Analytics Overview

Last Modified on 10/01/2026 4:25 pm EDT

Applies To: ■ New PoliteMail ■ Legacy PoliteMail

Version: ☐ 5.1 ☐ 5.2 ☐ 5.3 ■ 5.4+

Analytics Overview

Sometimes you may want a visual representation of account activity and metrics without having to run a full metrics report. The Analytics Overview allows you to do just that!

Viewing an Analytics Overview

Analytics Overviews will appear under Messages, accessed by selecting “Expand Messages Overview”, which reveals charts for Read Engagement, Open Attention, Open, Click, and Skim Rate.



1. Select your desired chart type from viewing Rates or Volumes.
2. Select your desired date range from the drop-down.
3. The button in the upper right will maximize the mini-report vertically.
4. The button in the upper left will collapse or expand the Analytics Overview.

Notes

- You can click on any items in the legend to toggle its visibility.
- Your view is persistent; it will be remembered the next time you open the Results list.
- The vertical scales are dynamic based on the highest data value to avoid overcrowding.

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- Analytics Overviews do not support comparison metrics; you'll need to run a full Metrics report instead.
- To refresh the chart, you can select a different date range from the drop-down. Because this overview looks at ALL messages, selecting a message from the list below does not change the graph.

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