

# Understanding Document Count Differences

TI version 10.8

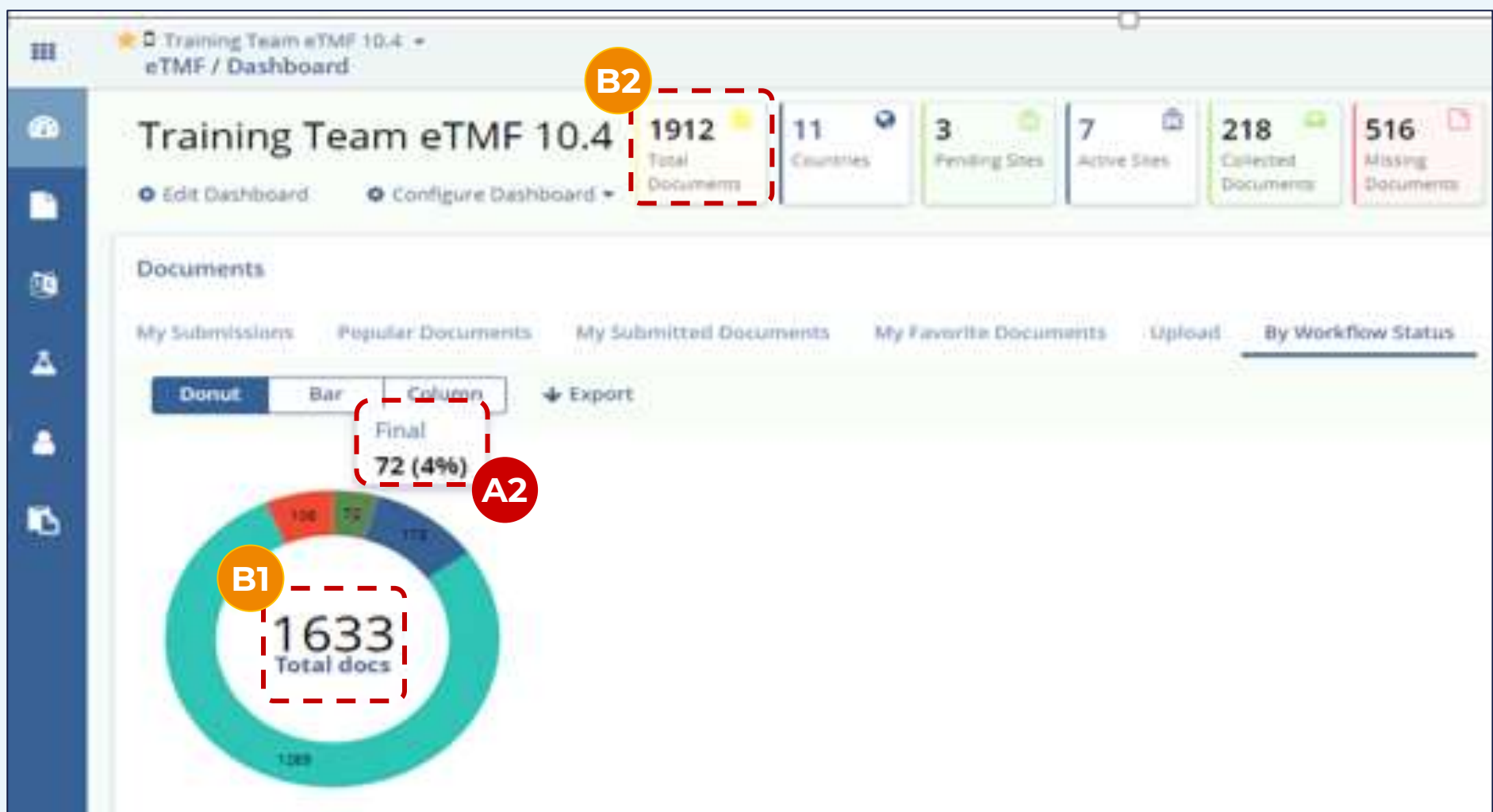
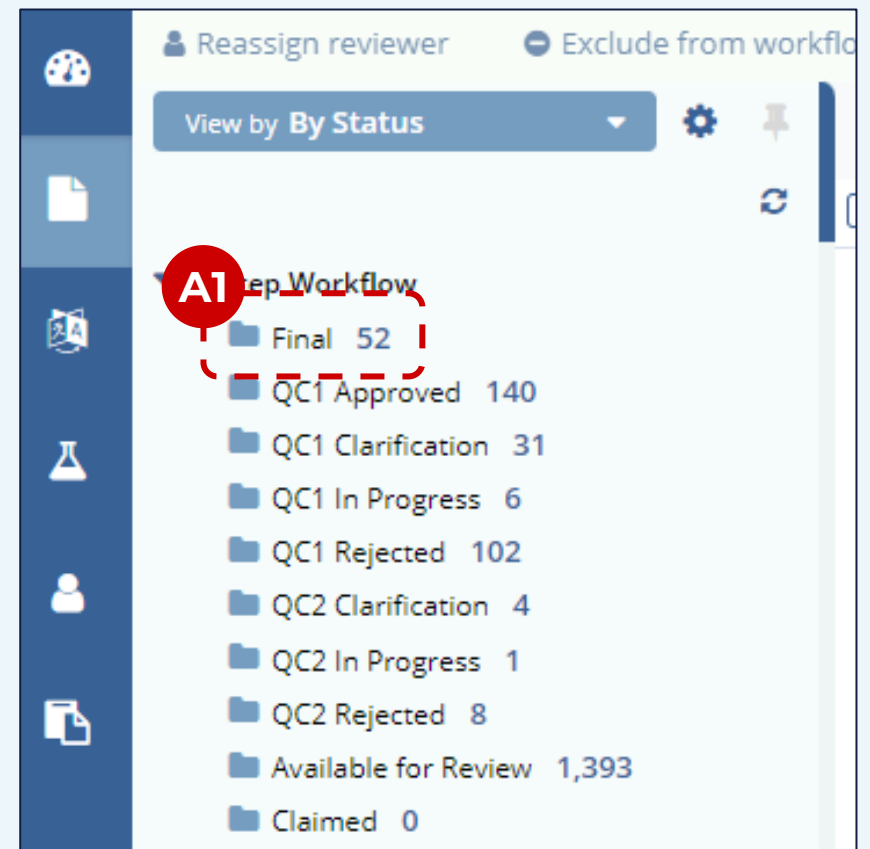
## APPLICABLE TO:

- Admin
- Manager
- Editor
- Reader
- eTMF
- eISF

Occasionally, users may notice that document counts on the **By Workflow Status** dashlet may not match up with the **KPI** metrics or **By Status** view within the **Documents Module**. This Job Aid addresses possible explanations and the underlying system behavior.

## Take a look at these examples:

- A** The **Final** count of 52 for the **By Status** view (A1) in the Documents Module is different than the **Final** count of 72 on the **By Workflow Status** dashlet (A2) on the dashboard.
- B** The **Total Docs** view (B1) on the dashlet is different from the **Total Docs KPI** tile (B2).



**These discrepancies can be a result of any of the following reasons:**

1. The total finalized documents might have to be calculated/included from other folders as well. (ex. Rejected, inbox etc.) --> **The dashlet would be correct, while the By Status counts would not be correct.**
2. Documents may be rejected outside the workflow --> **The dashlet would be correct, but the counts would not be correct.**
3. “Unclaimed” can be documents that are in any stage of the workflow, not just the first step. --> **The dashlet would be correct, while the counts would not be correct.**
4. Documents can be rejected as "on hold", and then the doc could be made final. --> **The dashlet would be correct, but the counts would not be correct.**
5. Documents can be “Final” and rejected outside of the workflow, but the dashboards are based on the workflow → **The dashlet would be correct, but the counts would not be correct.**
6. The total documents may or may not include deleted documents, which might affect the count when compared with the dashlet and metrics bar at the top of the screen. --> **The dashlet would be correct, while counts would not necessarily be correct.**
7. The **eTMF Health** dashlet counts one document per placeholder. If other versions of the document exist in the room, the eTMF Health Dashlet would only count the one currently fulfilling the placeholder.