
ELLM

Reports in the eLLM Admin Console

The article explains how the eLLM Admin Console's reports section provides insights into system usage, popular questions, and content gaps. It guides administrators on reading reports to enhance user support and document management.

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The reports section gives administrators a clear picture of how eLLM is being used. It draws on the system's activity record to show trends, popular questions, and where the document library may have gaps. This article explains each report and how to read it.

What this product is for

To run eLLM well, you need to know how people are using it: how busy it is, what they ask most, and where it struggles to answer. Reports turn the raw activity record into simple summaries so you can spot trends, find content gaps, and understand demand across teams.

Main features

- **Usage:** overall query volume, active users, and busy periods.
- **Top questions:** the most frequently asked questions.
- **Coverage gaps:** questions that returned weak or low-confidence answers.
- **Per-group activity:** usage broken down by group.
- A configurable date range for each report.

How to use it

Opening reports

- Sign in to the admin console.
- Open the **Reports** section.
- Choose the report you want to view and, where offered, set the date range.

Reading each report

- **Usage:** shows totals such as the number of queries, active users, and when activity peaks. Use it to understand demand over time.
- **Top questions:** lists the questions asked most often. Use it to spot common needs and to decide what content or guidance to add.
- **Coverage gaps:** highlights questions where ELLM had little to ground an answer on. These are strong candidates for new document uploads.
- **Per-group activity:** breaks usage down by group, so you can see which teams rely on ELLM most.

Common tasks

- **Check overall adoption:** open the usage report and review query volume and active users.
- **Decide what to document next:** review coverage gaps and top questions together.
- **Understand team demand:** look at per-group activity.
- **Report for a specific period:** set the date range before reading.

Things to know

- Reports are built from the system's activity record, so they reflect real usage.
- Coverage gaps are based on answers that scored low on confidence; the threshold for this can be tuned in system settings.
- Reports are read-only summaries; they do not change any data.

Troubleshooting

- **A report looks empty:** there may be little activity in the selected date range. Widen the range.

- **Coverage gaps seem too sensitive or too lenient:** adjust the confidence threshold in system settings.
- **Numbers don't match what I expected:** confirm the date range and remember reports cover real recorded activity only.

Frequently asked questions

Where do the numbers come from?

From the system's activity record of queries and events.

What is a coverage gap?

A question eLLM answered with low confidence, usually because no document closely matched. These point to content worth adding.

Can I change the period a report covers?

Yes. Set the date range for the report.

Do reports change any data?

No. They are read-only summaries.

Summary

Reports help administrators understand and improve eLLM. Usage shows demand, top questions reveal common needs, coverage gaps point to missing content, and per-group activity shows who relies on it. Together they guide where to add documents and how to support your users.

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