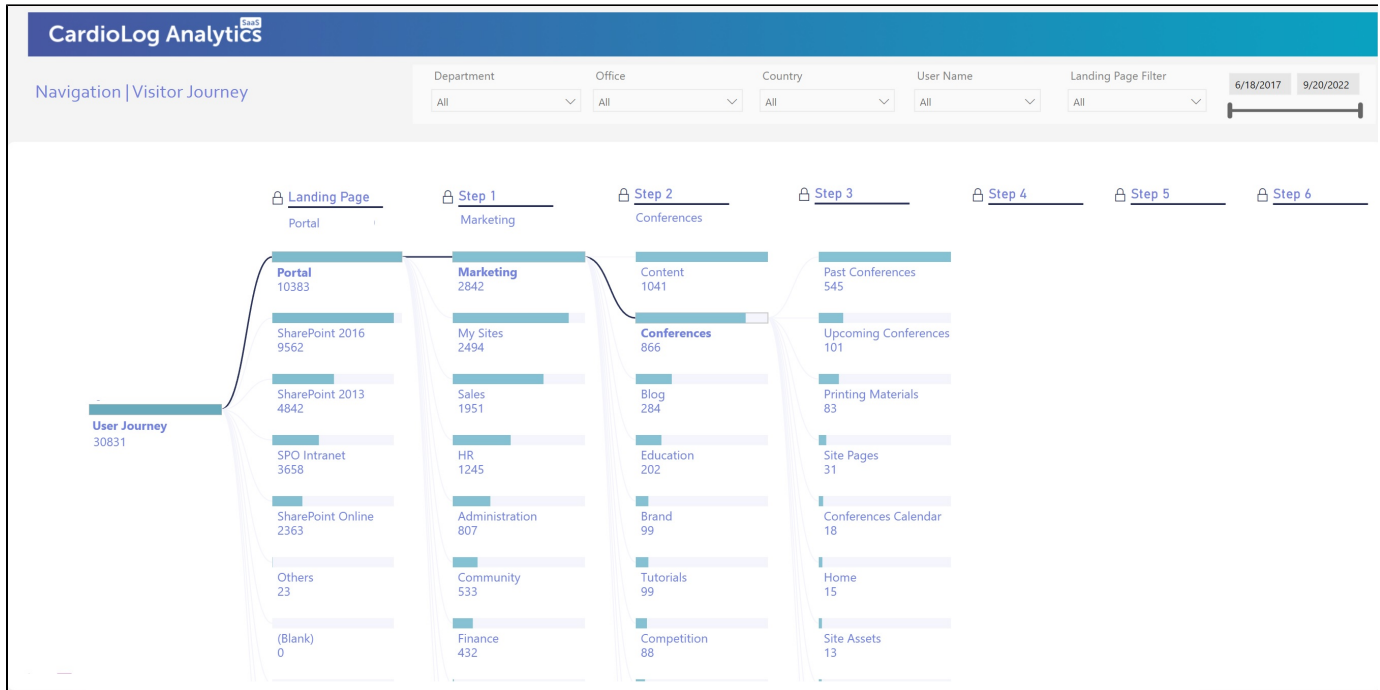


Navigation - Visitor Journey

The Visitor Journey report includes a visual representation of all the navigation paths your users take throughout your portal, from when they first enter the portal until they leave it, showing all the ways they interact with the portal as they move toward their desired goal. Selecting a specific node from any level of the visitor journey visual will expand the tree and present the next steps in the users' navigation path that originated from the selected page.



Navigation | Visitor Journey report

Visuals

User Journey Decomposition Tree

This decomposition tree visual displays the user journey across the portal and allows you to drill down on any page to see the next pages users visited thereafter.

User Journey

The user journey is a visit (browser session) that contains page views and/or external link click events (other event types are not included). The user journey is limited up to 7 steps.

The number of user journeys is the number of visits that contained page views and/or external link clicks (in the first 7 steps) in the selected date range.

Landing Page

The landing page is the first page users viewed in their user journey, also known as the entrance page.

The number for each landing page represents the number of user journeys that started with this landing page.

Step

A step is a page that was viewed/external link that was clicked on as part of the user journey.

The number for each step represents the number of times users viewed this page/external link after visiting the previous step/landing page.

Filters

Landing Page Filter

Use this filter to select any landing page and view the navigation information for visits that started with the selected landing page.

Date

Use the date slider to quickly change the start or end date that you would like review information for. If you'd like to choose a specific date, click either the start or end date and manually select it using the calendar popup.

User Name

Use this filter to select any user to view the user journey information for exclusively that user.

Department

Use this filter to select any department to view the user journey information for exclusively that department.

Office

Use this filter to select any office to view the user journey information for exclusively that office.

Country

Use this filter to select any country to view the user journey information for exclusively that country.