

# Community Analytics for Khoros on Google Cloud Platform

Our team of Khoros and GCP (Google Cloud Platform) experts will work with you to design, implement, configure, enhance, and customize your Khoros Community Analytics within your unique environment.

Since every Khoros community is different, the data that comes from each community will always be somewhat unique. And if you have external data to combine with your community data to form a 360° view of the customer, this will be unique, as well. Our team of experts will quickly assess your environment and work with you to create an analytics engine for dashboards and reports to generate actionable insights from your Khoros community data. The team will also provide an assortment of pre-designed reports and dashboards that you may find valuable.

## 6-week roadmap

### WEEK 1

- Initial review and assessment of your Khoros community
- Assessment of your Khoros data and existing analytics/reports and confirmation of scope
- Detailed requirements gathering and data review
- Create required GCP resources based on the requirements

### WEEKS 2 & 3

- Design and develop the data warehouse and create required GCP storage
- Pull bulk data from Khoros community
- Pull users, messages, roles, badges, categories, etc. data from Khoros
- Transform and cleanse the bulk data for reporting
- Pull data from other data sources and create a data model, if needed

### WEEKS 4 & 5

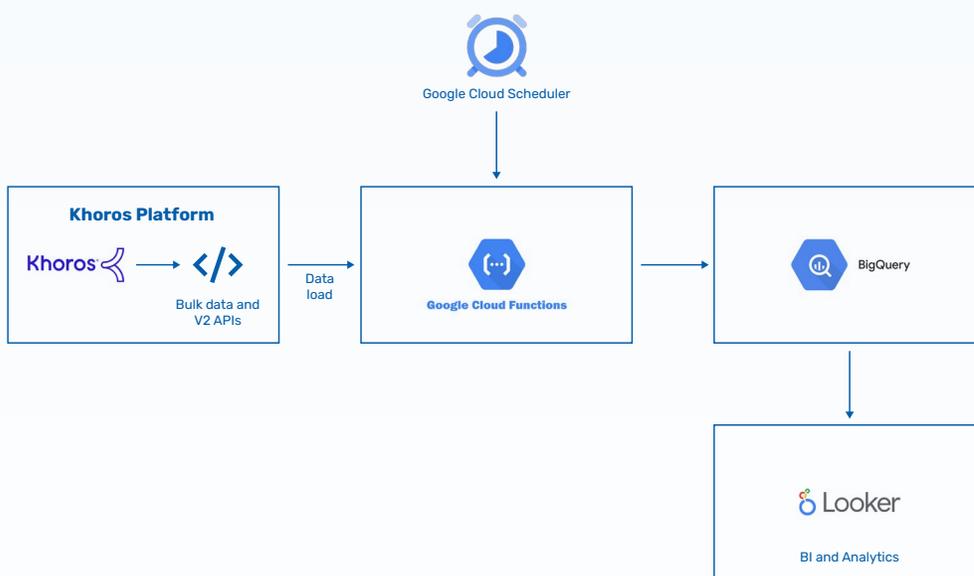
- Design and develop the BigQuery model for analytics
- Define the KPIs and metrics required for reporting
- Create the Google Looker Studio reports and dashboards as per the requirement and scope

### WEEK 6

- Schedule the data refresh from Khoros using Cloud Scheduler
- Publish the cloud resources and dashboards to your services and share the reports

### OPTIONAL MANAGED SERVICES — WEEK 7+

- If you choose, iTalent also provides managed services to support your ongoing needs. Businesses and needs change. iTalent's managed services team will ensure your community reporting keeps up with the changing needs of your business. Additionally, the team will provide support and maintenance for your environment. We will work with you to understand the level of ongoing support required.





The community overview report provides community-level details like total users, new registration, total boards and categories in the community.



The community content report provides content-related details including the total number of topics, replies, solutions and kudos.



The community members report provides insights about user activities and their contributions to the community.

“ iTalent's knowledge of the Khoros platform and ability to deliver creative solutions are second to none.”

Program Manager at iTalent enterprise customer



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## Deliverables

By the end of the 6-week service period, you will have your Khoros data, data from other sources if any, reports, and dashboards built and deployed on your GCP environment. Additionally, the scheduled data load and report refresh will be operational for feeding new data from your community in the desired interval. You will have insightful, actionable reports available in Looker Studio to give you more insights into your community.

## Included in the package

- Load all your community data (up to 3 years)
- Pull bulk data, users, messages, roles, badges, categories, etc.
- Merge your data from other sources, if any
- Create up to 10 medium-complex Google Looker report pages
- Each report page can contain up to 6 visuals
- Schedule the data load as per the requirements
- Knowledge transfer and education on the environment
- Assortment of pre-designed reports and dashboards

Base package price: **US\$25,000**

## Learn more

Customer Case Study: Microsoft [▶](#)

## About iTalent Digital

With over 10 years of success behind us, iTalent is one of Khoros's most established and capable global technology partners. iTalent has invested in a Wichita Community Management Center of Excellence and a Hyderabad Engineering and Quality Assurance Center of Excellence focused on Khoros to deliver the highest quality service at the best value. iTalent's innovative work on the Khoros platform has earned us more than 20 industry awards.

