

CCH usage Stats Reports – IntelliConnect and Dynaweb platforms

What is counted on the IntelliConnect Platform

Within IntelliConnect, separate counts are maintained for a number of specific user initiated events

1. Documents Viewed – any document that is opened in the preview pane
2. Print Action– any document or group of documents that is printed
3. Export Action – any document or group of documents that is exported
4. Tray Action – and action related to the documents tray. These include the transfer of documents into and from the tray.
5. A Search

What was counted in Dynaweb

Within Dynaweb, the number of page impressions was counted. This single number included anything that would result in the display of a new page including:

1. A section of content View
2. A search
3. A 'back' or 'previous' action on the browser
4. Stepping through a search result list whenever this involved displaying new content
5. Reloading the same document numerous times (could occur when moving backwards and forwards through Browse or Search results)
6. Printing a document
7. Opening a search form

Why are usage statistics shown at a title level rather than a product level?

Titles are one of the fundamental ways that content is grouped within IntelliConnect.

In order to maximise value for our customers when subscribing to our content, Titles have been arranged into a number of different packages or “products”. An example would be the Corporations Solution Finder product which contains several titles.

Product offerings will vary greatly from customer to customer, and a title can appear in several different products. CCH provides usage by title rather than product to ensure the statistical consistency and accuracy of our reports for all of our customers.

Why don't total Document View counts match between the Summary Report and Usage by Title Report?

Content in IntelliConnect is structured as following: Library > Title > Document. Within a Library, there are many Titles. Within a Title there are many Documents.

A single Document can and does exist under more than one Title. For example, Tax legislation can exist in two Tax titles.

If a customer has both of these titles it will count as one document view in the Summary level report. In the Usage by Title report a single document view may appear more than once because it will be counted for *each* of the Titles in which it appears. Therefore the calculated total will be higher because a document is being counted for each title that it exists in.

Why is there a significant variance between the figures for Print/Export/Email in the Summary Report and the Usage by Title report?

The summary level report counts each user action on IntelliConnect as an event. For example, if a user selects five documents to export at a single time this will count as one event.

The Usage by Title report breaks these summary level events down to the document level. For example, if a user selects five documents to export at a single time this will count as five events at the Title level.

Why are the IntelliConnect usage statistics in this report different from the usage statistics from the Dynaweb platform?

The value of the IntelliConnect usage reports lies in the ability to count specific actions such as saving or printing a document which gives the customer greater levels of transparency.

Reports on IntelliConnect or Dynaweb are both correct, however the difference lies in what is classified as an 'action' or 'page impression' and therefore counted. To get a true indication of whether your usage is increasing or decreasing it is important to compare statistics within the same parameters. Comparing usage reports from IntelliConnect to other usage reports from IntelliConnect will provide a more accurate assessment of increasing or decreasing usage as opposed to comparing a usage report from IntelliConnect to a usage report from Dynaweb.