
Example Customer

Periodic Usage Report

Data Range: July 2023 Through December 2023

Product Releases

Core Features

- [List of New Core Features](#)

Check out our release notes for more details:

[Release Notes!](#)

Important Info

Stay tuned for our next learning session!!

[Register for future sessions](#)

Coming Soon!

Stay tuned. We're planning for 2024!

User

User Summary

How many users do you have?

How many users are active?

How many users have been added?

Total Users

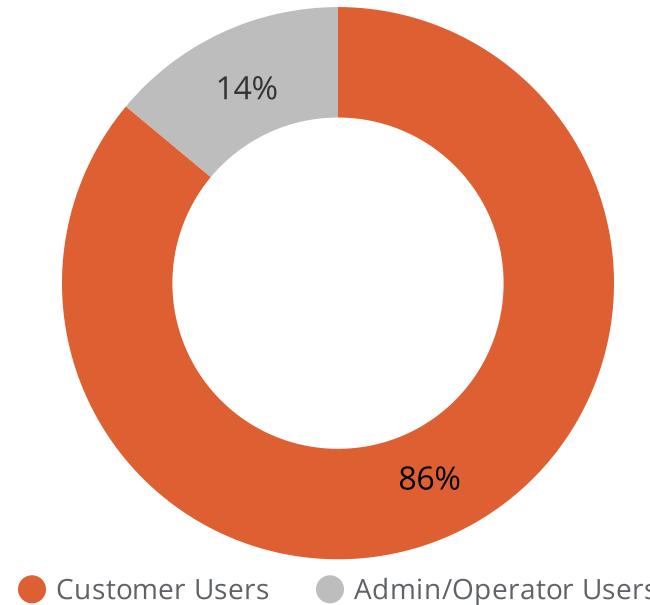
27,987

Customer Users

24,082

Admin/Operator Users

3,905



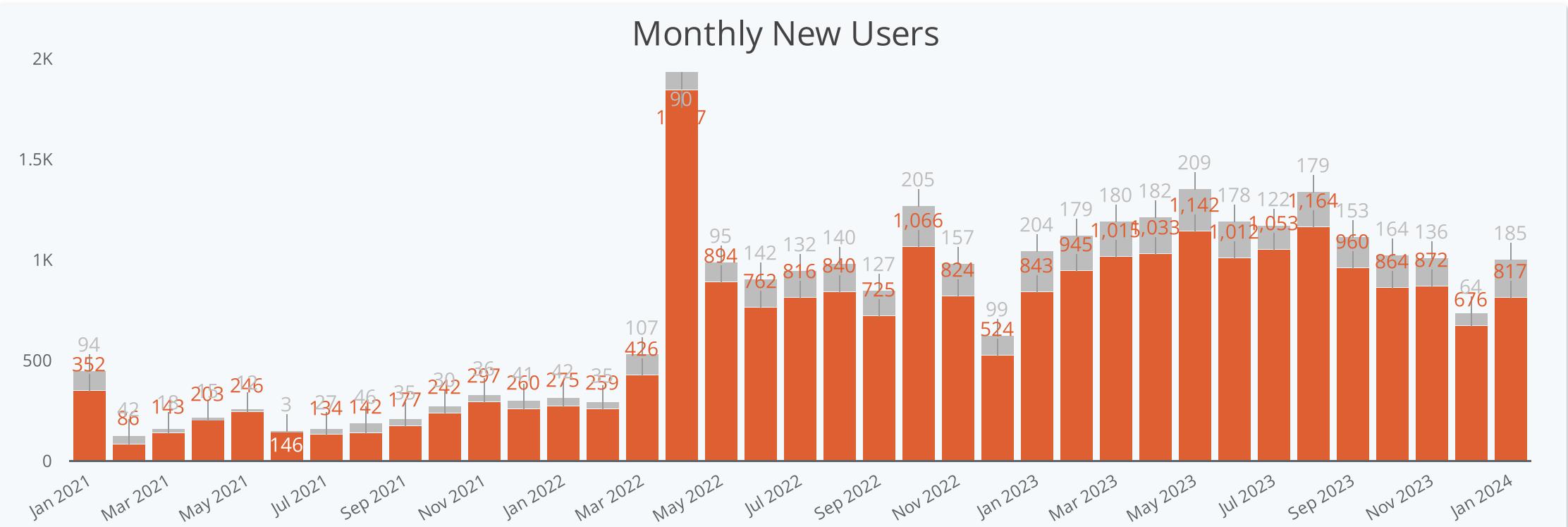
Glossary:

Total Users: count of all user accounts

Customer Users: user accounts of your customers

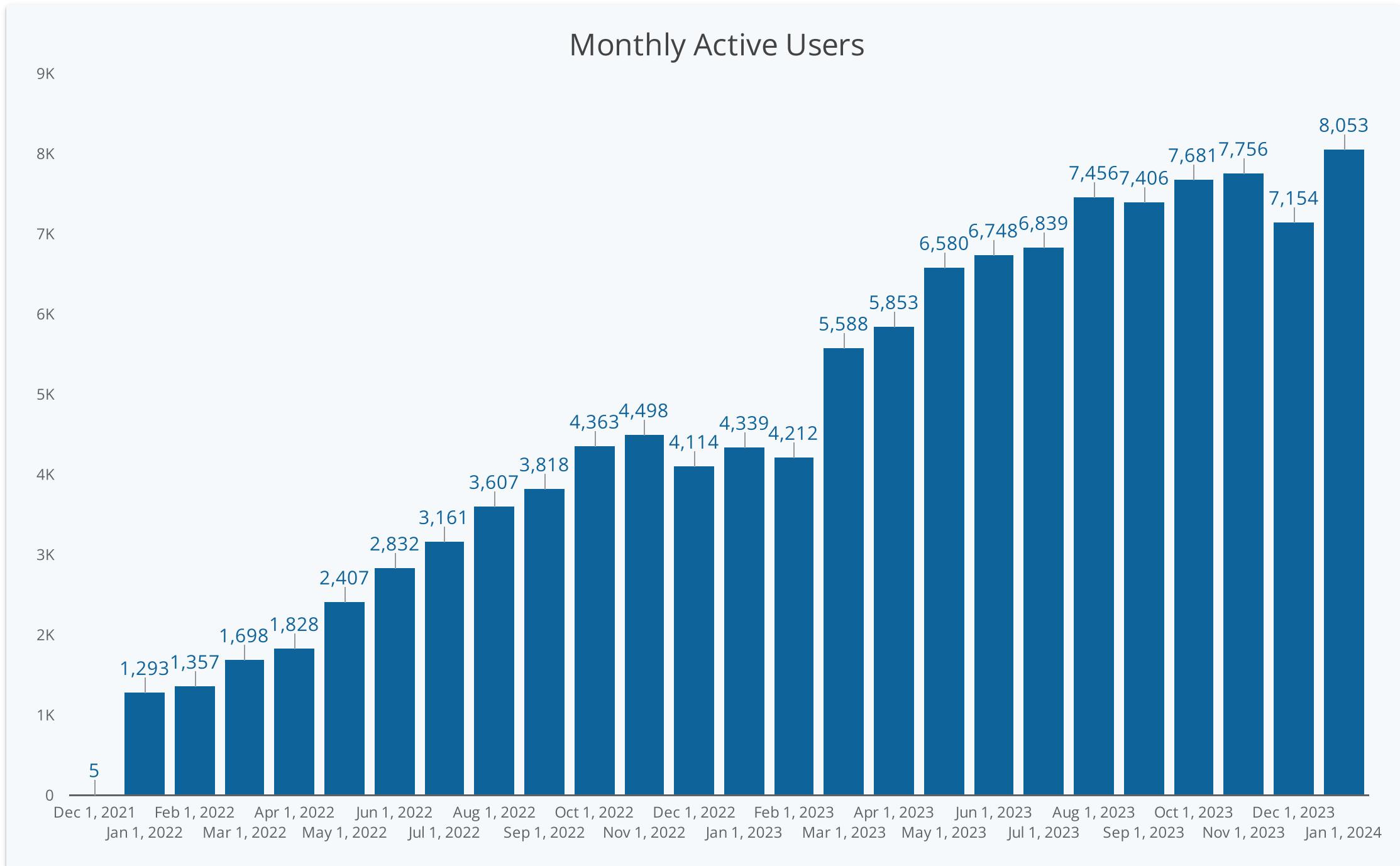
Admin Users: internal user accounts of User Admins

Monthly New Users: users who have created an account within the specified month



The chart represents the number of new user accounts created each month. The orange portion of the bar displays the number of new customer user accounts created within the specified month. The grey portion of the bar displays the number of new Admin/Operator user accounts created within the specified month.

How many users are active month over month?



Monthly Active Users: users who have an account and have logged in at least once within the specified month

The chart represents the distinct number of users who have logged in within the specified month. The data includes all customer users and admin/operator users. The count of monthly active users reflects the users who exist in the database as of the current date. If a user was deleted, the user will not count toward the monthly active user total.

Customer Summary

How many customers have been onboarded?

At what rate have customers been onboarded?

How Many Customers Have Been Onboarded?

Total Onboarded Customers

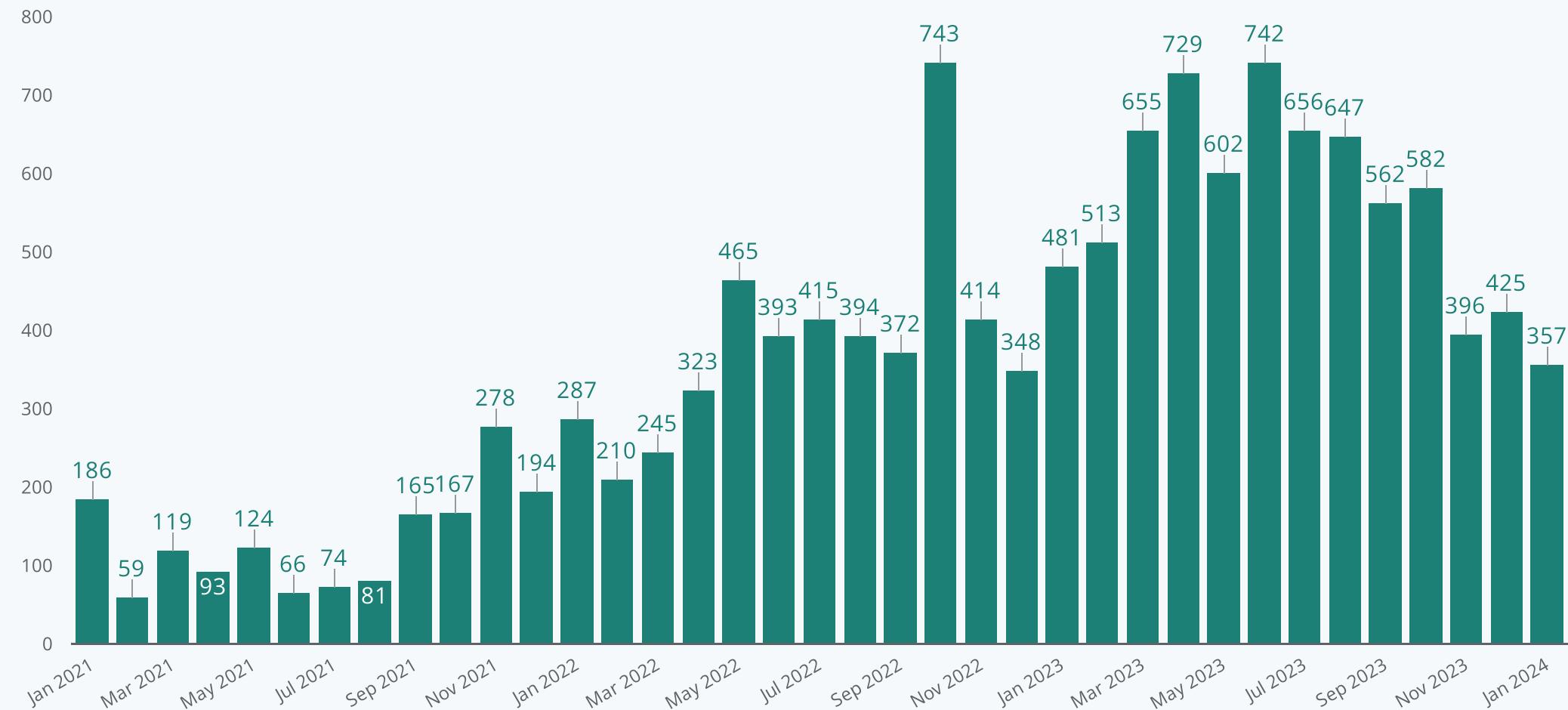
13,562

Glossary:

Customer: an organization within the application

A customer is considered onboarded when the first user is created, associated to the customer and has logged in

Subset of Onboarded Customers for the period



The chart only represents the number of new customers onboarded each month within the specified period. A customer will be counted based on the month the first user is created and associated to that customer.

Customers to Watch

Who are the high volume customers that have yet to be onboarded?

What customers have not been active in the past 60 days that were active in the prior year?

Who are the high volume customers that have yet to be onboarded?

Customer	Total Events	Events Last 12 Months	Active Events ▾
1. d4cc8dff	11,343	4,157	7,652
2. bc90bf17	7,087	469	6,269
3. 241d33d9	5,888	1,367	5,319
4. 86894439	8,087	2,282	3,287
5. f7580d8e	3,035	747	2,916
6. cb3f2fb4	8,454	2,343	2,905
7. d850d4bd	2,979	1,327	2,668
8. d11bbcfcc	3,606	817	2,655
9. e0adf1f6	2,747	0	2,552
10. 2c949bd7	2,742	302	2,528
11. 7ebe2744	3,769	236	2,419
12. 23c90781	4,442	652	2,365
13. 5e5b3e2c	4,992	1,097	2,023
14. 0471528a	3,559	79	1,900
15. b8619ddc	3,578	67	1,634
16. 012076ad	2,361	1,323	1,630
17. 6512265c	2,144	464	1,619
18. ace05fa1	1,653	700	1,463
19. 60ff2f7f	1,742	419	1,361
20. cc8f0625	2,309	231	1,352

Total events: Total distinct events associated to the customer

Events Last 12 Months: total events with an estimated time of occurrence in the previous 12 months

Active Events: Total events with a specified event status

What customers have **not** been active in the past 60 days that were active in the prior year?

Customer	Date of Last Event	Onboard Status	Total Events in Prior Year
788bb592	Nov 23, 2023	false	2,487
b54660d3	Jun 6, 2023	false	1,154
5a3bbf6d	Oct 1, 2023	true	980
9be539c9	Nov 15, 2023	false	959
335c4b62	Jun 23, 2023	false	736
555670f3	Aug 26, 2023	false	728
3e1239ec	Oct 23, 2023	false	694
821bad93	Apr 17, 2023	false	467
c3733524	Oct 2, 2023	false	439
9aab20da	Nov 19, 2023	true	413
7f295710	Oct 30, 2023	false	405
d7dff246	Sep 25, 2023	true	368
d59215fd	Oct 20, 2023	true	362
4b69c670	Oct 17, 2023	true	355
e51e6ddc	Nov 3, 2023	false	329
2cacb91a	Nov 12, 2023	false	312
c7e22fa5	Aug 26, 2023	false	311
677a90f4	Aug 18, 2023	false	310
60fe7c30	Oct 10, 2023	false	304
83d00a87	Nov 21, 2023	false	289

Date of Last Event: date of the most recent event that occurred in the year prior to the last 60 inactive days

Onboarded: indicates whether or not the customer has been onboarded as of the current date

Total Events in Prior year: count of distinct events that occurred in the year prior to the last 60 inactive days

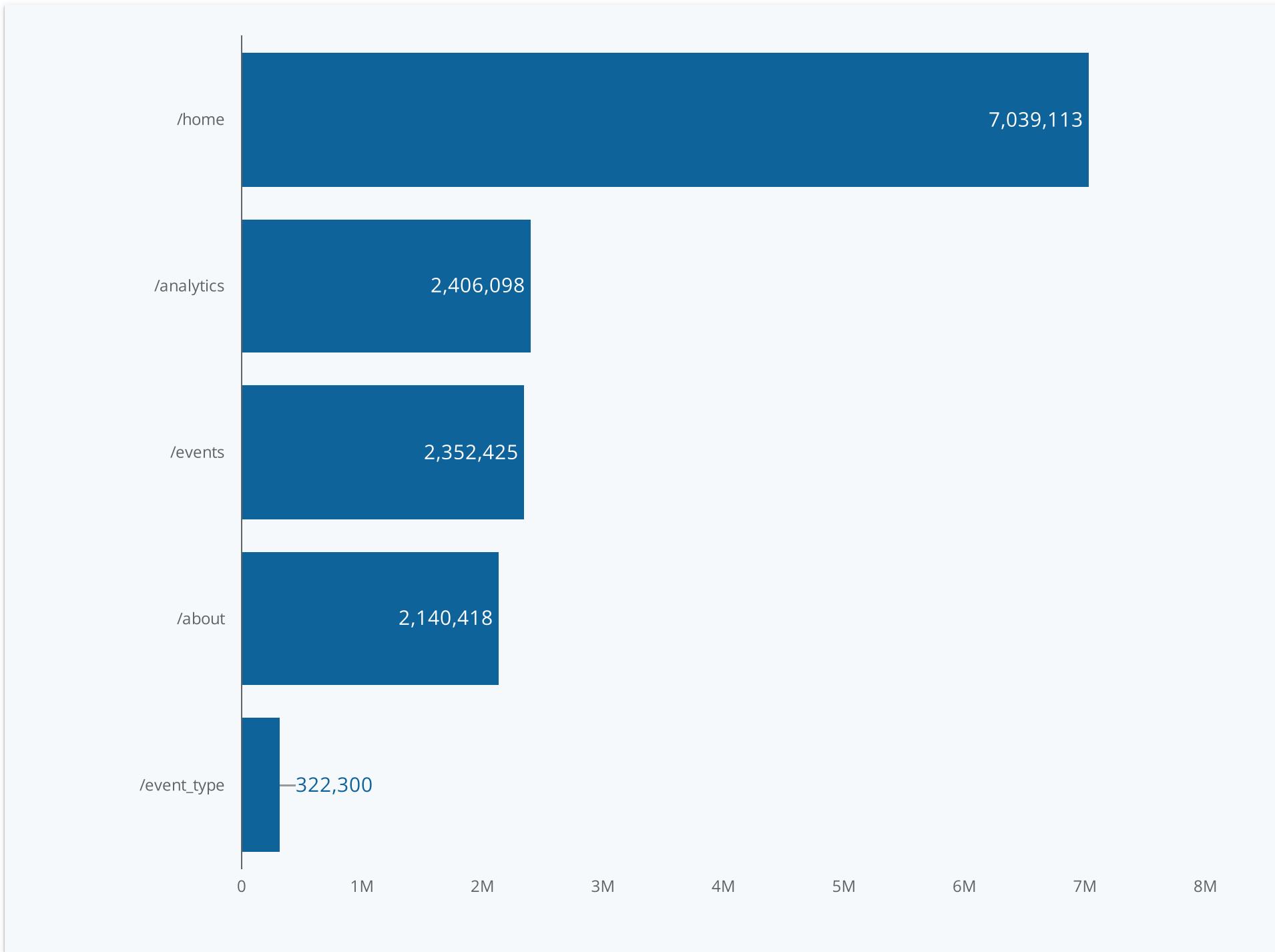
Pages Visited

What pages are your customers visiting?

What events are customers clicking on most often?



What Pages Are Your Customers Visiting?



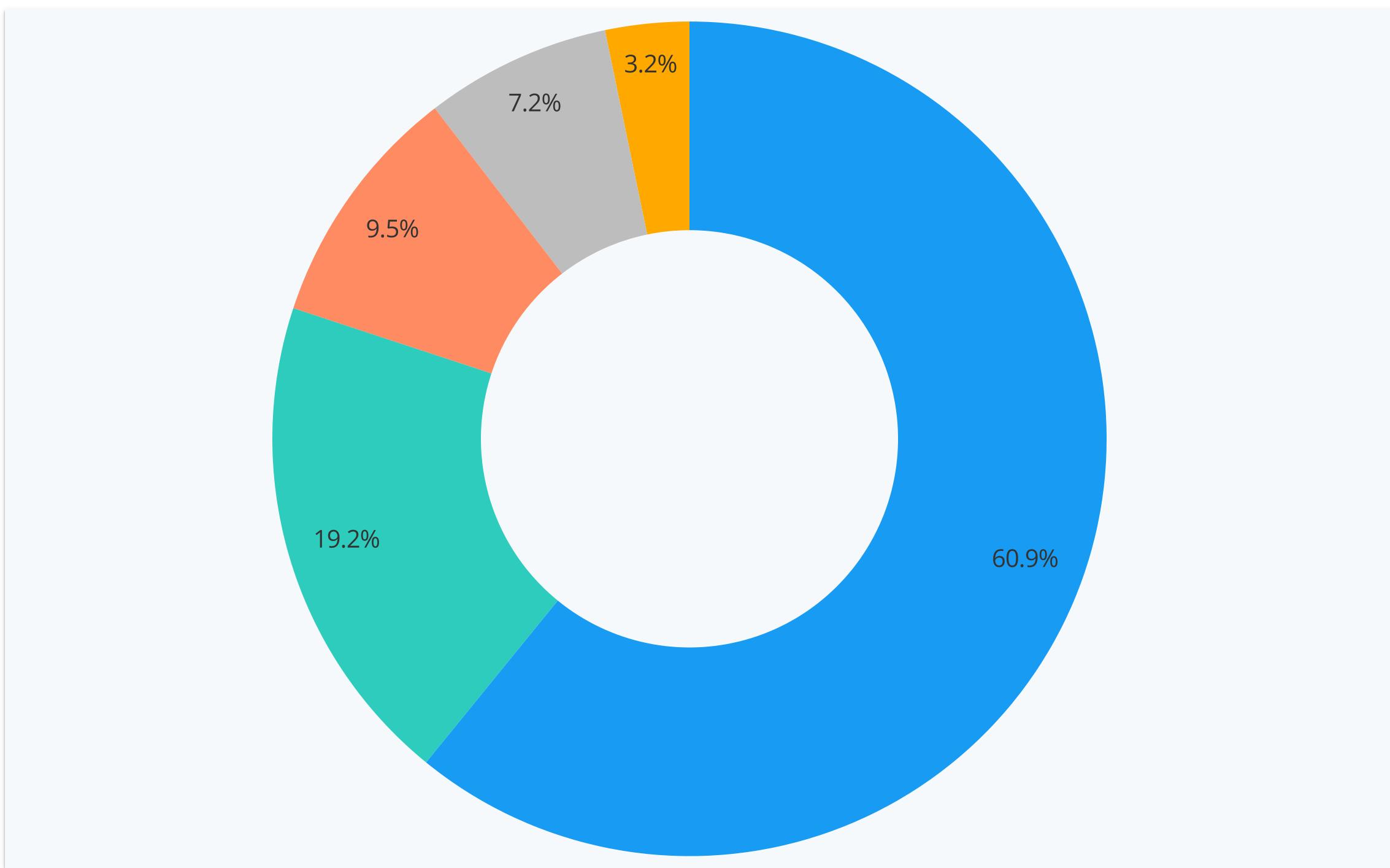
Glossary:

A Page Load: a unique visit to a path within the application (ie. /home)

Page: a page within the application

This chart shows the number of times a customer user visited each of the pages. If a customer visited a specific page more than once, each visit would be counted separately.

What Shipment Details Are Customers Clicking On Most Often?



After a user navigates to the event details page, the user can click on any of the available tabs in the left hand navigation panel. This chart shows the breakdown of overall clicks attributed to each of the tabs on the event page.

Invitation Summary

How many users have been invited?
Have they accepted the invitations?



How Many Users Have Been Invited?

Total Invitations

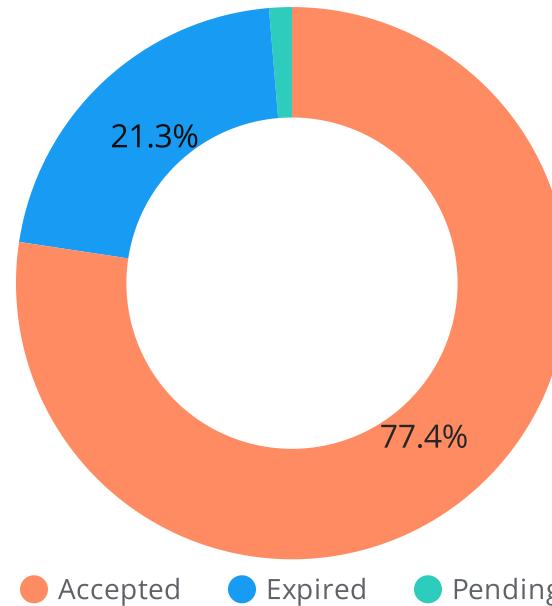
34,807

Accepted Invitations

26,936

% of Accepted Invitations

77.39%



Glossary:

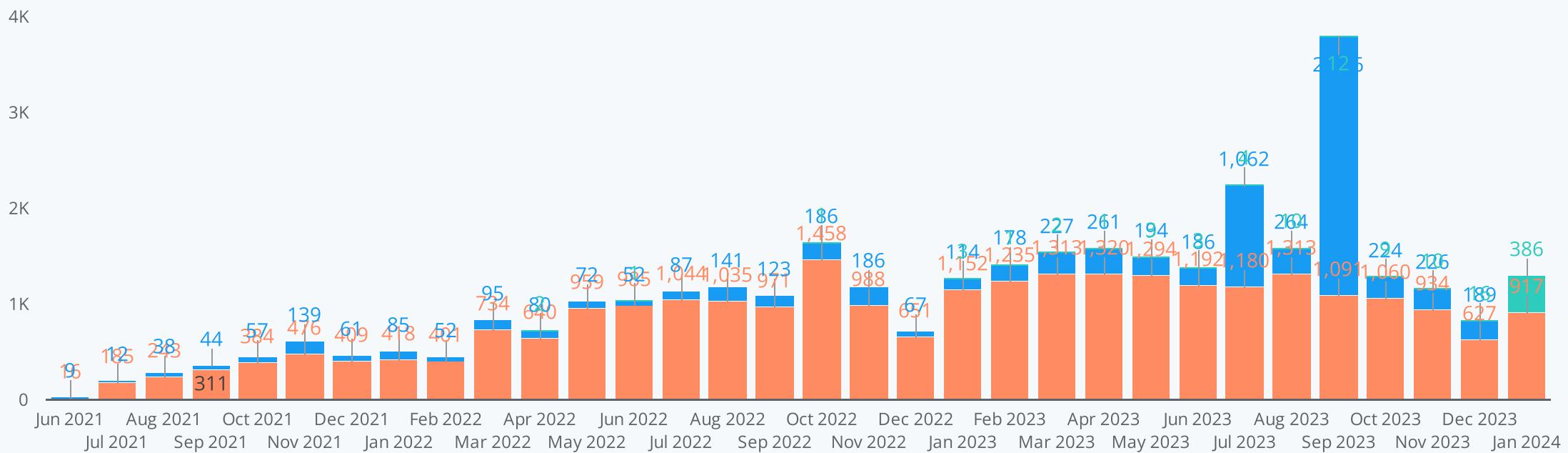
Invitation: an invitation for a user to create an account

Accepted: user has accepted the invitation and made an account

Pending: user has not accepted the invitation and it is still open

Expired: the user has not accepted the invitation. It has expired and is not longer valid

Have the users accepted the invitations?



The chart represents the total number of invitations created each month and the status of those invitations. There are a larger number of expired invitations from older months because users only have 30 days to accept an invitation after it has been created. These require action. The large number of pending invitations in the more recent months is expected because the date falls within the 30 day period.