Logs report

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The visits **Logs** report displays detailed information about your visitor, their device and location, the pages they visited, and all the actions they completed during their visit.

It's a top-level report available in the **Choose your report** dropdown.

I don't see this report
The Logs report is only available if you don't **Turn off visits log & visitor profiles** in **KB settings > Owl Analytics**.

How to view the report

To open the Logs report:

1. Go to **Reporting > Owl Analytics**.
2. Select **Logs** from the **Choose your report > Type** dropdown.
3. Select the time **Period** you want the report to display. Refer to Use the Period filter for more information on the options available.
4. By default, reports include views and visits from authors and readers. Use the **Audience** to filter to **Readers (no authors)** or **Authors only**. Refer to Use the Audience filter for more information on the options available.

Anatomy of the report

The Logs report opens in the main report window. It displays individual cards for each visit, with three main sections:

Let's review each section in more detail below.

1: Visitor data

This section provides the information Owl Analytics captured about the visit and visitor, including:

- The date and timestamp the visit began
- Their device's IP address, final two bytes masked, so you'll always so .0.0 as the ending IP address

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- Their location, which includes a country flag. Depending on your settings, this may display a country name or a specific place name.
- How the visit began: This will list the referrer. **Direct Entry** means the visitor navigated here in a way Owl Analytics couldn't track. Refer to the referrer documentation for more details about the options and details this section may contain.
- If **Reader tracking** is enabled in **KB settings > Owl Analytics**, the reader's username/email address. Refer to Set up Owl Analytics for more information on this setting.
- Their device's browser
- Their device's operating system
- Their device's screen size

2: Visit summary data

The bold text at the top of the visit action list summarizes:

- The number of actions the visitor completed during the visit
- The total time of the visit (visit total time doesn't include the amount of time spent on the final page of the visit, as Owl Analytics can only track time between actions on your knowledge base).

3: Visit action list

This section provides the full set of actions the visitor completed during the visit, with the first action at the top and the final action at the bottom.

The action list includes:

- The title and URL of each visited page
- Any words or phrases they searched
- Any downloads or external links they opened

4: Export this dataset in other formats

Select the **Export this dataset in other formats** icon (the rectangle with the arrow icon) to open a modal to export the data in this report in another format.

Refer to Export data from Owl Analytics for more detailed instructions on using this feature.

Visitor profile link

If you have visitor profiles turned on, the upper right portion of each visit displays a link to **View visitor profile** for the visit, like this:

Refer to View visitor profile for more information on that drilldown report.

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