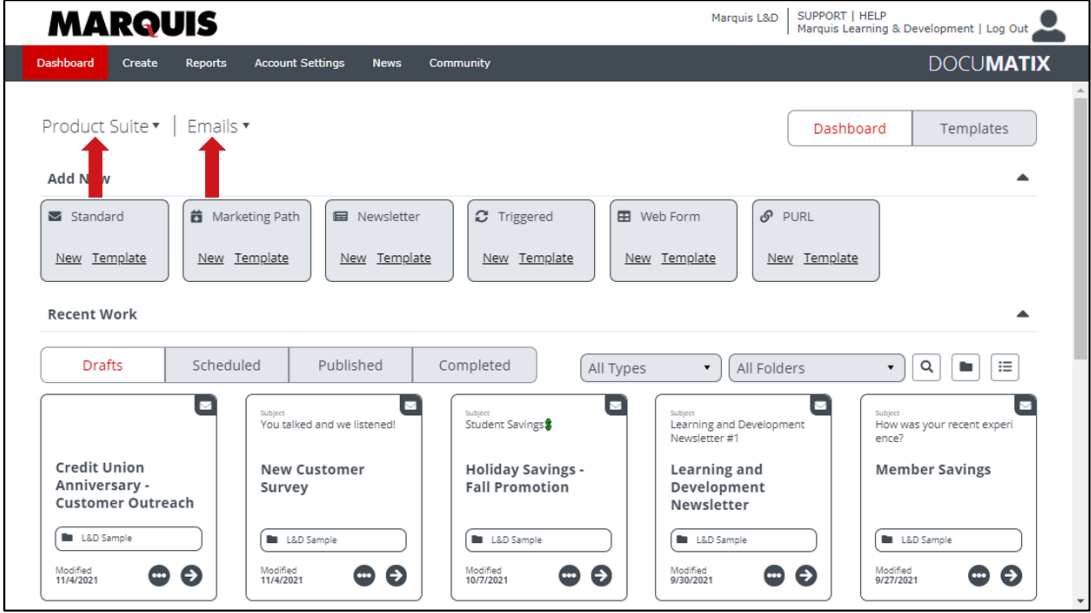
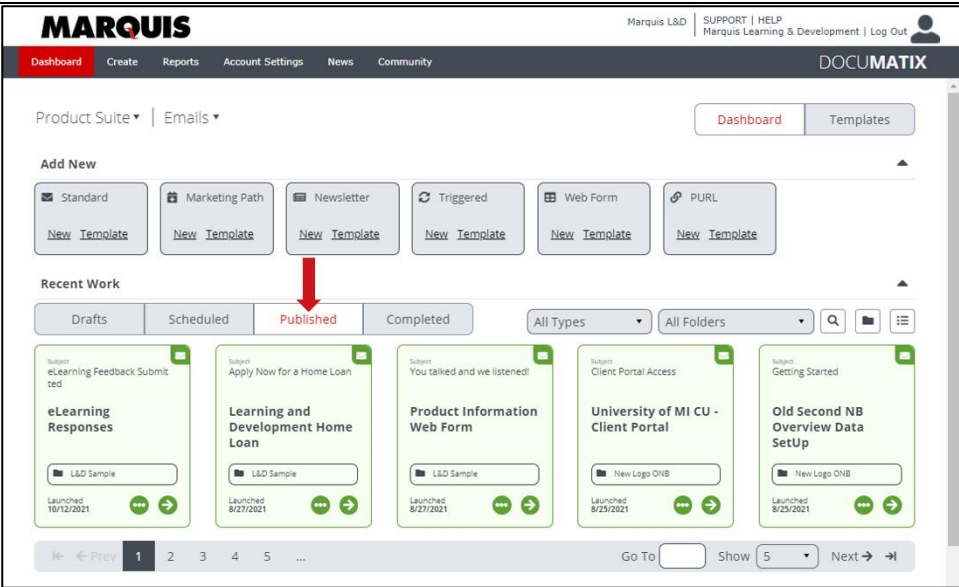


# MARQUIS

<b>DMX373</b>	<b>How to Access Email Performance</b>
	This procedure provides the steps for using the Email Performance option for quick reporting, including click through rates and click through open rates. Email Performance will only be gathered on published emails that have been delivered.
<b>Order of Steps</b>	<b>Tasks</b>
<b>Step 1</b>	Log into <b>DocuMatix</b>
<b>Step 2</b>	Select the <b>Product Suite</b> product and the <b>Emails</b> module
	
<b>Step 3</b>	Click the <b>Published</b> tab
	

# MARQUIS

## Step 4

Click the **View Report** icon



**MARQUIS** Download PDF

Client Portal Update  
Created Date: 6/21/2021 1:44pm  
Publish Date: 7/8/2021 9:07am  
Report run: 10/27/2023 8:33am

We've Updated Our Client Portal  
Learning & Development (email@email.gomarquis.com)  
Reply to: learning@gomarquis.com

**Performance**

Delivered 624 Mail Size: 624	Undeliverable 1.4% 9
Unique Opens 17.1% 107 Total Opens: 505	Unopened 82.9% 517
Click-throughs 2.1% 13 Total Click-throughs (CTR): 19	Unsubscribed 0.2% 1
Click-to-Open 12.1%	Rejected 0

Click-through Rate (CTR) Details

Link	Unique	Total
<a href="https://gomarquis.com/client-portal-login/">https://gomarquis.com/client-portal-login/</a>	13	19

## Step 5

Click the download icon to the right of each category to access the corresponding report

**Note:** To the right of **Unique Opens** and **Click-throughs**, there are two download icons. One is for the report showing *unique* opens or click-throughs whereas the other is for *total* opens or click-throughs. Hover over the icons to see what report they will generate.

**MARQUIS** Download PDF

Client Portal Update  
Created Date: 6/21/2021 1:44pm  
Publish Date: 7/8/2021 9:07am  
Report run: 10/27/2023 9:28am

We've Updated Our Client Portal  
Learning & Development (email@email.gomarquis.com)  
Reply to: learning@gomarquis.com

**Performance**

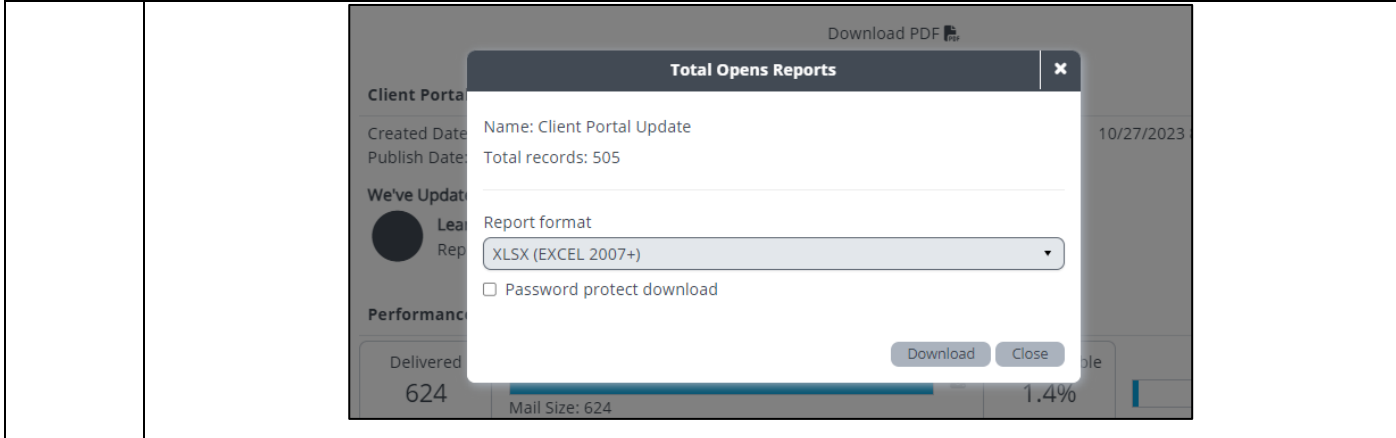
Delivered 624 Mail Size: 624	Undeliverable 1.4% 9
Unique Opens 17.1% 107 Total Opens: 505	Unopened 82.9% 517
Click-throughs 2.1% 13 Total Click-throughs (CTR): 19	Unsubscribed 0.2% 1
Click-to-Open 12.1%	Rejected 0

Click-through Rate (CTR) Details


Link	Unique	Total
<a href="https://gomarquis.com/client-portal-login/">https://gomarquis.com/client-portal-login/</a>	13	19

# MARQUIS

- 5.1 Set the report format as desired
- 5.2 Determine if the report will be password protected
- 5.3 Click **Download**



**Note:** The Click-through Rate (CTR) detail link is located below the top section of the report.

**Step 6** Click the download icon  to the right of each category to access the corresponding report

Click-through Rate (CTR) Details					
Link	↑↓	Unique	↓↑	Total	↑↓
<a href="https://gomarquis.com/client-portal-login/">https://gomarquis.com/client-portal-login/</a>		13	100.00%	19	100.00%

**Note:** Specific information for the browser, operating system, email client, and mobile device is displayed here at the bottom of the report

**Device Details**

Browser	↑↓	Total	↓↑
Unknown	492	93.89%	
Chrome	21	4.01%	
Internet Explorer	11	2.10%	

Operating System	↑↓	Total	↓↑
Windows	254	48.47%	
Unknown	204	38.93%	
Mobile	62	11.83%	
Mac	4	0.76%	

Email Client	↑↓	Total	↓↑
Outlook	219	41.79%	
Unknown	188	35.88%	
Other Desktop	38	7.25%	
iPad	36	6.87%	
iPhone	26	4.96%	
Gmail	16	3.05%	
Thunderbird	1	0.19%	

Mobile Device	↑↓	Total	↓↑
Unknown	462	88.17%	
iPad	36	6.87%	
iPhone	26	4.96%	

# MARQUIS

**Step 7** Click **Download PDF** to download a copy of the Email Performance report

The screenshot shows the MARQUIS email performance report interface. On the left, there are navigation and settings options: 'Email Performance', 'Display Settings' (with 'Use for Marquis L&D' selected and a 'Save Preferred Color' button), and 'Report options' (with 'Compare with peer community data' unchecked and a 'Run Report' button). The main content area is titled 'Client Portal Update' and includes the following information:

- Client Portal Update:** Created Date: 6/21/2021 1:44pm, Publish Date: 7/8/2021 9:07am, Report run: 10/27/2023 8:33am
- We've Updated Our Client Portal:** Learning & Development (email@gomarquis.com), Reply to: learning@gomarquis.com
- Performance Metrics:**
  - Delivered: 624 (Mail Size: 624)
  - Unique Opens: 17.1% (107) (Total Opens: 505)
  - Click-throughs: 2.1% (13) (Total Click-throughs (CTR): 19)
  - Click-to-Open: 12.1%
  - Undeliverable: 1.4% (9)
  - Unopened: 82.9% (517)
  - Unsubscribed: 0.2% (1)
  - Rejected: 0
- Click-through Rate (CTR) Details:**

Link	Unique	Total
<a href="https://gomarquis.com/client-portal-login/">https://gomarquis.com/client-portal-login/</a>	13 100.00%	19 100.00%