Frequently Asked Questions

Metrics

What is the difference between the "Share of Count (in %)" and the "Share of Total (in %)". I get different results in my chart depending on the one I select and I can't figure out why they are different.

Answer

Count represents the number of records containing a value for that field. Total is the sum of all values for that field. The percentage is calculated by comparing the count or value against a set of grouped fields to the overall count or overall total.

Example of using "Share of Count"

- Group by Gender, with the metric "Share of Count" on Student ID.
- This shows the percentage of students who are male or female, compared to the overall number of students.

	Share of Count (in %): Student ID	Count: Student ID
Male	49%	637
Female	51%	663
Overall	100%	1,300

i.e. More students are female.

Example of using "Share of Total"

- Group by Account Name, with the metric "Share of Value" on Opportunity Amount (in dollars).
- This shows the percentage of each account's total opportunities as compared to the total opportunity amount across all accounts.

	Share of Total (in %): Opportunity Amount	Total: Opportunity Amount
Account A	20%	$16,400,000
Account B	50%	$41,000,000
Account C	30%	$24,600,000
Overall	100%	$82,000,000

i.e. Account B makes up 50% of the overall total opportunities of $82,000,000.