

Search Statistics™ for Stellent® Content Server™

Today, many organizations are harnessing the value of content management systems to deal with the enormous amounts of unstructured content within their walls. Many organizations implement Stellent Universal Content Management, in part because of its flexibility and powerful search capabilities available to users.

business problem

To maximize the value of a content management system, organizations need to constantly evaluate how the system is being utilized and to make adjustments as needed. In order to do this, companies need to know how efficient users' searches of the ever-growing volumes of content are and whether the organization has the tools available to help users conduct searches that are more efficient

business solution

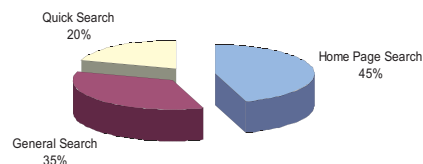
Fishbowl Solutions® Search Statistics™ provides meaningful insight into user search behavior and improves search effectiveness and efficiency by identifying:

- Potential issues with existing metadata naming conventions or tagging that negatively impact search behavior
- Search queries that return zero results
- The most useful metadata fields
- The least-used metadata fields for potential elimination
- New metadata fields that may be needed to improve searching

Queries Returning Zero Results

Search ID: 529	Type: Home Page Search	User: rpasso	Date: 11/23/2004
Field Name: dDocTitle	Field Value: acel		
Search ID: 556	Type: Home Page Search	User: sfahay	Date: 11/23/2004
Field Name: dDocTitle	Field Value: bap		
Search ID: 723	Type: Home Page Search	User: aweaver	Date: 11/24/2004
Field Name: dDocTitle	Field Value: installshield		
Search ID: 725	Type: Home Page Search	User: aweaver	Date: 11/24/2004
Field Name: dDocTitle	Field Value: shield		
Search ID: 813	Type: Home Page Search	User: rpasso	Date: 11/27/2004
Field Name: dDocTitle	Field Value: erich		
Search ID: 815	Type: Home Page Search	User: rpasso	Date: 11/27/2004
Field Name: dDocTitle	Field Value: sigmaxim		
Search ID: 909	Type: Home Page Search	User: aweaver	Date: 11/29/2004
Field Name: dDocTitle	Field Value: sunfire		

Types of Searches Returning Zero Results



Search Statistics™ includes out-of-the-box reports to aid management in identifying user search patterns and pin-pointing inefficiencies in metadata tagging



features of Fishbowl Solutions® Search Statistics™

Component that installs in the Stellent Content Server and creates a new table for capturing all relevant user search behavior data

Set out-of-the-box reports, including:

- Five most searched fields
- Top metadata fields searched
- Top five field values
- Top field values when zero results are returned

Collect and distill large amounts of data without requiring a change in user behavior

Product manager-level reports that clearly show user search patterns

Allows managers to create their own reports based on available data elements

Managers can access reports via a web-based interface

Look at search behavior based on individual user, role, security groups, or historical trends

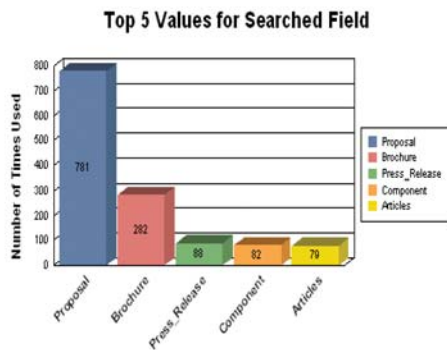
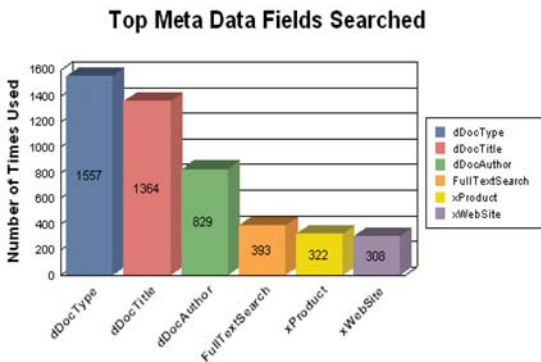
The ability to create custom reports using the provided data set

Access to the reports from any location via a web-based interface

About Fishbowl Solutions

Fishbowl Solutions, founded in 1999, is a national leader in partnering with its clients to deliver innovative and effective services and solutions that provide competitive advantages in the mechanical engineering market. Fishbowl Solutions is differentiated by its unparalleled industry and technology expertise; its solid reputation for on-time delivery, value-added results and enhanced ROI; and its clear-thinking, accountable and knowledgeable people.

Fishbowl Solutions offers several products to complement the Stellent product line, including Advanced Engineering Solution, PTC Workgroup Solution, PLM Integrations Solution, Redlining and Collaboration Solution and CAD Integrations Solution.



Search Statistics™ includes out-of-the-box reports to aid management in identifying user search patterns and pin-pointing inefficiencies in metadata tagging

World Headquarters
3601 Park Center Blvd
Suite 106
Minneapolis, MN 55416

TEL (952) 465-3400
FAX (952) 465-3401

Sales Information
sales@fishbowlsolutions.com

www.fishbowlsolutions.com

©2006 Fishbowl Solutions. Fishbowl Solutions and the Fishbowl Solutions logo are trademarks of Fishbowl Solutions, Inc. All other names are the property of their respective owners. The content herein are summary in nature and are subject to change without notice from Fishbowl Solutions. Fishbowl Solutions accepts no responsibility for inadvertent errors or omissions.