

AAA ROADSIDE SERVICE INFORMATION

rsi.aaa.biz

The AAA Roadside Service Information (RSI) site has expanded its offering to account managers. The purpose in building this site is to provide clubs with quality information that is easy to access and understand. To expand on that purpose, the site now has an analytics capability for those assigned the roles of Account Owner or Manager. This feature is answering a call many have had for many years, “Who is referencing the service information in the service manuals during their calls?”

Below are the steps to navigate the service guide and use the analytics feature:

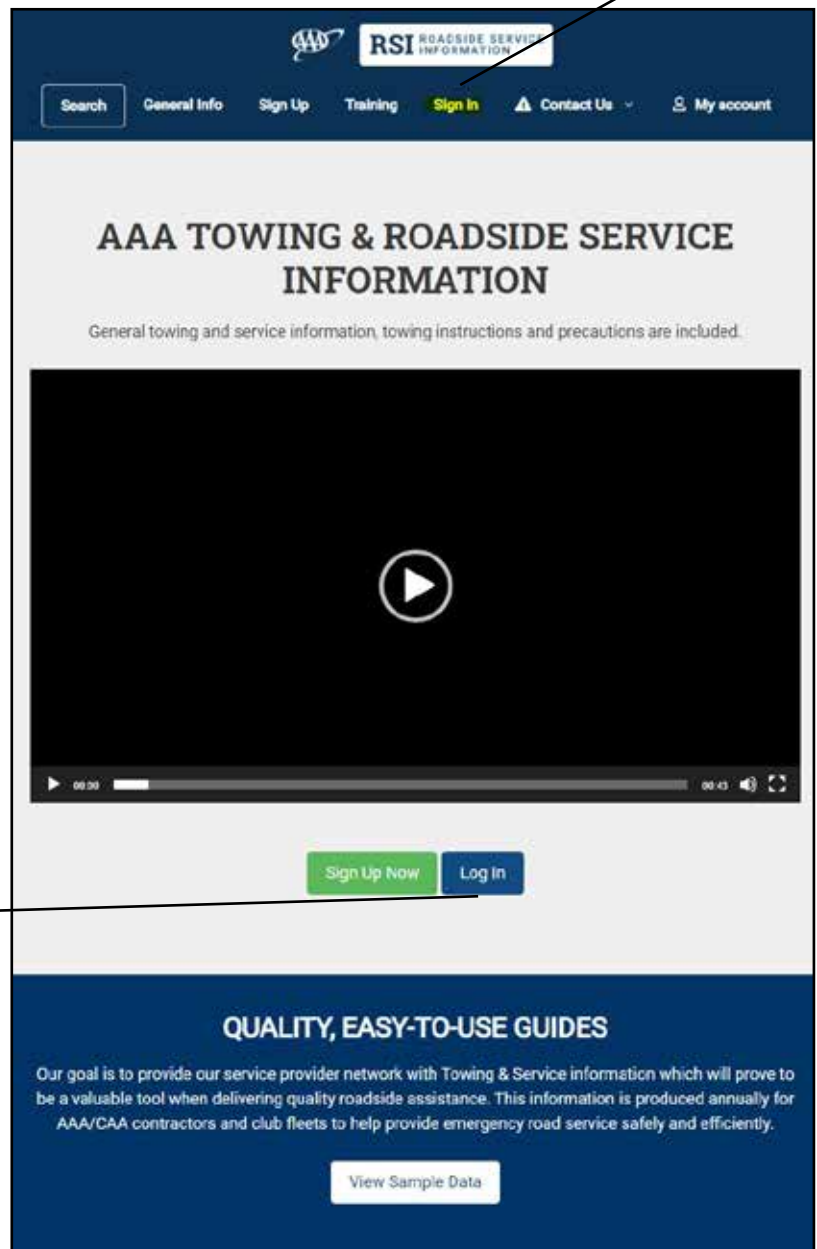
Home Page:

- Open the Home page from a web browser address bar by entering rsi.aaa.biz.
- The Home page will load and bring you to the **Sign Up Now/Log In** screen.

LICENSED USERS

- Select **Sign In**

Members Log
In Here



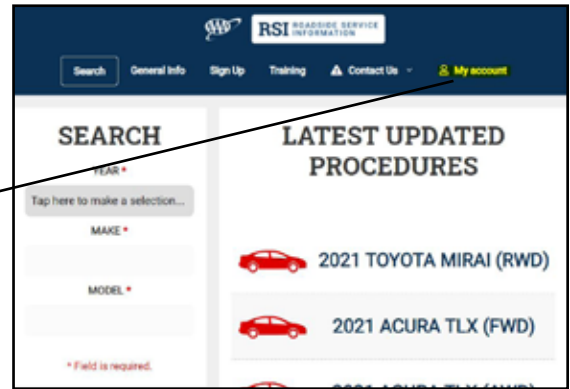
Members Log
In Here

Search Page:

This page may or may not be the first page once you log in. If the site takes you directly to the My Account Page, go to next step:

- Click **“My Account”** in the upper right corner
- If not already at the My Account page, the same step applies.

My Account



My Account Page:

The analytics tab is shown in the list on the left side of the page.

- Click **“Analytics”** to view open the analytics page

NOTE: This page takes time to load because it is collecting all the data to create the report.

Analytics



Analytics Page:

The new analytics page consists of the following sections. (Top-Bottom)

- **Selection Pain**

This section gives the requestor the ability to filter the reporting by Team, Team Member and Date Range.

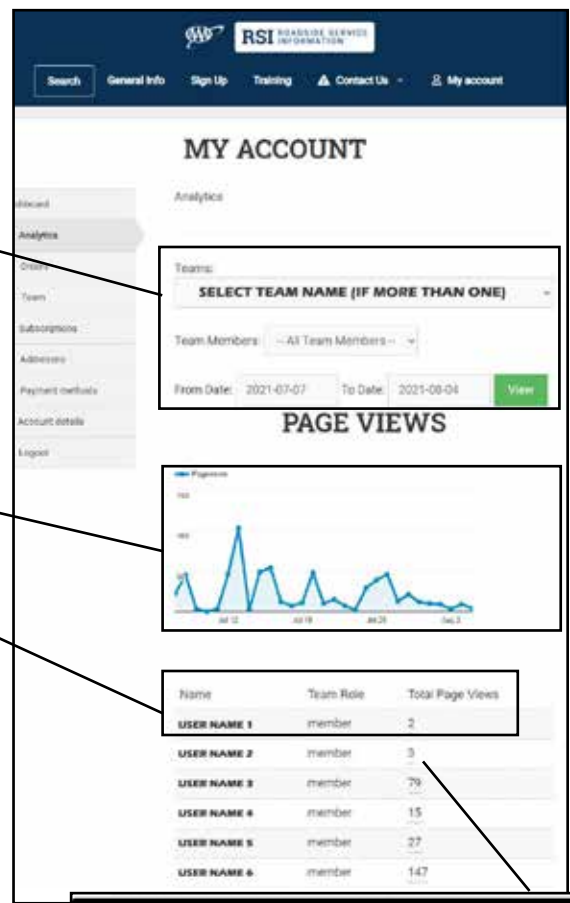
- **Page Views**

This two-part section provides a quick visual overview of data.

1. **Graph** - Shows activity in respect to the filtered content.

2. **List of Users** - Shows the number of pages viewed per individual.

NOTE: Placing the cursor over the number of page views reveals a list of the specific pages.



1 : /my-account/
1 : /procedures/
1 : /procedures/2005/Pontiac/G6/FWD/2005-pontiac-g6-fwd/

Analytics Page cont...:

• Login Report

This section displays the following content in alphabetical order by user name:

1. User Name and Assigned User Role
2. Date/Time Stamp

NOTE: The trigger for each stamp occurs when a user logs into the site from the login page.

SR. No	User	Timestamp
1	USER NAME member	07/13/21 13:41
2	USER NAME member	08/02/21 23:17

• Scroll Depth Report

This section displays a list of users in alphabetical order with the following information.

1. User Name and Assigned User Role
2. A clickable link of the page viewed
3. Date and Time Stamp it was viewed
4. A percentage of the page viewed

NOTE: There is a date/time stamp for every 10% increment change of a page viewed. Make sure to compare the page to the % viewed for accurate data.

SR. No	User	Page Visited	Timestamp	% Viewed
1	USER NAME member	rsi.aaa.biz/procedures/2004/Volkswagen/Jetta/FWD/2004-volkswagen-jetta-fed/	07/13/21 13:42	10%
2	USER NAME member	rsi.aaa.biz/procedures/2004/Volkswagen/Jetta/FWD/2004-volkswagen-jetta-fed/	07/13/21 13:42	20%
3	USER NAME member	rsi.aaa.biz/procedures/2004/Volkswagen/Jetta/FWD/2004-volkswagen-jetta-fed/	07/13/21 13:42	30%

Steps to Printing Report

The report can be printed by following these steps.

1. From the beginning of the report, right-click your mouse to get window shown in the image.
2. Click "Print" in the drop menu
3. A print-preview screen will appear and you can adjust the print selection to only include the pages you want.
4. Click "Print"

NOTE: The report is going to try to print all content. Make sure to narrow your print material or you will have a lot of paper/ink waste.

EXAMPLE: The report for this image would have printed 320 pages

The screenshot shows the 'Analytics' page with a 'PAGE VIEWS' report. At the top, there are filters for 'Teams' (a dropdown menu) and 'Team Members' (a dropdown menu). Below these are 'From Date' and 'To Date' fields. The main content is a line graph showing page views over time, with a peak around July 12. A context menu is open over the graph, with 'Print...' highlighted. Below the graph is a table with the following data:

Name	Team Role	Total Page Views
USER 1	member	2
USER 2	member	3