

# Understanding Document Count Differences

TI version 10.7

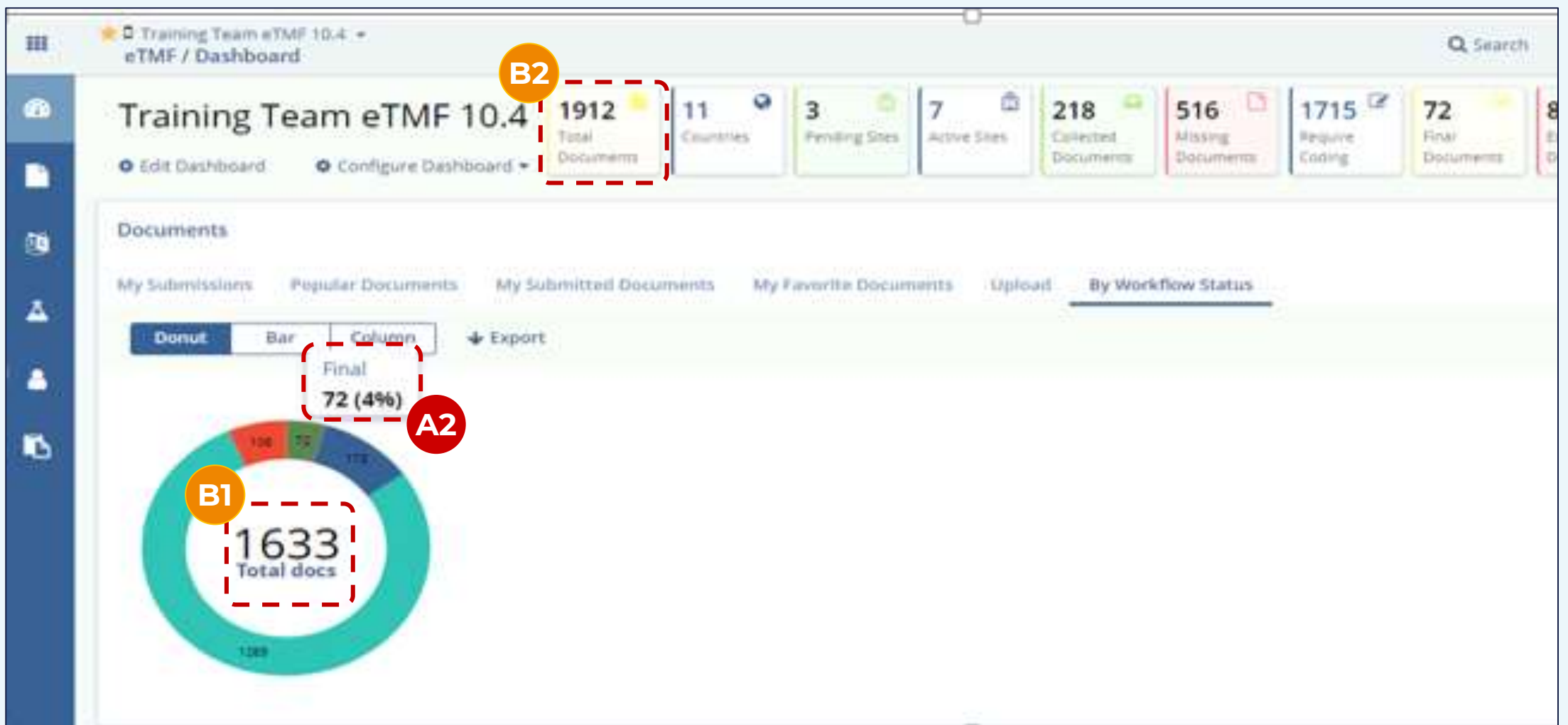
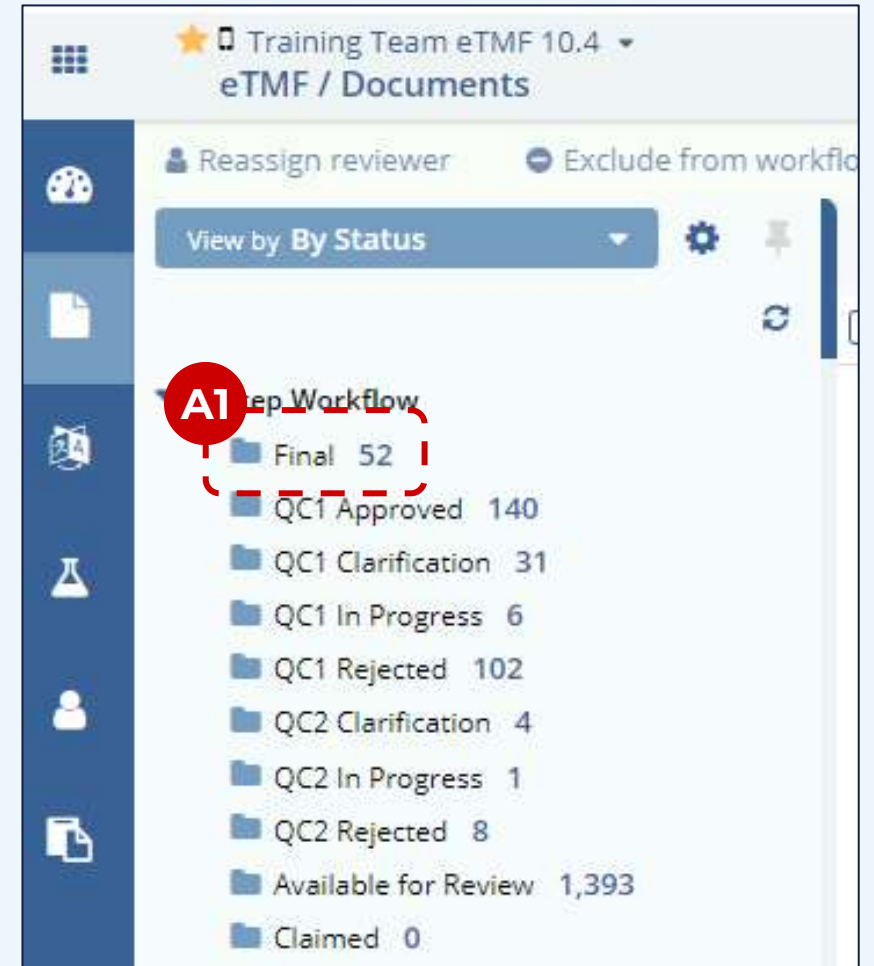
## APPLICABLE TO:

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

Occasionally, users may notice that document counts on the **By Workflow** dashlet may not match up with the **KPI** metrics or **By Status** view within the **Documents Module**.

## Take a look at these examples:

- A** The **Final** count in the **By Status** view in the Documents Module is different than the **Final** count on the **By Workflow Status** dashlet on the dashboard.
- B** The **Total Docs** view on the dashlet is different from the **Total Docs KPI** tile.



## 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.