

# PERFORMANCE REPORT



January 2021

Customer: **Allen Smith, Contoso**

**Administration**

Prepared by: **VisualSP**



**VisualSP**<sup>®</sup>

# Return on VisualSP Investment

December 6, 2020 to January 6, 2021



## Help item views

This number indicates the level of engagement with the VisualSP Help tool.

1876



## Person-hours saved

469

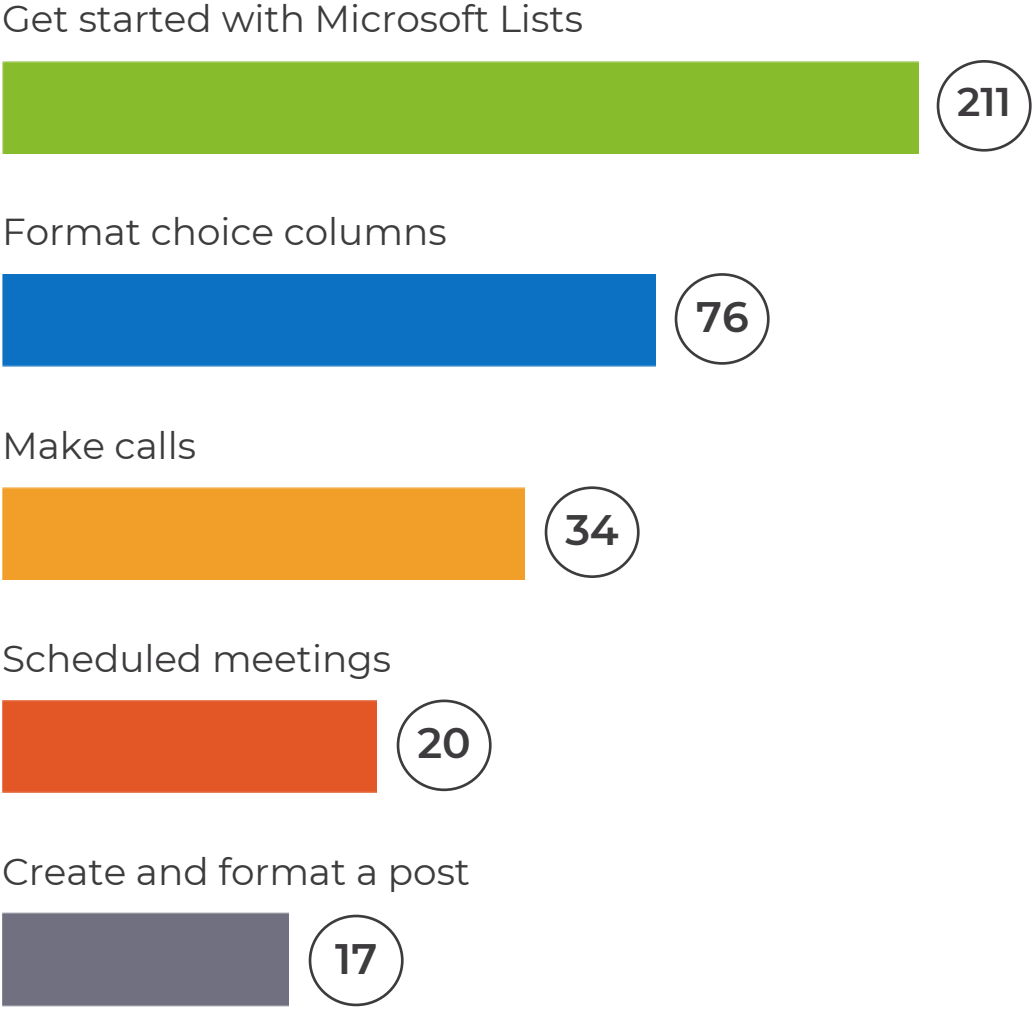


## Money saved in productivity

\$12,194

# Top five help items clicked

Last 60 days



# Top searches

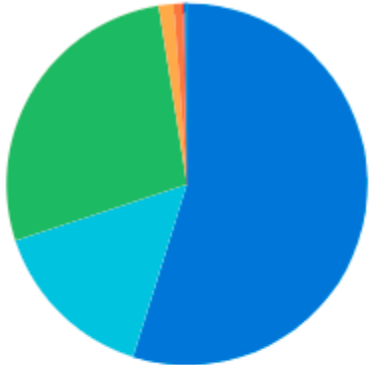
Last two months

1. Disable check out feature
2. Setting up team
3. How to search

## What this means to you?

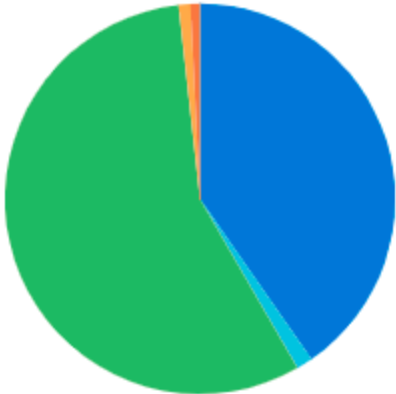
Regularly checking the analytics in VisualSP reveals many insights into your user's needs. Looking at search analytics, in particular, can be especially helpful in learning what your user's needs are. A quick review will reveal opportunities for creating help items that will answer these search queries.

# Clicks by Browser



— Chrome — Internet Explorer — Microsoft Edge (Chromium) — Firefox  
— Microsoft Edge — Mobile Safari — Safari

# Clicks by Viewer / Media Type



— Web Page — Rich HTML — Walkthrough — Video — Banner

# Recommendations

1. Create the following help items
  - i. Disable check out feature
  - ii. Setting up Teams
2. Setup top 5 helpful links
3. Encourage end users to attend monthly end user webinars.
4. Plan internal marketing and push of VisualSP
  - i. Send an internal email with a link to a contextual help item of a tour/walkthrough in VisualSP.
  - ii. Use Inline help icons to focus user attention on a specific interface element of the underlying application.
  - iii. Setup a help item to auto-load on a certain page
5. Deploy VisualSP to other internal enterprise applications.
6. Utilize banners with your next upcoming announcement.