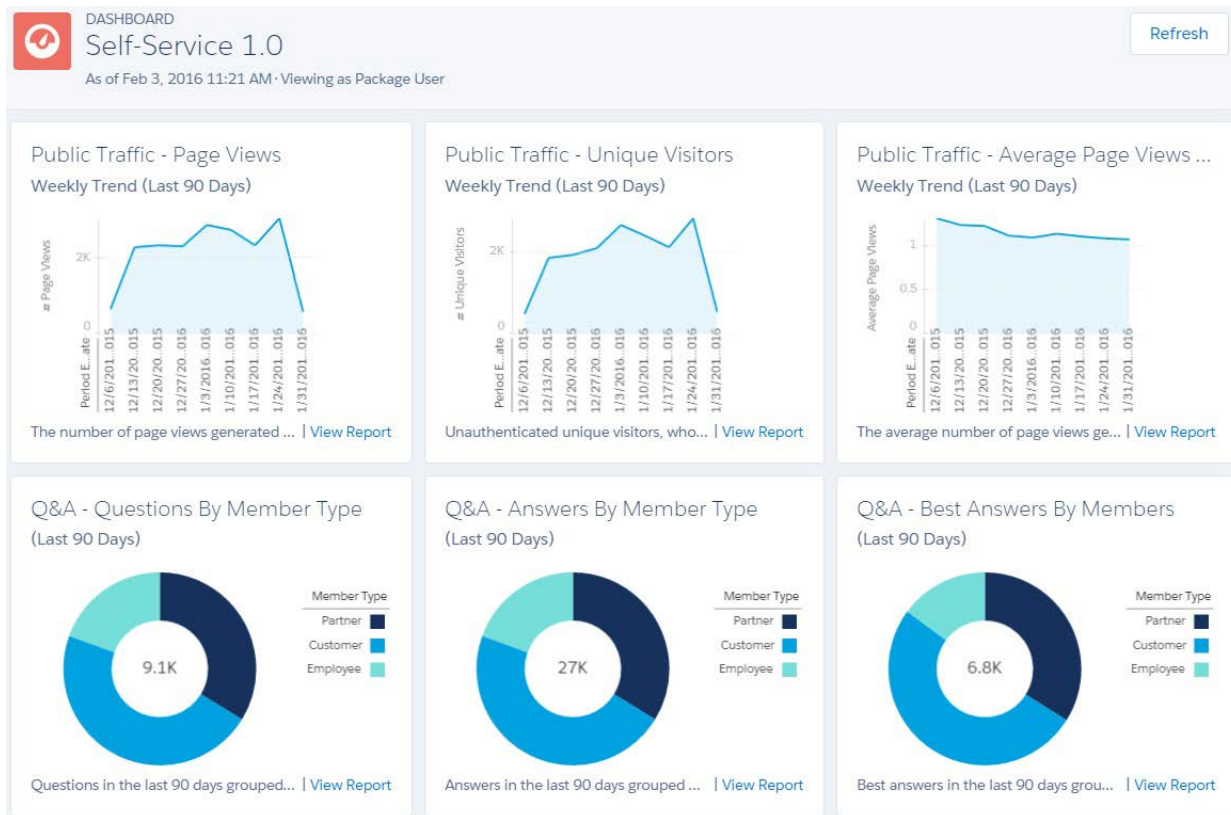
The Self-Service dashboard tracks activity in the self-service template.

You can track recent activity for questions and answers posted on user profiles. To track the same activity in groups, use the [Q&A Dashboard and Reports](#). With this dashboard you can answer:

- How many questions, unanswered questions, and answers there are in users profiles?
- How many daily page views and unauthenticated unique visitors does my community have?
- Who is creating and responding to questions?



Important: This dashboard and its reports are *only* available in the package with Chatter.



Report Name	Description	Custom Report Type	On Dashboard?
S - # Answers in User Profiles	Total number of answers in user profiles.	Network User Activity 2.0	
S - # Answers in User Profiles L30D	Total number of answers in the last 30 days in user profiles.	Network User Activity 2.0	
S - # Average Page Views per UV	Average number of page views per unique visitor.	Network Public Usage Daily Metrics 2.0	
S - # Best Answers in User Profiles	Total number of best answers in user profiles.	Network User Activity 2.0	
S - # Page Views L30D	Total number of page views in the last 30 days.	Network Public Usage Daily Metrics 2.0	
S - # Questions in User Profiles	Total number of questions posted in user profiles.	Network User Activity 2.0	
S - # Questions in User Profiles L30D	Total number of questions posted in the last 30 days in user profiles.	Network User Activity 2.0	

Report Name	Description	Custom Report Type	On Dashboard?
S - # Unanswered Qs in User Profiles	Total number of unanswered questions in user profiles.	Network User Activity 2.0	
S - % Of Qs With Best Answer User Profile	Percentage of answered questions that have best answers in user profiles.	Network User Activity 2.0	
S - Answers By User Type L90D	Answers in the last 90 days grouped by user type, such as partner, customer, or employee.	Network Activity Daily Metrics 2.0	✓
S - Answers in User Profiles L90D	Answers in the last 90 days.	Network Activity Daily Metrics 2.0	✓
S - Avg Page Views By Visitors L90D	Reports on the average page views generated by visitors for the last 90 days.	Network Public Usage Daily Metrics 2.0	✓
S - Best Answers By User Type L90D	Best answers in the last 90 days grouped by user type, such as partner, customer, or employee.	Network Activity Daily Metrics 2.0	✓
S - Best Answers in User Profiles L90D	Best answers in the last 90 days.	Network Activity Daily Metrics 2.0	✓
S - Page Views L90D	Reports on the number of page views generated by guest users for the last 90 days in your self-service community.  Note: The number of page views might not match other analytics tools, as all tools use different methods for counting page views.	Network Public Usage Daily Metrics 2.0	✓
S - Questions By User Type L90D	Questions in the last 90 days grouped by user type, such as partner, customer, or employee.	Network Activity Daily Metrics 2.0	✓
S - Questions in User Profiles L90D	Questions in the last 90 days.	Network Activity Daily Metrics 2.0	✓
S - Top 10 Best Q Respd in User Profiles	Top 10 users responding to questions with the best answer.	Network User Activity 2.0	
S - Top 10 Q Creators in User Profiles	Top 10 users with the most questions.	Network User Activity 2.0	
S - Top 10 Q Responders in User Profiles	Top 10 users responding to questions.	Network User Activity 2.0	
S - Unique Visitors L90D	Reports on unauthenticated unique visitors, who visited the site at least once that week, in the last 90 days in your self-service community. This includes visitors accessing the login and logout pages.	Network Public Usage Daily Metrics 2.0	✓

Question Response Time Dashboard and Reports

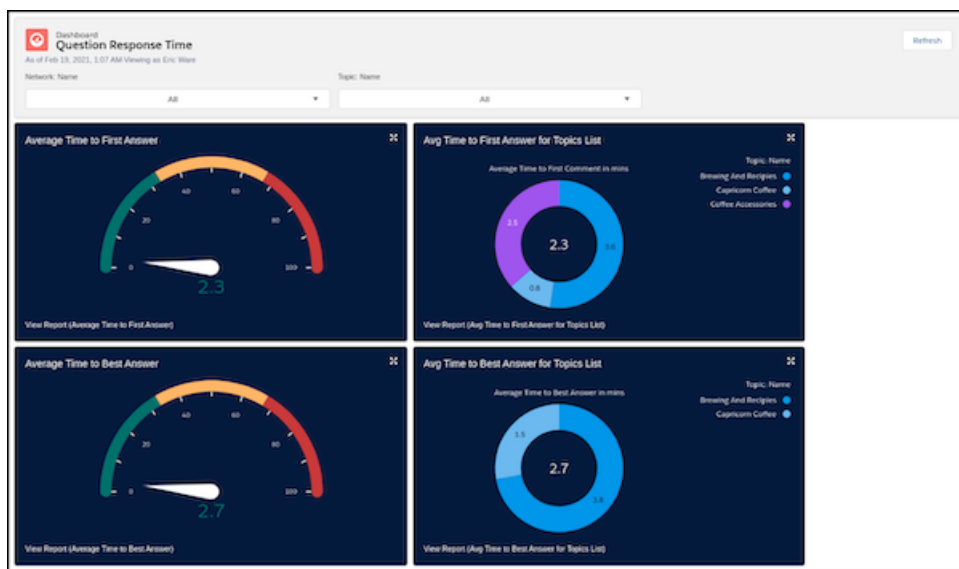
Use the Question Response Time dashboard and reports to determine how long it takes for questions to get a response.

The Question Response Time dashboard answers questions like:

- How long does it take for questions to get a first answer?
- How long does it take for questions to get a best answer?

These metrics can be retrieved for any list of groups or topics.

Important: This dashboard and its reports are *only* available in the package with Chatter.



Report Name	Description	Custom Report Type	On Dashboard?
Average Time to First Answer	Average length of time it takes for a question post to get a first answer.	NetworkFeedResponseMetric	✓
Average Time to Best Answer	Average length of time it takes for a question post to get a best answer.	NetworkFeedResponseMetric	✓
Avg Time to First Answer for Topics List	Average length of time it takes for a question post to get a first answer in a list of topics.	NetworkFeedResponseMetric	✓
Avg Time to Best Answer for Topics List	Average length of time it takes for a question post to get a best answer in a list of topics.	NetworkFeedResponseMetric	✓

Topics Dashboard and Reports

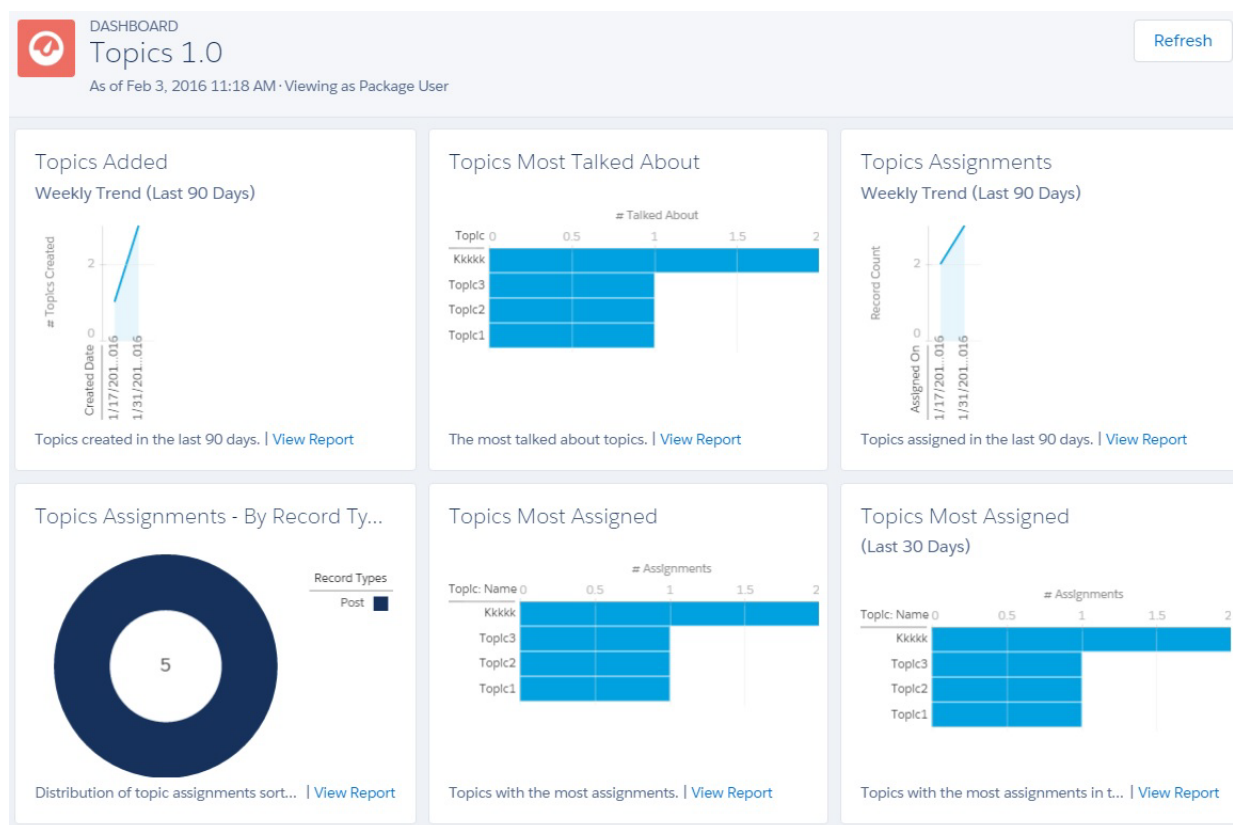
Use the Topics dashboard to track your community topics.

With this dashboard, you can see:

- How are topics trending?

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

Important: This dashboard and its reports are *only* available in the package with Chatter.



Report Name	Description	Custom Report Type	On Dashboard?
T - # Topics	Total number of topics.	Network Topics 2.0	
T - # Topics Added L30D	Total number of topics added in the last 30 days.	Network Topics 2.0	
T - # Topics Assigned	Total number of topics assigned.	Network Topic Assignments 3.0	
T - # Topics Assigned L30D	Total number of topics assigned in the last 30 days.	Network Topic Assignments 3.0	
T - Top 10 Topic Assigners	Top 10 users with the largest number of topics assigned.	Network Topic Assignments 3.0	✓
T - Top 10 Topic Assigners L30D	Top 10 users with the largest number of topics assigned in the last 30 days.	Network Topic Assignments 3.0	✓

Report Name	Description	Custom Report Type	On Dashboard?
T - Top 10 Topics By Assignment	Top 10 topics with the most assignments.	Network Topic Assignments 3.0	
T - Top 10 Topics By Assignment L30D	Top 10 topics with the most assignments in the last 30 days.	Network Topic Assignments 3.0	
T - Top 10 Trending Topics	Top 10 topics with the largest number of “Talking About” indicators.	Network Topics 2.0	
T - Topics Assignments By Record Type	Distribution of topic assignments sorted by the Record Types field (unmapped record types show as Other). Note: You can create values for the Record Types field to map custom objects or other types that are not predefined.	Network Topic Assignments 3.0	
T - Topics Assigned L90D	Reports on the number of topics assigned in the last 90 days.	Network Topic Assignments 3.0	
T - Topics Created L90D	Trending report on the number of topics created in the last 90 days.	Network Topics 2.0	

Misc Communities Reports

The reports provided in this folder are feature-dependent or require special user permissions. You can add these reports to Insights folders or dashboards in Experience Management or Experience Workspaces. These reports are provided in the **Misc Communities Reports** folder.

Report Name	Description	Requires	Custom Report Type
Cases	Total number of questions that escalated to cases in the last 30 days. Tip: You can use this report on your Home Dashboards .	Org preference - Enable Question-to-Case in Communities	Network Cases 1.0
Community CDN Usage Report	Displays the community's content delivery network (CDN) consumption by domain.		CDN Usage
Escalated To Case	Questions that have been escalated to cases. Tip: We recommend that you add this report to the Insights Self-Service folder so you can view this report in Community Management or Experience Workspaces.	Org preference - Enable Question-to-Case in Communities	Network Cases 1.0

Report Name	Description	Requires	Custom Report Type
Escalated To Case Closed	Questions that have been escalated to cases and closed in the last 7 days.  Tip: We recommend that you add this report to the Insights Self-Service folder so you can view this report in Community Management or Experience Workspaces.	Org preference - Enable Question-to-Case in Communities	Network Cases 1.0
Messages From New Members	Private messages sent by external users in the last 7 days. This report only includes messages sent by external users who registered in the last 7 days.  Tip: We recommend that you add this report to the Moderation Audit Trail folder so you can view this report in Community Management or Experience Workspaces.	Org preference - Enable Private Messages User permission - "Manage Chatter Messages"  Important: You need this user permission to see the report in your org.	Network Private Messages 3.0
Questions Escalated - Monthly Trend	Monthly trending report on questions escalated to cases in your community.  Tip: You can use this report on your Community Management Home dashboard or in Experience Workspaces under Dashboards > Home.	Org preference - Enable Question-to-Case in Communities	Network Cases 1.0
Questions Escalated - Weekly Trend	Weekly trending report on the number of questions escalated to cases in your community in the last 90 days.  Tip: You can use this report on your Community Management Home dashboard or in Experience Workspaces under Dashboards > Home.	Org preference - Enable Question-to-Case in Communities	Network Cases 1.0
Related Questions CTR	The click-through rate for the Related Questions (RQ) widget, which is the ratio of the number of times a user clicked on the RQ widget compared to the number of times the widget was shown	Related Questions CTR 1.0	

SALESFORCE ORG DASHBOARD AND REPORT DESCRIPTIONS

You must view the Chatter and Licenses dashboards and reports from your internal Salesforce org.

[Chatter Dashboard and Report](#)

Use the Chatter dashboards and reports to track Chatter usage in your internal Salesforce org.

[License Usage Dashboard and Reports](#)

Use the License Usage 1.0 dashboard to track usage of login-based and named-user licenses so you can optimize license usage and plan for growth.

EDITIONS

Available in: both Salesforce Classic ([not available in all orgs](#)) and Lightning Experience

Available in: **Enterprise, Performance, Unlimited,** and **Developer** Editions

Chatter Dashboard and Report

Use the Chatter dashboards and reports to track Chatter usage in your internal Salesforce org.

Internal Salesforce Org

You must view these dashboards and reports from your internal Salesforce org. If you previously installed the [Salesforce Chatter Dashboards package](#), you must uninstall that package and use the reports and dashboards provided here instead. You can find these reports and dashboards in the **Chatter Reports** and **Chatter Dashboards** folders.



Important: These dashboard and reports are *only* available in the package with Chatter.



Warning: If you customize these Chatter reports and remove the Networks filter, they will report on Chatter usage across your entire Salesforce org, including usage from your internal org and your communities. If you view these Chatter dashboards or reports from within Community Management or Experience Workspaces, only community-specific data is displayed. To create a report that returns data only from your internal org, use the Network: Name less than ! filter.

For detailed information about the Chatter dashboards, reports, and custom report types, see [Get Started with Chatter Dashboards](#). The following components are provided in the Chatter Dashboards package:

- Chatter Overview dashboard and reports
- Chatter Adoption by Department dashboard and reports
- Chatter Files dashboard and reports
- Chatter Groups dashboard and reports
- Chatter Management dashboard and reports
- Chatter Q&A dashboard and reports
- Chatter Topics dashboard and reports
- Chatter User dashboard and reports
- Chatter Custom Report Types
- Chatter Edits reports

EDITIONS

Available in: both Salesforce Classic ([not available in all orgs](#)) and Lightning Experience

Available in: **Enterprise, Performance, Unlimited,** and **Developer** Editions

License Usage Dashboard and Reports

Use the License Usage 1.0 dashboard to track usage of login-based and named-user licenses so you can optimize license usage and plan for growth.

With this dashboard, you can see:

- If you need to adjust your allocated license usage
- Monthly and daily tracking of your license usage
- Predict and stop possible overages based on monthly trends

The reports in this dashboard only track community licenses. To track portal licenses, clone the reports and update the license filter.

You can find these reports and dashboards in the **Communities Reports** and **Communities Dashboards** folders.

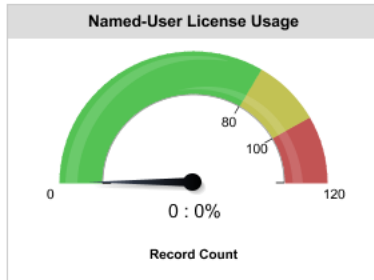
 **Important:** View this dashboard only from your internal Salesforce org's Dashboards tab. Viewing this dashboard in Community Management or Experience Workspaces displays incorrect data as the license metrics become community- specific and not org-wide. For this reason, we recommend that you don't map this dashboard in Community Management or Experience Workspaces

License Usage 1.0

Find a dashboard... [Edit](#) [Clone](#) [Refresh](#) As of Today at 5:35 AM

Customer Community Members

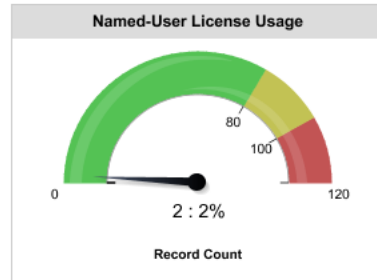
Licenses Purchased:: **0**
The number of Customer Community member-based licenses you've purchased.



Customer Community license usage. TIP: Adjust this report's gauge thresholds. Replace 100 with the value listed for the # User Licenses Allocated and then adjust your 80% and 120% limits.

Customer Community Plus Members

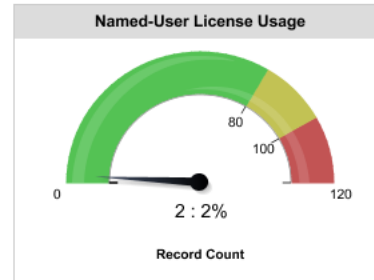
Licenses Purchased:: **500**
The number of Customer Community Plus member-based licenses you've purchased.



Customer Community Plus license usage. TIP: Adjust this report's gauge thresholds. Replace 100 with the value listed for the # User Licenses Allocated and then adjust your 80% and 120% limits.

Partner Community Members

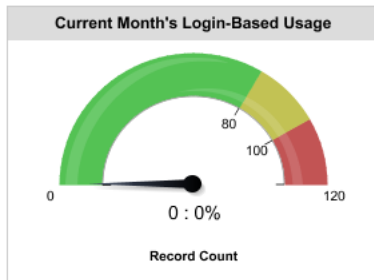
Licenses Purchased:: **2K**
The number of Partner Community member-based licenses you've purchased.



Partner Community license usage. TIP: Adjust this report's gauge thresholds. Replace 100 with the value listed for the # User Licenses Allocated and then adjust your 80% and 120% limits.

Customer Community Logins

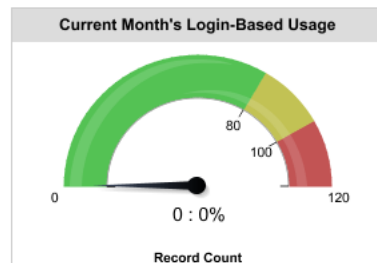
Monthly Logins Purchased: **0**
The number of Customer Community monthly logins you've purchased.



The current month's usage of logins across all communities. TIP: Adjust this report's gauge thresholds. Replace 100 with the value listed for the # Monthly Logins Allocated and then adjust your 80% and 120% limits.

Customer Community Plus Logins

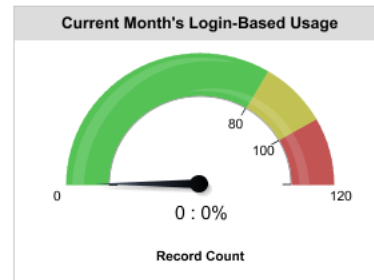
Monthly Logins Purchased: **0**
The number of Customer Community Plus monthly logins you've purchased.



The current month's usage of logins across all communities. TIP: Adjust this report's gauge thresholds. Replace 100 with the value listed for the # Monthly Logins Allocated and then adjust your 80% and 120% limits.

Partner Community Logins

Monthly Logins Purchased: **0**
The number of Partner Community monthly logins you've purchased.



The current month's usage of logins across all communities. TIP: Adjust this report's gauge thresholds. Replace 100 with the value listed for the # Monthly Logins Allocated and then adjust your 80% and 120% limits.

Note: Customize gauge reports to provide relevant ranges based on your actual number of licenses. To edit the dashboard click **Edit Attributes** on the report you want to customize. For Breakpoint 2 (set by default to 100), enter your number of allocated licenses. For Breakpoint 1 (set by default to 80), enter 80% of your allocated licenses. For Maximum (set by default to 120), enter 120% of your allocated licenses. You can also change the breakpoints to any percentage you want. For example, if you have 50 licenses, you would change 80 to 40, 100 to 50, and 120 to 60.

Component Data	Formatting
Minimum	0
Low Range Color	
Breakpoint 1	80
Middle Range Color	
Breakpoint 2	100
High Range Color	
Maximum	120
Data Labels	☒ Show % ☒ Show Total

Report Name	Description	Custom Report Type	Package with Chatter	Package without Chatter
L - CC Login-based - Monthly Logins 2.0	Monthly number of logins for users with a Customer Community login-based license in descending order.	Network Login History 5.0		
L - CC User-based - Monthly Logins 2.0	Monthly number of logins for users with a Customer Community user-based license in descending order.	Network Login History 5.0		
L - # Cust Comm All Active Lic 2.0	Number of active members on a Customer Community license across all communities.	Network Login History 5.0		
L - # Cust Comm All Allocated Lic 2.0	Number of Customer Community licenses allocated in this Salesforce org across all communities.	Network Login History 5.0		
L - # Cust Comm Login Members	Number of community members created with the Customer Community login-based license. (The Network Tenant Usage Entitlement custom report type is no longer supported in this package. Use the Cust Comm Login Members report to get a detailed report of usage.)	Network Login History 5.0		
L - # Cust Comm Logins All Allot 2.0	Number of monthly logins allocated for the Customer Community login-based license in this Salesforce org across all communities.	Network Login History 5.0		
L - CCP Login-based - Monthly Logins 1.0	Monthly number of logins for user with a Customer Community Plus user-based license in descending order.	Network Login History 5.0		
L - CCP User-based - Monthly Logins 2.0	Monthly number of logins for users with a Customer Community Plus user-based license in descending order.	Network Login History 5.0		
L - # Cust Comm Plus All Active Lic	Number of active members on a Customer Community Plus license across all communities.	Network Login History 5.0		
L - # Cust Comm Plus All Allot Lic 2.0	Number of Customer Community Plus licenses allocated in this Salesforce org across all communities.	Network Login History 5.0		
L - # Cust Comm Plus Login Members	Number of community members created with the Customer Community Plus login-based license.	Network Login History 5.0		

Report Name	Description	Custom Report Type	Package with Chatter	Package without Chatter
L - # Cust Comm Plus Logins All Alloc 2.0	Number of monthly logins allocated for the Customer Community Plus login-based license in this Salesforce org across all communities.	Network Login History 5.0	✓	✓
L - # Partner Comm All Active Lic	Number of active members on a Partner Community license across all communities.	Network Login History 5.0	✓	✓
L - # Partner Comm All Allocated Lic 2.0	Number of Partner Community licenses allocated in this Salesforce org across all communities.	Network Login History 5.0	✓	✓
L - # Partner Comm Logins All Alloc 2.0	Number of monthly logins allocated for the Partner Community login-based license in this Salesforce org across all communities.	Network Login History 5.0	✓	✓
L - # Partner Comm Login Members	Number of community members created with the Partner Community login-based license.	Network Login History 5.0	✓	✓
L - Cust Comm License Usage	Customer Community user license usage across all communities. This report counts the number of users created with a Customer Community license.	Network Login History 5.0	✓	✓
L - Cust Comm Login Monthly Trend 2.0	Monthly trend of Customer Community logins compared to your allocation.	Network Login History 5.0	✓	✓
L - Cust Comm Login Monthly Usage 2.0	The current month's usage of Customer Community logins compared to your monthly allocation.  Important: To use this report, you must specify your license limits.	Network Login History 5.0	✓	✓
L - Cust Comm Plus License Usage	Customer Community Plus user license usage across all communities. This report counts the number of users created with a Customer Community Plus license.  Important: To use this report, you must specify your license limits.	Network Login History 5.0	✓	✓
L - Cust Comm Plus Login Monthly Trend 2.0	Monthly trend of Customer Community Plus logins compared to your allocation.	Network Login History 5.0	✓	✓
L - Cust Comm Plus Login Monthly Usage 2.0	The current month's usage of Customer Community Plus logins compared to your monthly allocation.  Important: To use this report, you must specify your license limits.	Network Login History 5.0	✓	✓
L - Member Distribution By License Type	The distribution of members by license type: member-based or login-based.	Network Login History 5.0	✓	✓

Report Name	Description	Custom Report Type	Package with Chatter	Package without Chatter
L - Partner Comm License Usage	Partner Community user license usage across all communities. This report counts the number of users created with a Partner Community license.  Important: To use this report, you must specify your license limits.	Network Login History 5.0		
L - Partner Comm Login Monthly Trend 2.0	Monthly trend of Partner Community logins compared to your allocation.	Network Login History 5.0		
L - Partner Comm Login Monthly Usage 2.0	The current month's usage of Partner Community logins compared to your monthly allocation.  Important: To use this report, you must specify your license limits.	Network Login History 5.0		
L - PC Login-based - Monthly Logins 1.0	Monthly number of logins for users with a Partner Community login-based license in descending order.	Network Login History 5.0		
L - PC User-based - Monthly Logins 1.0	Monthly number of logins for users with a partner Community user-based license in descending order.	Network Login History 5.0		
L - Public Page Views - Monthly Trend	Monthly trending report on the daily page views generated by guest users in your community.	Network Login History 5.0		
L - Yearly Public Page Views	Yearly report on the daily page views generated by guest users in your community.	Network Login History 5.0		

CUSTOM REPORT TYPE DESCRIPTIONS

The reports in this package are based on a set of communities-focused custom report types, which you can customize to enhance reporting capabilities with more fields.

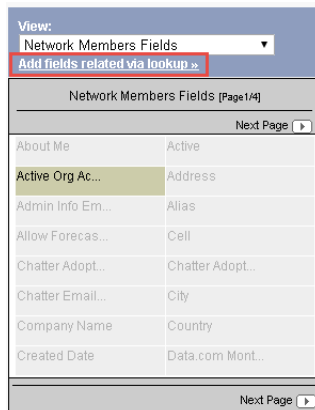
 **Tip:** Items in custom report types that reference a user or member, such as Created By, contain the following user lookup fields: LastLoginDate, Department, Country, Role, and Profile. You can specify these additional fields to display in your report by editing the custom report type from Setup. Open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

The Network Members object includes member lookup fields. With access to this detail, you can repurpose member reports to report on other things such as accounts. For example, you can make a copy of a member report and then add the User.Account field through the Network Members lookup fields. This approach allows you to use the Top 10 Members By Contribution report to create a new report called Top 10 Accounts by Contributor report. You can customize reports to provide data on the top active and inactive accounts based on the number of logins over a specific time range.

EDITIONS

Available in: both Salesforce Classic ([not available in all orgs](#)) and Lightning Experience

Available in: **Enterprise, Performance, Unlimited,** and **Developer** Editions



 **Note:** Currently, you can't report on the number of accounts by type. Also, the following custom report types don't track internal users who log in to a community from their internal Salesforce org.

Custom Report Type Name	Description	Package with Chatter	Package without Chatter
 CDN Usage	Provides the amount of content delivery network (CDN) usage consumed by an org, listed by domain.		
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.		

Custom Report Type Descriptions

Custom Report Type Name	Description	Package with Chatter	Package without Chatter
	Reports based on this custom report type get data from system jobs.		
Chatter Edits 1.0	Provides information on Chatter edits.	✓	
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).	✓	
Community Searches 2.0	Provides information about community's search behavior.	✓	✓
File and Content Report	Use this standard report type to track file adoption and engagement for Chatter in your internal Salesforce org or in communities. You can also track file properties (such as file version and size), file uploads, downloads, shares, links, link views, and who uploaded the content.	✓	
Network Activity Audit 1.0	Provides information about flagging and moderation activity in a community.	✓	
Network Activity Daily Metrics 2.0	Provides information for chatter activity on profiles and groups by internal, customer, and partner member types. Reports based on this custom report type get data from system jobs.	✓	
Network Cases 1.0	Provides information about cases in your Salesforce org.	✓	
Network Chatter Edits 1.0	Provides information on Chatter edits in the community.	✓	

Custom Report Type Descriptions

Custom Report Type Name	Description	Package with Chatter	Package without Chatter
Network Comments Pending Approval 1.0	Provides information about your community's feed comments that are pending approval.	✓	
Network Custom Recommendations 1.0	Provides information about the custom recommendations and channels in your community including; details about the acceptance rate, rejection rate, and number of times a recommendation was served.	✓	✓
✦ Network Feed Activity	Provides information about the activity in your community's feed, including questions and answers.	✓	✓
Network Group Membership 3.0	Provides information on groups and their members, such as the date a member joined the group and the member type (internal, customer, or partner).	✓	
Network Groups Activity 3.0	Provides information on group activity (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).	✓	
Network Groups Q & A Activity 1.0	Provides information about your community groups' question and answer activities.	✓	
Network Login History 5.0	Provides detailed metrics about the external users (partners or customers) logging into a community. This custom report type doesn't include logins for internal users accessing the community from their internal Salesforce org. (The Network Tenant Usage Entitlement custom report type is no longer supported in this package. Lookup Network > Network Members > Login History from the Network Login History 5.0 custom report type to get a detailed report of usage)	✓	✓
Network Member Activity 1.0	Provides high-level metrics about community member adoption and engagement.	✓	
Network Members 3.0	Provides information on community members. The Network Members entity exposes all user record fields.	✓	✓
Network Membership Daily Metrics 2.0	Provides the number of internal and external members.	✓	✓
Network Frozen Members 2.0	Provides information about all your community's frozen members. Reports based on this custom report type get data from system jobs.	✓	
Network Moderation Flagged Direct Messages 1.0	Provides information about all of your community's direct messages which have been flagged by the users.	✓	
Network Moderation Flagged Comments 2.0	Provides information about all your community's feed comments which are flagged by the users.	✓	

Custom Report Type Descriptions

Custom Report Type Name	Description	Package with Chatter	Package without Chatter
Network Moderation Flagged Files 2.0	Provides information about all your community's files which are flagged by the users.	✓	
Network Moderation Flagged Messages 2.0	Provides information about all your community's Chatter messages which are flagged by the users.	✓	
 Note: This report has been enhanced for this version			
Network Moderation Flagged Posts 2.0	Provides information about all your community's feed posts which are flagged by the users.	✓	
Network Posts Pending Approval 2.0	Provides information about all your community's feeds posts which are pending approval.	✓	
Network Private Messages 3.0	Provides information on private messages sent in a community, including who sent them.	✓	
Network Public Usage Daily Metrics 2.0	Provides information on daily public page views by guest users. Reports based on this custom report type get data from system jobs. Guest users are assigned a random identifier that is used to generate the daily report and then discarded.	✓	✓
Network Topic Assignments 3.0	Provides information on topic assignments in a community. 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.	✓	
Network Topics 3.0	Provides information on trending topics, topic assignments, topic assigners, and more.	✓	
Network Unique Contributor Daily Metrics 2.0	Provides information on daily unique visitors across groups and user profiles, by member type (internal, customer, and partner). Reports based on this custom report type get data from system jobs.	✓	
Network User Activity 3.0	Provides information on user profile activity (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).	✓	
Network User Licenses 1.0	Provides information about community user license usage. The Usage Entitlement is a license bucket that includes Customer Community Logins, Customer Community Members, Partner Community Logins, and Partner Community Members (tracking both community and portal licenses assigned to the community). The Customer Community	✓	✓

Custom Report Type Descriptions

Custom Report Type Name	Description	Package with Chatter	Package without Chatter
	Members and Partner Community Members bucket fields track name-based users per community. The Customer Community Logins and Partner Community Logins bucket fields track login-based users across communities. The Amount Used field indicates how many licenses were used that week. The Amount Allowed field indicates how many licenses the customer purchased (either named-users or logins per month).		
Network User Participation Daily Metrics	Provides information about whether a user is a contributor or an observer in a community. Reports based on this custom report type get data from system jobs.		
Related Questions CTR 1.0	Provides information about the number of times a user clicks on the Related Questions widget compared to the number of times it is shown.		

THE POWER OF CUSTOMIZATION

The dashboard and reports provided in the package are a great start, but they may 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.

Add or Remove Columns from Reports

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

Change the Grouping of a Report

You can change the report grouping to better fit your community or internal Salesforce org.

Add More Filter Logic

You can add more filters to a report. For example, you can filter a report to only show external users or a subset of groups.

Report on New Data

You can also report on new data by adding custom lookup fields to the custom report types.

EDITIONS

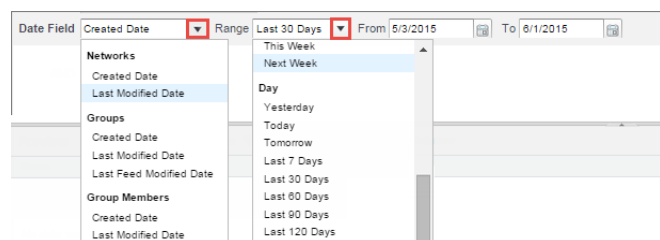
Available in: both Salesforce Classic ([not available in all orgs](#)) and Lightning Experience

Available in: **Enterprise**, **Performance**, **Unlimited**, and **Developer** Editions

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.



EDITIONS

Available in: both Salesforce Classic ([not available in all orgs](#)) and Lightning Experience

Available in: **Enterprise**, **Performance**, **Unlimited**, and **Developer** Editions

For more information, see [Filter Report Data](#), [Notes about Filtering on Types of Fields and Values](#), and [Relative Date Filter Reference](#).

Add or Remove Columns from Reports

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



For more information, see Report Fields in Salesforce Help.

EDITIONS

Available in: both Salesforce Classic ([not available in all orgs](#)) and Lightning Experience

Available in: **Enterprise, Performance, Unlimited,** and **Developer** Editions

Change the Grouping of a Report

You can change the report grouping to better fit your community or internal Salesforce org.

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 the old grouping field and select **Remove Group**.
3. On your new grouping field, click the dropdown and select **Sort Group By** and select the relevant data you want to sort by.

For more information, see [Group Your Report Data](#).

EDITIONS

Available in: both Salesforce Classic ([not available in all orgs](#)) and Lightning Experience

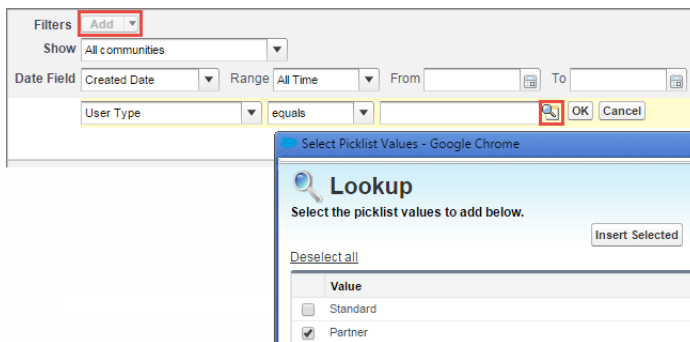
Available in: **Enterprise, Performance, Unlimited,** and **Developer** Editions

Add More Filter Logic

You can add more filters to a report. For example, you can 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:



EDITIONS

Available in: both Salesforce Classic ([not available in all orgs](#)) and Lightning Experience

Available in: **Enterprise, Performance, Unlimited,** and **Developer** Editions

Added Group filter:

The screenshot shows the 'Filters' section of a Salesforce report. It includes a 'Show' dropdown set to 'All communities', a 'Date Field' dropdown set to 'Created Date', and a 'Range' dropdown set to 'All Time'. Below these, the 'Filter Logic' is displayed as '1 AND (2 OR 3)'. The logic rules are listed as follows:

- 1. Archive equals "False"
- 2. Group Name contains "North"
- 3. Group Name contains "Mobile"

The last two rules are highlighted with a red rectangular box.

For more information, see [Add Filter Logic](#) and [Filter Your Report Data](#) in Salesforce Help.

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 is useful if you want to expose more user fields or custom fields that you've added to contacts. See the [Custom Report Type Descriptions](#) section for more information.

EDITIONS

Available in: both Salesforce Classic ([not available in all orgs](#)) and Lightning Experience

Available in: **Enterprise, Performance, Unlimited, and Developer** Editions

COMMUNITY CASE DEFLECTION METRICS DASHBOARD AND REPORTS

Install the Salesforce Case Deflection Reporting Package to see how well the Contact Support Form and Case Deflection components actually deflect cases from being created. Using the Community Case Deflection Metrics dashboard, get real-time metrics on potential and confirmed case deflections, the most helpful articles and discussions, and the least helpful articles and discussions.

During installation, dashboard and report folders are automatically installed in your internal org. If you have no previous dashboards mapped in Community Management or Experience Workspaces, they are automatically mapped for you during installation.

After the package is installed, you can access your new dashboards and reports alongside all your other Salesforce dashboards and reports. When you view the dashboards in Community Management or Experience Workspaces, community-specific data is displayed.

With this dashboard, you can answer:

- How many confirmed, potential, and unsuccessful deflections are in my community?
- Which articles are the most helpful for deflecting cases?
- Which discussions are the most helpful for deflecting cases?

Important: This dashboard and its reports are *only* available in orgs using Salesforce Knowledge. The reports show data from the previous 30 days, and the system keeps the data for 30 days.

EDITIONS

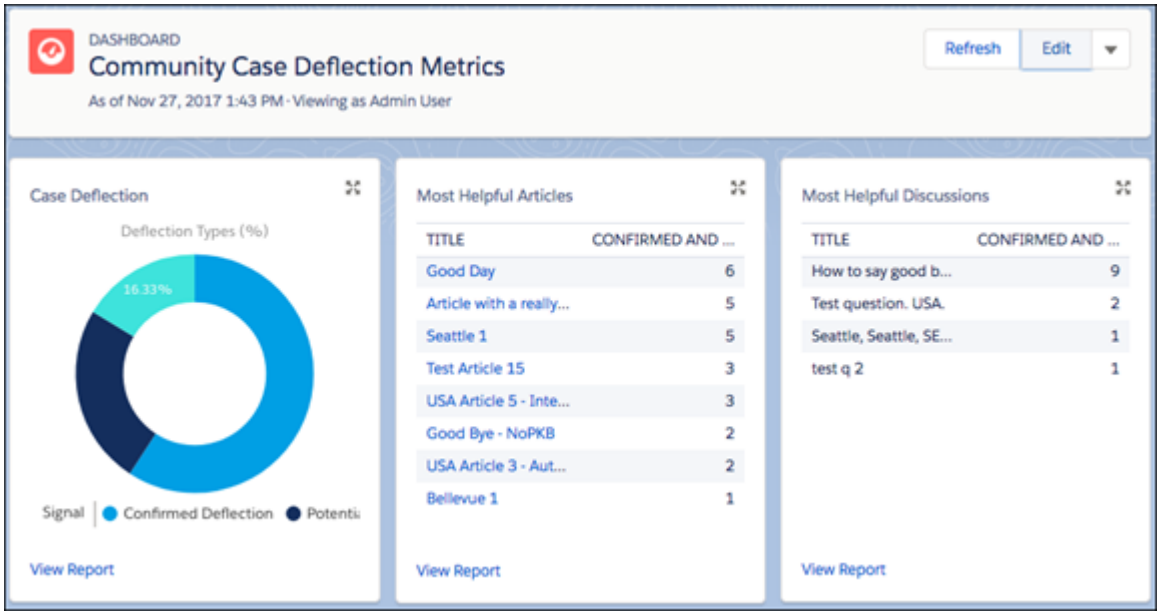
Available in: both Salesforce Classic ([not available in all orgs](#)) and Lightning Experience

Available in: **Enterprise, Performance, Unlimited,** and **Developer** Editions

USER PERMISSIONS

To install AppExchange packages:

- Download AppExchange Packages



Report Name	Description	Custom Report Type	On Dashboard?
Overall Case Deflection	Shows if a case was deflected, potentially deflected, or not deflected.	Community Case Deflection Metrics	☒

Community Case Deflection Metrics Dashboard and Reports

Report Name	Description	Custom Report Type	On Dashboard?
Most Helpful Articles	These articles have the most confirmed and potential deflections.	Community Case Deflection Metrics	
Most Helpful Discussions	These discussions have the most confirmed and potential deflections.	Community Case Deflection Metrics	
Articles with the Most Deflections	Articles with the most confirmed deflections.	Community Case Deflection Metrics	
Articles with Potential Deflections	Articles with the most potential deflections.	Community Case Deflection Metrics	
Articles with Unsuccessful Deflections	Articles that didn't deflect any cases.	Community Case Deflection Metrics	
Discussions with the Most Deflections	Discussions with the most confirmed deflections.	Community Case Deflection Metrics	
Discussions with Potential Deflections	Discussions with the most potential deflections.	Community Case Deflection Metrics	
Discussions with Unsuccessful Deflections	Discussions that didn't deflect any cases.	Community Case Deflection Metrics	

UNSUPPORTED COMPONENTS

The following list identifies which reports are not supported in this release. If you are installing the package for the first time or are installing the package from scratch, you don't need to worry about these as they will not show up. If you are updating, be sure to remove these components.



Tip: The symbol  identifies all the newly unsupported components in this release.

The following components are unsupported:

From the **Communities Dashboards**¹ folder:

- Activity 2.0 (and previous versions)
- Content 3.0 (and previous versions)
- Communities Search Dashboard (replaced with version 2.0)
- Groups 2.0 (and previous versions)
- Licenses 5.0 (and previous versions)
- Members 2.0 (and previous versions)
- Moderation 2.0 (and previous versions)
- Overview 2.0 (and previous versions)
- Q&A 2.0 (and previous versions)
- Self-Service 2.0 (and previous versions)
- Topics 3.0 (and previous versions)

From the **Communities Reports**² folder:

- A - Comments L30D
- A - Posts L30D
- A - Posts With Most Comments L30D
- A - Posts With Most Likes L30D
- A - Unique Daily Contributors L30D
- C - File Engagement Monthly
- C - File Uploads & Downloads Monthly
- C - Top 10 Files By Contributions
- C - Top 10 Files By Downloads
- C - Top 10 Files By Likes
- C - Top 10 Files By Shares
- C - Top 10 Users - Most File Contrib
- C - Top 10 Users - Most File Uploads L30
- C - Top 10 Users - Most Liked Files
- Daily Search Frequency (Last 30 Days)

¹ You might have an older version of this folder called Communities Dashboards 2.0.

² You might have an older version of this folder called Communities Reports 2.0.

EDITIONS

Available in: both Salesforce Classic ([not available in all orgs](#)) and Lightning Experience

Available in: **Enterprise, Performance, Unlimited,** and **Developer** Editions

Unsupported Components

- G - Least Active Groups L30D
- G - Most Active Groups L30D
- G - Top 10 Group Commenters
- G - Top 10 Group Posters
- Group Comments (Last 30 Days Trend)
- Group Posts (Last 30 Days Trend)
- L - # Cust Comm All Allocated Lic
- L - # Cust Comm Logins All Allocated (replaced with 2.0 version)
- L - # Cust Comm Plus All Allocated Lic
- L - # Cust Comm Plus Logins All Allocated (replaced with 2.0 version)
- L - # Partner Comm All Allocated Lic
- L - # Partner Comm Logins All Allocated (replaced with 2.0 version)
- L - CC Login-based - Monthly Logins (replaced with 2.0 version)
- L - CC User-based - Monthly Logins (replaced with 2.0 version)
- L - CCP Login-based - Monthly Logins (replaced with 2.0 version)
- L - CCP User-based - Monthly Logins (replaced with 2.0 version)
- L - Cust Comm Login Monthly Usage (replaced with 2.0 version)
- L - Cust Comm Login Monthly Trend
- L - Cust Comm Member Usage
- L - Cust Comm Plus Member Usage
- L - Cust Comm Plus Login Monthly Trend (replaced with 2.0 version)
- L - Cust Comm Plus Login Monthly Usage (replaced with 2.0 version)
- L - PC Login-based - Monthly Logins (replaced with 2.0 version)
- L - Partner Comm Login Monthly Trend (replaced with 2.0 version)
- L - Partner Comm Login Monthly Usage (replaced with 2.0 version)
- L - Partner Comm Member Usage
- Logins Used by Customer Licenses
- Logins Used by Partner Licenses
- M - Top 10 Members By Login
- M - Top 10 New Members By Logins
- Member-based Customer Licenses Used
- Member-based Partner Licenses Used
- Member Logins (Last 30 Days Trend)
- Member Logins (Last 30 Days)
- Member Logins (Last 90 Days Trend)
- Members (Last 30 Days Trend)
- Members (Last 90 Days Trend)³

³ If you still want to use the Members (Last 30 Days Trend) and Members (Last 90 Days Trend) reports, you can re-create them. Keep in mind, to get the Member Count field, you need to create a custom report type with Networks as the primary object and Network

Unsupported Components

- MO - Top 10 Flagged Items
- MO - Top 10 Flagged Members
- MO - Top 10 Members Who Flag Items
- MO - Top 10 Moderators
- New Members (Last 30 Days Trend)
- O - Top 10 Group Contributors
- Q - Answers in Groups L30D
- Q - Best Answers in Groups L30D
- Q - Questions in Groups L30D
- Q - Top Answered Questions Groups L30D
- Q - Unanswered Questions in Groups L30D
- S - Answers in User Profiles L30D
- S - Best Answers in User Profiles L30D
- S - Daily Page Views L30D
- S - Daily Unique Visitors L30D
- S - Questions in User Profiles L30D
- S - Top Answered Qs in User Profile L30D
- S - Unanswered Qs in User Profiles L30D
- T - Top 10 New Trending Topics L30D
- T - Topics Assigned Daily
- T - Topics Assigned Monthly
- T - Topics Created Monthly

From the **Community Management Home Dashboards** folder—all dashboards; you can remove this folder if you installed the package with Chatter⁴

From the **Community Management Home Reports** folder:

- Contributions - Daily Trend
- Logins - Daily Trend⁵
- Logins - Monthly Trend⁶
- New Members - Daily Trend⁷
- Page Views - Daily Trend
- Q&A - Daily Trend

From the folder **Insights Adoption** (this entire folder and its contents are unsupported):

- Active Members By Comments
- Active Members By Comments Received

Members as the secondary object. Then create a report using this custom report type and add the Member: fullname field. This report returns a snapshot of data, not trending data.

⁴ In the package with Chatter, all dashboards in this folder are no longer supported. In the package without Chatter, this folder and its dashboards still remain.

⁵ Only unsupported in the package with Chatter. This report still remains in the package without Chatter.

⁶ Only unsupported in the package with Chatter. This report still remains in the package without Chatter.

⁷ Only unsupported in the package with Chatter. This report still remains in the package without Chatter.

Unsupported Components

- Active Members By Likes Received
- Active Members By Posts
- Contributors Inactive For 7+ Days (replaced with 2.0 version)
- Influencers Inactive For 7+ Days (replaced with 2.0 version)
- New Members By Comments
- New Members By Comments Received
- New Members By Date Joined
- New Members By Likes Received
- New Members By Posts
- Recent Contributors (replaced with 2.0 version)
- Recent Logins

From the folder **Insights Activity** (this entire folder and its contents are unsupported):

- Discussions By Comments
- Discussions By Likes
- New Discussions (replaced with 2.0 version)
- New Discussions By Comments
- New Discussions By Likes
- New Discussions With No Comments
- New Members' Comments (replaced with 2.0 version)
- New Members' Posts (replaced with 2.0 version)

From the folder **Insights Files** (this entire folder and its contents are unsupported):

- Files By Comments
- Files By Downloads
- Files By Likes
- Files By Posts
- New Image Files (replaced with 2.0 version)
- New Office Files (replaced with 3.0 version)
- New Office Files (replaced with 2.0 version)
- New Video Files (replaced with 2.0 version)
- Recent Files (All) (replaced with 2.0 version)
- Recent Files By Comments
- Recent Files By Downloads
- Recent Files By Likes
- Recent Files By Posts

From the folder **Insights Groups** (this entire folder and its contents are unsupported):

- Groups Recently Archived (replaced with 2.0 version)
- Groups Soon To Be Archived (replaced with 2.0 version)
- Groups With Deactivated Owners (replaced with 2.0 version)
- Groups With Inactive Owners (replaced with 2.0 version)
- New Groups By Dates

Unsupported Components

- New Groups By Members

From the folder Insights Moderation⁸

- Content Blocked By Rule
- Content Flagged By Rule
- Content Replaced By Rule
- Discussions Flagged (All)
- Files Flagged By Members
- Flagged Comments 2.0 (replaced by 3.0 version)
- Flagged Direct Messages 1.0 (replaced by 2.0 version)
- Flagged Files 2.0 (replaced by 3.0 version)
- Flagged Messages (replaced by Flagged Direct Messages 1.0 and Flagged Private Messages 1.0 reports)
- Flagged Posts 2.0 (replaced by 3.0 version)
- Frozen Members (replaced by 2.0 version)
- Messages Flagged By Members
- Moderation Audit 2.0⁹
- Moderation Audit for New Members
- Posts Pending Approval (replaced by 2.0 version)

From the folder **Insights Self-Service**¹⁰:

- Best Answers (replaced with 2.0 version)
- Best Answers From External Members (replaced with 2.0 version)
- Questions (replaced with 2.0 version)
- Questions From New Members (replaced with 2.0 version)
- Questions Most Liked
- Questions With Answers From New Members (replaced with 3.0 version)
- Questions With Answers From New Members (replaced with 2.0 version)
- Questions With Most Answers
- Questions With New Answers (replaced with 2.0 version)
- Questions Without A Best Answer (replaced with 2.0 version)
- Questions Without An Employee Answer
- Questions Without Answers (replaced with 2.0 version)

From the folder **Insights Topics**¹¹:

- Topics Added (replaced with 2.0 version)
- Topics Assigned (replaced with 2.0 version)
- Topics Most Talked About (replaced with 2.0 version)

From the **Misc Communities Reports** folder:

- Questions Escalated - Daily Trend

⁸ This entire folder and its contents are unsupported.

⁹ The contents of this folder were moved to the Moderation Audit Trail folder.

¹⁰ This entire folder and its contents are unsupported.

¹¹ This entire folder and its contents are unsupported.

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