Data Model & Calculation Logic

This document explains how raw search analytics events are transformed into meaningful metrics. It covers event sequences, timing calculations, and business rules with clear examples.

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1. Event Types & Sequence

Search Event Types

The search system generates these event types (stored in the `name` column):

Event	Description	When Fired
`SEARCH_STARTED`	User initiates a search	User types query and presses Enter
`SEARCH_COMPLETED`	Search query submitted to backend	Query sent to search service
`SEARCH_RESULT_COUNT`	Results returned to user	Search results displayed
`SEARCH_TAB_CLICK`	User clicks a General result	Click on main search tab
`SEARCH_ALL_TAB_PAGE_CLICK`	User clicks an All tab result	Click on All tab
`SEARCH_NEWS_TAB_PAGE_CLICK`	User clicks a News result	Click on News tab
`SEARCH_GOTO_TAB_PAGE_CLICK`	User clicks a GoTo result	Click on GoTo tab
`SEARCH_PEOPLE_*`	User clicks a People result	Click on People tab

Typical Event Sequence

```
User types "project budget" and presses Enter
    |
    v
[SEARCH_STARTED]  <-- timestamp: 10:30:15.123
    |
    v
[SEARCH_COMPLETED]  <-- timestamp: 10:30:15.234  (111ms later)
    |
    v
[SEARCH_RESULT_COUNT]  <-- timestamp: 10:30:15.567  (333ms after COMPLETED)
    |                                               (444ms after STARTED)
    v
User sees results, clicks one
    |
    v
[SEARCH_TAB_CLICK]  <-- timestamp: 10:30:18.890  (3.3s after results shown)
```

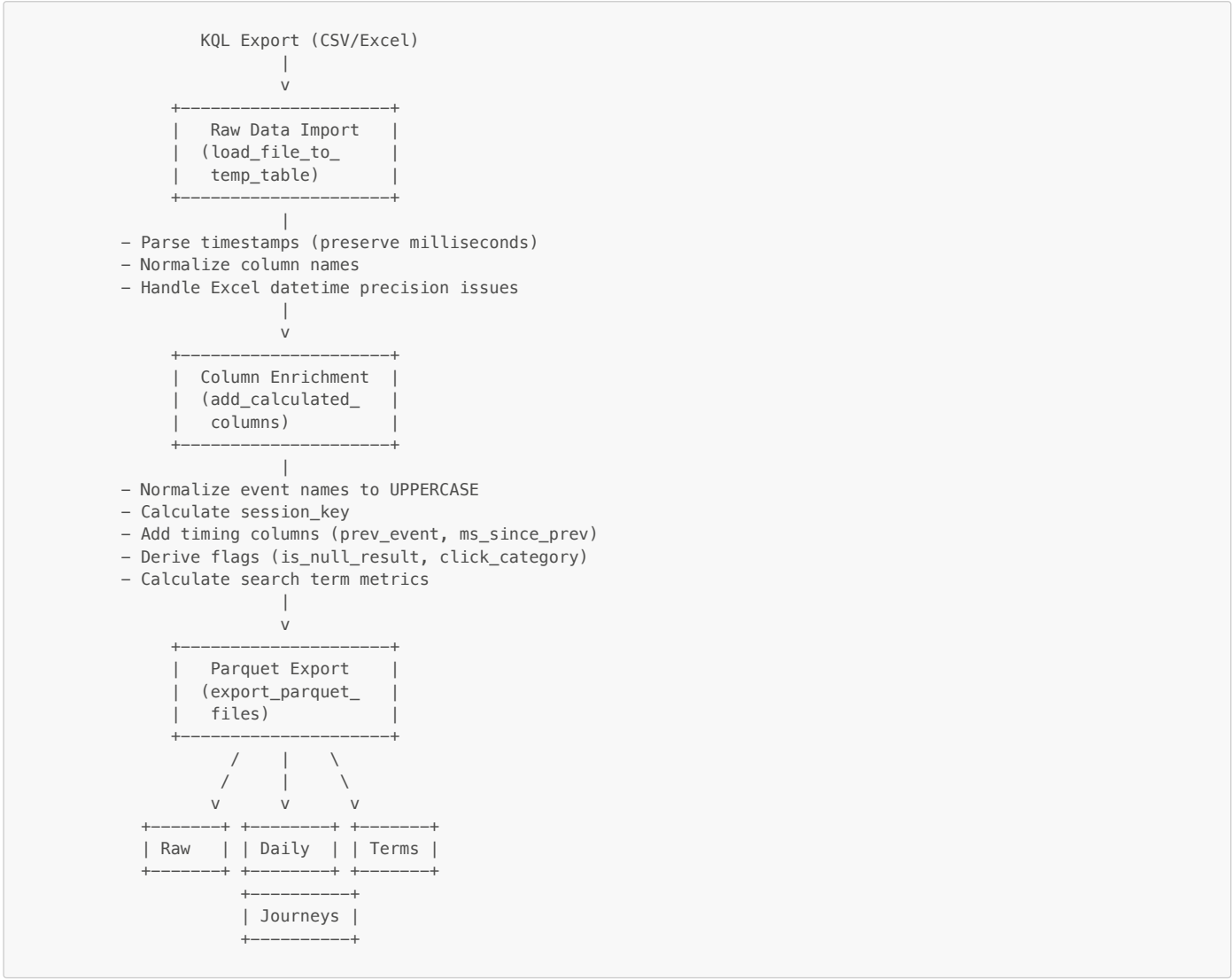
Example: Complete Session

```
Session: 2025-01-15_user123_session456

Event 1: SEARCH_STARTED      @ 10:30:15.123   (search term: "budget report")
Event 2: SEARCH_COMPLETED    @ 10:30:15.234
Event 3: SEARCH_RESULT_COUNT @ 10:30:15.567   (15 results found)
Event 4: SEARCH_TAB_CLICK    @ 10:30:18.890   (user clicked a result)
Event 5: SEARCH_STARTED      @ 10:30:45.000   (user searches again: "2024 budget")
Event 6: SEARCH_COMPLETED    @ 10:30:45.100
Event 7: SEARCH_RESULT_COUNT @ 10:30:45.400   (8 results found)
Event 8: SEARCH_TAB_CLICK    @ 10:30:52.500   (user clicked another result)
```

2. Processing Pipeline Overview

Data Flow



Key Transformations

1. Event Name Normalization

Raw event names come in mixed case from App Insights. We normalize to uppercase for consistent matching.

```
Input:  "Search_completed"
Output: "SEARCH_COMPLETED"
```

2. Session Key Generation

A unique session is identified by combining date + user + session ID:

```
session_key = session_date || '_' || user_id || '_' || session_id
-- Example: "2025-01-15_user123_abc789"
```

3. Search Term Normalization

Search terms are cleaned for consistent aggregation:

```
search_term_normalized = LOWER(TRIM(COALESCE(CP_searchQuery, searchQuery, query)))
-- Input:  "  Budget Report  "
-- Output: "budget report"
```

3. Timing Calculations

ms_search_to_result (User-Perceived Latency)

What it measures: The time from when a user initiates a search until they see results.

Event span: `SEARCH_STARTED` --> `SEARCH_RESULT_COUNT`

How it's calculated:

```
-- Step 1: Track the most recent SEARCH_STARTED timestamp
last_search_started_ts = LAST_VALUE(
    CASE WHEN name = 'SEARCH_STARTED' THEN timestamp END
    IGNORE NULLS
) OVER (PARTITION BY session_key ORDER BY timestamp)

-- Step 2: Calculate time difference when SEARCH_RESULT_COUNT occurs
ms_search_to_result = DATEDIFF('millisecond', last_search_started_ts, timestamp)
-- Only when name = 'SEARCH_RESULT_COUNT'
```

Example:

```
Event: SEARCH_STARTED      @ 10:30:15.123
Event: SEARCH_COMPLETED    @ 10:30:15.234
Event: SEARCH_RESULT_COUNT @ 10:30:15.567

ms_search_to_result = 10:30:15.567 - 10:30:15.123 = 444ms
```

ms_result_to_click (Decision Time)

What it measures: How long the user takes to click a result after seeing search results.

Event span: `SEARCH_RESULT_COUNT` --> `Click Event`

How it's calculated:

```
ms_result_to_click = ms_since_prev_event
-- Only when click_category IS NOT NULL AND prev_event = 'SEARCH_RESULT_COUNT'
```

Example:

```
Event: SEARCH_RESULT_COUNT @ 10:30:15.567
Event: SEARCH_TAB_CLICK    @ 10:30:18.890

ms_result_to_click = 10:30:18.890 - 10:30:15.567 = 3,323ms (3.3 seconds)
```

ms_since_prev_event (Inter-Event Timing)

What it measures: Time between any two consecutive events in a session.

```
ms_since_prev_event = DATEDIFF('millisecond',
    LAG(timestamp) OVER (PARTITION BY session_key ORDER BY timestamp),
    timestamp
)
```

Example:

```
Event 1: SEARCH_STARTED      @ 10:30:15.123  --> ms_since_prev = NULL (first event)
Event 2: SEARCH_COMPLETED    @ 10:30:15.234  --> ms_since_prev = 111ms
Event 3: SEARCH_RESULT_COUNT @ 10:30:15.567  --> ms_since_prev = 333ms
Event 4: SEARCH_TAB_CLICK    @ 10:30:18.890  --> ms_since_prev = 3,323ms
```

Time Buckets

Timing values are bucketed for easier visualization:

Metric	Bucket	Range

Metric	Bucket	Range
search_to_result	< 0.5s	0-499ms
	0.5–1s	500-999ms
	1–2s	1000-1999ms
	2–5s	2000-4999ms
	> 5s	5000ms+
	No Result	NULL (no SEARCH_RESULT_COUNT event)
result_to_click	< 2s (quick)	0-1999ms
	2–5s	2000-4999ms
	5–10s	5000-9999ms
	10–30s	10000-29999ms
	30–60s	30000-59999ms
	> 60s (browsing)	60000ms+
	No Click	NULL (user didn't click)

---

4. Business Rules & Classifications

is_null_result

Definition: The search returned zero results.

```
is_null_result = CASE
    WHEN name = 'SEARCH_RESULT_COUNT' AND CP_totalResultCount = 0 THEN true
    WHEN name = 'SEARCH_RESULT_COUNT' AND CP_totalResultCount > 0 THEN false
    ELSE NULL  -- Only meaningful for SEARCH_RESULT_COUNT events
END
```

Example:

```
Event: SEARCH_RESULT_COUNT with CP_totalResultCount = 0
--> is_null_result = true (user saw "No results found")

Event: SEARCH_RESULT_COUNT with CP_totalResultCount = 15
--> is_null_result = false (user saw 15 results)
```

click_category

Definition: Categorizes click events by which tab/section was clicked.

```
click_category = CASE
    WHEN name = 'SEARCH_TAB_CLICK' THEN 'General'
    WHEN name = 'SEARCH_ALL_TAB_PAGE_CLICK' THEN 'All'
    WHEN name = 'SEARCH_NEWS_TAB_PAGE_CLICK' THEN 'News'
    WHEN name = 'SEARCH_GOTO_TAB_PAGE_CLICK' THEN 'GoTo'
    WHEN name LIKE '%PEOPLE%' THEN 'People'
    ELSE NULL  -- Not a click event
END
```

journey_outcome (Session-Level)

Definition: Classifies how a search session ended.

```
journey_outcome = CASE
    WHEN click_count > 0 THEN 'Success'
    WHEN result_count > 0 AND null_result_count = result_count AND click_count = 0
        THEN 'No Results'
    WHEN result_count > 0 AND click_count = 0 THEN 'Abandoned'
    ELSE 'Unknown'
END
```

Example scenarios:

Scenario	click_count	result_count	null_result_count	Outcome
User searched, clicked a result	1	1	0	**Success**
User searched, got 0 results	0	1	1	**No Results**
User searched, saw results but didn't click	0	1	0	**Abandoned**
Incomplete session data	0	0	0	**Unknown**

session_complexity

Definition: Categorizes sessions by number of events.

```
session_complexity = CASE
    WHEN total_events = 1 THEN 'Single Event'
    WHEN total_events <= 3 THEN 'Simple'
    WHEN total_events <= 10 THEN 'Medium'
    ELSE 'Complex'
END
```

had_reformulation

Definition: Did the user refine/change their search query within the session?

```
had_reformulation = CASE
    WHEN unique_search_terms > 1 THEN true
    ELSE false
END
```

Example:

```
Session with searches: "budget", "2024 budget", "budget report Q4"
--> unique_search_terms = 3
--> had_reformulation = true (user refined their search)
```

recovered_from_null

Definition: Did the user eventually find something despite getting zero results initially?

```
recovered_from_null = CASE
    WHEN null_result_count > 0 AND click_count > 0 THEN true
    ELSE false
END
```

Example:

```
Session: Search "bugdet" (typo) --> 0 results
         Search "budget" --> 15 results --> Click
--> null_result_count = 1, click_count = 1
--> recovered_from_null = true
```

User Cohort: is_users_first_session

Definition: Is this the first time we've seen this user search?

```
user_session_number = ROW_NUMBER() OVER (
    PARTITION BY user_id
    ORDER BY session_start
)
is_users_first_session = CASE WHEN user_session_number = 1 THEN true ELSE false END
```

New vs Returning Users (Daily)

Definition: Count of users who are new vs returning on each day.

```
-- First, find when each user first appeared
first_seen_date = MIN(session_date) GROUP BY user_id

-- Then classify on each day
new_users = COUNT(DISTINCT CASE WHEN session_date = first_seen_date THEN user_id END)
returning_users = COUNT(DISTINCT CASE WHEN session_date > first_seen_date THEN user_id END)
```

5. Output Files & Column Definitions

searches_raw.parquet

Granularity: One row per event (click, search, result)

Use case: Detailed event-level analysis, debugging

Column	Type	Description	Example
timestamp	Timestamp	Event timestamp (microsecond precision)	2025-01-15 10:30:15.567123
name	String	Event type (normalized to uppercase)	SEARCH_RESULT_COUNT
user_id	String	Anonymous user identifier	user_abc123
session_id	String	Session identifier	sess_xyz789
session_key	String	Composite key: date_user_session	2025-01-15_user_abc123_sess_xyz789
session_date	Date	Date of the event	2025-01-15
event_order	Integer	Sequence number within session	3
prev_event	String	Previous event type in session	SEARCH_COMPLETED
ms_since_prev_event	Integer	Milliseconds since previous event	333
search_term_normalized	String	Cleaned search query	budget report
is_null_result	Boolean	True if zero results returned	false
click_category	String	Click type (General/All/News/GoTo/People)	General
last_search_started_ts	Timestamp	Most recent SEARCH_STARTED timestamp	2025-01-15 10:30:15.123

searches_journeys.parquet

Granularity: One row per search session

Use case: Session-level behavior analysis, funnel metrics

Column	Type	Description	Calculation
session_date	Date	Date of session	
session_start	Timestamp	First event timestamp	MIN(timestamp)
session_start_str	String	Session start as string	STRFTIME for Power BI compatibility
total_events	Integer	Events in session	COUNT(*)
search_count_in_session	Integer	SEARCH_STARTED events	COUNT(SEARCH_STARTED)
result_count	Integer	SEARCH_RESULT_COUNT events	COUNT(SEARCH_RESULT_COUNT)
click_count	Integer	Click events	COUNT(click_category IS NOT NULL)
unique_search_terms	Integer	Distinct queries	COUNT(DISTINCT search_term)
null_result_count	Integer	Zero-result events	SUM(is_null_result)
max_total_results	Integer	Max results shown	MAX(CP_totalResultCount)
sec_search_to_result	Float	Seconds: search to results	MIN(ms_search_to_result) / 1000
sec_result_to_click	Float	Seconds: results to click	MIN(ms_result_to_click) / 1000
total_duration_sec	Float	Session length in seconds	(MAX - MIN timestamp) / 1000
first_event_hour	Integer	Hour of first event (0-23)	MIN(event_hour)
last_event_hour	Integer	Hour of last event (0-23)	MAX(event_hour)
general_clicks	Integer	General tab clicks	COUNT(click_category='General')
all_tab_clicks	Integer	All tab clicks	COUNT(click_category='All')

Column	Type	Description	Calculation
news_clicks	Integer	News tab clicks	COUNT(click_category='News')
goto_clicks	Integer	GoTo tab clicks	COUNT(click_category='GoTo')
people_clicks	Integer	People tab clicks	COUNT(click_category='People')
includes_first_search_of_day	Boolean	Session has day's first search	MAX(is_first_search_of_day)
search_to_result_bucket	String	Latency category	See Time Buckets
result_to_click_bucket	String	Decision time category	See Time Buckets
session_duration_bucket	String	Session length category	< 5s, 5-30s, 30-60s, 1-3 min, etc.
journey_outcome	String	Session result	Success/No Results/Abandoned
had_reformulation	Boolean	User changed query	unique_search_terms > 1
session_complexity	String	Session size category	Based on total_events
search_to_result_sort	Integer	Sort order for latency bucket	1-6 for Power BI sorting
result_to_click_sort	Integer	Sort order for click time bucket	1-7 for Power BI sorting
session_duration_sort	Integer	Sort order for duration bucket	1-6 for Power BI sorting
journey_outcome_sort	Integer	Sort order for outcome	1=Success, 2=Abandoned, 3=No Results
session_complexity_sort	Integer	Sort order for complexity	1-4 for Power BI sorting
had_null_result	Boolean	Had zero-result search	null_result_count > 0
recovered_from_null	Boolean	Success despite null result	null_result > 0 AND click > 0
user_session_number	Integer	User's session sequence	ROW_NUMBER per user
is_users_first_session	Boolean	First time user	user_session_number = 1
distinct_click_categories	Integer	Tab types clicked	COUNT(DISTINCT click_category)
had_tab_switch	Boolean	Clicked multiple tabs	distinct_click_categories > 1

searches_daily.parquet

Granularity: One row per day

Use case: Daily KPIs, trend analysis

Column	Type	Description	Calculation
date	Date	The day	
total_events	Integer	All events	COUNT(*)
unique_sessions	Integer	Distinct sessions	COUNT(DISTINCT session_key)
unique_users	Integer	Distinct users	COUNT(DISTINCT user_id)
unique_search_terms	Integer	Distinct search queries	COUNT(DISTINCT search_term_normalized)
search_starts	Integer	SEARCH_STARTED events	COUNT(SEARCH_STARTED)
result_events	Integer	SEARCH_RESULT_COUNT events	COUNT(SEARCH_RESULT_COUNT)
click_events	Integer	Click events	COUNT(click_category)
null_results	Integer	Zero-result events	SUM(is_null_result)
result_events_with_results	Integer	Results with >0 hits	SUM(is_clickable_result)
sessions_with_results	Integer	Sessions that got results	From session_stats CTE
sessions_with_clicks	Integer	Sessions with clicks	From session_stats CTE
sessions_abandoned	Integer	Results but no click	sessions_with_results - sessions_with_clicks
click_rate_pct	Float	Click rate	click_events / search_starts * 100
null_rate_pct	Float	Null result rate	null_results / result_events * 100
session_success_rate_pct	Float	Session success	sessions_with_clicks / sessions_with_results * 100
session_abandonment_rate_pct	Float	Session abandonment	sessions_abandoned / sessions_with_results * 100
avg_searches_per_session	Float	Avg searches per session	search_starts / unique_sessions
avg_search_term_length	Float	Avg query char length	AVG(search_term_length)

Column	Type	Description	Calculation
avg_search_term_words	Float	Avg query word count	AVG(search_term_word_count)
sum_search_term_length	Integer	Sum of query lengths	SUM(search_term_length) - for weighted avg in DAX
sum_search_term_words	Integer	Sum of word counts	SUM(search_term_word_count) - for weighted avg in DAX
search_term_count	Integer	Count of queries	COUNT(search_term_length IS NOT NULL)
first_searches_of_day	Integer	First searches of day	COUNT(is_first_search_of_day)
clicks_general	Integer	General tab clicks	COUNT(click_category='General')
clicks_all	Integer	All tab clicks	COUNT(click_category='All')
clicks_news	Integer	News tab clicks	COUNT(click_category='News')
clicks_goto	Integer	GoTo tab clicks	COUNT(click_category='GoTo')
clicks_people	Integer	People tab clicks	COUNT(click_category='People')
day_of_week	String	Day name	DAYNAME(session_date)
day_of_week_num	Integer	ISO day number (1=Mon)	ISODOW(session_date)
searches_morning	Integer	Searches 6:00-12:00	Hour-based filter
searches_afternoon	Integer	Searches 12:00-18:00	Hour-based filter
searches_evening	Integer	Searches 18:00-24:00	Hour-based filter
searches_night	Integer	Searches 0:00-6:00	Hour-based filter
new_users	Integer	First-time users today	Users where first_seen = today
returning_users	Integer	Repeat users today	Users where first_seen < today

searches_terms.parquet

Granularity: One row per search term per day

Use case: Search term performance analysis, content gap identification

Column	Type	Description	Calculation
session_date	Date	The day	
search_term	String	Normalized search query	LOWER(TRIM(query))
word_count	Integer	Words in query	COUNT of spaces + 1
search_count	Integer	Times searched today	COUNT(SEARCH_STARTED)
unique_users	Integer	Users who searched this	COUNT(DISTINCT user_id)
unique_sessions	Integer	Sessions with this term	COUNT(DISTINCT session_key)
result_events	Integer	Result events for term	COUNT(SEARCH_RESULT_COUNT)
null_result_count	Integer	Zero-result count	SUM(is_null_result)
click_count	Integer	Clicks from this term	COUNT(click_category)
clicks_general	Integer	General tab clicks	COUNT(click_category='General')
clicks_all	Integer	All tab clicks	COUNT(click_category='All')
clicks_news	Integer	News tab clicks	COUNT(click_category='News')
clicks_goto	Integer	GoTo tab clicks	COUNT(click_category='GoTo')
clicks_people	Integer	People tab clicks	COUNT(click_category='People')
avg_sec_to_click	Float	Avg decision time	AVG(ms_result_to_click) / 1000
clicks_with_timing	Integer	Clicks with timing data	COUNT(click after SEARCH_RESULT_COUNT)
sum_sec_to_click	Float	Sum of click times	SUM(ms_result_to_click) / 1000 - for weighted avg in DAX
searches_morning	Integer	Searches 6:00-12:00	Hour-based filter
searches_afternoon	Integer	Searches 12:00-18:00	Hour-based filter
searches_evening	Integer	Searches 18:00-24:00	Hour-based filter
searches_night	Integer	Searches 0:00-6:00	Hour-based filter
first_seen_date	Date	First day term appeared	MIN(session_date) over all time

Column	Type	Description	Calculation
is_new_term	Boolean	First appearance today	session_date = first_seen_date

6. Power BI Calculated Columns

These columns are created in Power BI using DAX and are not present in the parquet files.

searches_terms Table

Query_Length_Bucket

Categorizes search queries by word count for visualization.

```
Query_Length_Bucket =
SWITCH(
    TRUE(),
    searches_terms[word_count] = 1, "1 word",
    searches_terms[word_count] = 2, "2 words",
    searches_terms[word_count] = 3, "3 words",
    searches_terms[word_count] = 4, "4 words",
    searches_terms[word_count] >= 5, "5+ words",
    "Unknown"
)
```

Query_Length_Sort

Sort order for Query_Length_Bucket. Set "Sort by column" in Power BI.

```
Query_Length_Sort =
SWITCH(
    TRUE(),
    searches_terms[word_count] = 1, 1,
    searches_terms[word_count] = 2, 2,
    searches_terms[word_count] = 3, 3,
    searches_terms[word_count] = 4, 4,
    searches_terms[word_count] >= 5, 5,
    99
)
```

Term_Outcome

Classifies search term performance into actionable categories.

```
Term_Outcome =
VAR nullRate = DIVIDE([null_result_count], [result_events], 0)
VAR ctr = DIVIDE([click_count], [search_count], 0)
RETURN
SWITCH(
    TRUE(),
    nullRate = 1, "Zero Results",
    nullRate > 0.5, "Mostly No Results",
    ctr = 0, "No Clicks",
    ctr < 0.2, "Low CTR",
    "Success"
)
```

Category	Meaning	Action
Zero Results	100% null rate	Content gap - add content
Mostly No Results	>50% null rate	Partial gap - improve coverage
No Clicks	Has results but 0 clicks	Poor relevance - tune ranking
Low CTR	<20% click rate	Suboptimal - review content
Success	Good performance	Monitor

searches_journeys Table

Journey_Type

Combines outcome and behavior flags for segmentation.

```
Journey_Type =
searches_journeys[journey_outcome] &
IF(searches_journeys[had_reformulation], " (Refined)", "") &
IF(searches_journeys[recovered_from_null], " (Recovered)", "")
```

---

7. Power BI Measures

These measures are created in Power BI for aggregated calculations.

Search Effectiveness Score

Combined metric considering both CTR and null rate. Higher is better.

```
Search Effectiveness Score =
VAR ctr = DIVIDE(SUM(searches_terms[click_count]), SUM(searches_terms[search_count]), 0)
VAR nullRate = DIVIDE(SUM(searches_terms[null_result_count]), SUM(searches_terms[result_events]), 0)
RETURN
(ctr * 100) - (nullRate * 50)
```

Score interpretation:

- Positive scores: Good performance (CTR outweighs null rate penalty)
- Near zero: Balanced but could improve
- Negative scores: High null rates hurting performance

Term CTR %

Click-through rate for search terms.

```
Term CTR % =
DIVIDE(
    SUM(searches_terms[click_count]),
    SUM(searches_terms[search_count]),
    0
) * 100
```

Term Null Rate %

Percentage of searches returning zero results.

```
Term Null Rate % =
DIVIDE(
    SUM(searches_terms[null_result_count]),
    SUM(searches_terms[result_events]),
    0
) * 100
```

Weighted Avg Search Term Length

Correctly weighted average across days (use instead of AVERAGE on avg_search_term_length).

```
Weighted Avg Search Term Length =
DIVIDE(
    SUM(searches_daily[sum_search_term_length]),
    SUM(searches_daily[search_term_count]),
    0
)
```

Weighted Avg Search Term Words

Correctly weighted average across days.

```
Weighted Avg Search Term Words =
DIVIDE(
    SUM(searches_daily[sum_search_term_words]),
```

```
    SUM(searches_daily[search_term_count]),
    0
)
```

Weighted Avg Sec to Click

Correctly weighted average click time (for terms aggregation).

```
Weighted Avg Sec to Click =
DIVIDE(
    SUM(searches_terms[sum_sec_to_click]),
    SUM(searches_terms[clicks_with_timing]),
    0
)
```

Example: Full Data Flow

Raw Input (from App Insights)

```
timestamp,name,user_Id,session_Id,CP_searchQuery,CP_totalResultCount
2025-01-15 10:30:15.123456,Search_Started,user123,sess456,budget report,
2025-01-15 10:30:15.234567,Search_Completed,user123,sess456,budget report,
2025-01-15 10:30:15.567890,Search_Result_Count,user123,sess456,,15
2025-01-15 10:30:18.890123,Search_Tab_Click,user123,sess456,,
```

After Processing (searches_raw.parquet)

timestamp	name	session_key	prev_event	ms_since_prev	search_term	is_null_result	click_categ
10:30:15.123	SEARCH_STARTED	2025-01-15_user123_sess456	NULL	NULL	budget report	NULL	NULL
10:30:15.234	SEARCH_COMPLETED	2025-01-15_user123_sess456	SEARCH_STARTED	111	NULL	NULL	NULL
10:30:15.567	SEARCH_RESULT_COUNT	2025-01-15_user123_sess456	SEARCH_COMPLETED	333	NULL	false	NULL
10:30:18.890	SEARCH_TAB_CLICK	2025-01-15_user123_sess456	SEARCH_RESULT_COUNT	3323	NULL	NULL	General

Aggregated (searches_journeys.parquet)

session_date	total_events	search_count	click_count	sec_search_to_result	sec_result_to_click	journey_outcome
2025-01-15	4	1	1	0.44	3.32	Success

Calculation breakdown:

- `sec_search_to_result`: 10:30:15.567 - 10:30:15.123 = 444ms = 0.44s
- `sec_result_to_click`: 10:30:18.890 - 10:30:15.567 = 3323ms = 3.32s
- `journey_outcome`: click_count > 0 --> "Success"

Version History

Version	Date	Changes
1.0	2025-01-15	Initial documentation
1.1	2025-01-16	Added missing parquet columns (click breakdowns, sort columns, timing aggregates), Power BI calculated columns section, Power BI measures section