

Getting the most value out of Reporting in Google Analytics 4

Introduction to GA4 Reporting

- > Understand how Reporting in GA4 differs from Universal Analytics.
- > Understand why data looks different across GA4 Reporting surfaces.

GA4 offers four core reporting experiences that give access to insights, making data more powerful than ever.



Google Analytics 4 helps users break down internal silos and increase access to insights from data. Users can access unsampled data and insights within the new UI, create custom reports within the flexible interface, leverage Google AI to find answers and AI-powered insights, and understand sales and conversions with cross-channel, data-driven attribution (DDA).



56% of decision makers in analytics, media & marketing business insight report that analytics tools do not surface insights easily.

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We offer **4 key reporting experiences** for users to maximize value from their data within GA4:



Why does data look different between Standard Reports, Explore, API & BQ?

This table outlines key differences between Reporting platforms that contribute to differences in data.

	REPO	RT	EXPORT	
	STANDARD REPORTS	EXPLORE	DATA API	BIG QUERY
Data Scope	Aggregated	Raw & user-level data	Aggregated	Raw & user-level data
Thresholding Applied to prevent anyone viewing a report or exploration from inferring the identity of individual users based on demographics, interests, or other signals present in the data.	Possible	Possible	Possible	Not Applied
High Cardinality	Can occur + show as the ("other row") after filtering or applying a secondary dimension	No	Can occur + show as the (other row) after filtering or applying a secondary dimension	No
Sampling Used when the number of events returned by an exploration exceeds the limit for your property type.	No	Yes	Data API methods for Standard Reports will never show sampled data	No
Cross-Platform Reporting with Google Signals Google signals are session data from sites and apps that Google associates with users who have signed in to their Google accounts, and who have turned on Ads Personalization.	Can be applied	Can be applied	Can be applied	No
Conversion Modeling Allows for accurate conversion attribution without identifying users.	Included	Included	Included	Not Included
Behavioral Modeling Behavioral modeling for consent mode uses machine learning to model the behavior of users who decline analytics cookies based on the behavior of similar users who accept analytics cookies.	Included in Reporting Module + Realtime Not in Audiences, Segments with a sequence, Retention reports, Predictive Metrics	Partially-included, only in free-form tables	Can be applied if set up with a client-side tag either gtag.js or client-side GTM	Not included
Data Limits	Each property can have up to 150 custom reports	200 individual analyses per user per property Up to 500 shared analyses per property Import up to 10 segments per exploration Data will be sampled if more than 10M events are	GA4 APIs are subject to <u>API</u> <u>quotas</u> GA4 360 provides higher limits for GA4 data collection, reporting, retention and quotas. Upgrading properties to 360 can help you increase the amount of data accessed through the API	Standard customers have a daily export limit of 1M events/day

part of the exploration

How do metrics differ between UA and GA4?

Why does my GA4 data look different than my UA data?

DATA DIFFERENCES



Different data collection models

UA used a collection model based on pageviews, where GA4 uses a model based on event and <u>event-parameter</u> <u>paradigm</u>.





Data attribution models

UA defaults to a last-click cross-channel attribution model while GA4 defaults to data-driven attribution.



Key metrics are defined differently

UA utilizes hits while GA4 utilizes events. UA measures screenviews in separate mobile-specific properties and GA4 combines web and app data in a single GA4 property.

GA4 tracking provides more meaningful data by providing up to 25 parameters to describe data across a single taxonomy for web, Android & iOS data streams.

		UA	GA4
How are	Users	Users The primary metric in UA shows the <i>total number</i> of users.	Users The primary metric in GA4 shows the number of <i>active users</i> .
metrics calculated	New Users	New Users The number of users who interacted with your site for the first time.	New Users The number of users who interacted with your site or launched your app for the first time.
differently between UA	Views	Pageviews This total number of pages viewed.	Views The total number of app screens and/or web pages viewed.
and GA4?	Purchases	Purchase Fired within the Enhanced Ecommerce model. Pulled from a products array via GA provided JavaScript and collected in a purchase event.	Purchase Filled within the Enhanced Ecommerce model. Does not provide any additional JavaScript for array collection and expects you to provide items array when collecting a purchase event.
	Sessions	Sessions Period of time when a user is actively engaged with your website. Ends after 30 mins of inactivity.	Session Start Triggered by the Session_Start event. Ends after 30 mins of inactivity. Sessions are not restarted at midnight.
	Conversions	Goal Indicates that a particular user action is to be considered a conversion. UA counts <i>only one</i> conversion per session for each goal.	Conversion Event GA4 counts <i>every instance</i> of the conversion event, even if the conversion event is recorded multiple times during the same session. <u>Edit with conversion counting method</u> .
	Bounce Rate	Bounce Rate Percentage of single page sessions in which there was no interaction with the page. Has a duration of 0 seconds.	Bounce Rate Percentage of sessions that were not engaged sessions (a session that lasts 10 seconds or longer, has 1 or more conversion events or has 2 or more page or screen views)
GA4 Events Help Center	Event Count	Hits Has a category/action/labels and is its own hit type.	Events All hits are events in GA4 and they have no notion of category/action/label.

Custom Dimensions & Metrics YouTube Tutorial Conversions in Google Analytics YouTube Tutorial

GA4 Standard Reports

> Use Standard Reports to monitor key metrics and answer key questions. Use Standard Reports to export + share reports across an organization.

> Customize Standard Reports to make them most relevant for your business. **GA4 REPORTING PLAYBOOK**

Common Reporting Use Cases in GA4 Standard Reports vs UA

	UA	GA4
Understand User Behavior	Audience Reports A group of reports that provide insight into characteristics of your users Active User Report Shows the number of active users for your site Lifetime Value Report Shows how valuable difference users are to your business based on lifetime performance User Explorer Reports Isolates and examine individual rather than aggregate user behavior	 Engagement Overview Dashboard overview of user engagement with your business from the perspective of engagement time (session duration), and screens and events Pages and Screens Report Shows the pages on your website and screens on your app that people visit and engage wth Landing Page Report Shows you the first page a visitor lands on when they visit your website and how many visitors land on each page Tech Details Report Identifies the technology people use to access your website or app, including their browser, screen resolution, app version, and operating system
Analyze Conversion Performance	Conversions Reports A group of reports that provide into into conversions: a completion of an activity that is important	Conversions Report Highlights which conversion actions are most important, how many people performed each action & how much revenue is associated with each action
View Traffic Acquisition Performance	Acquisition Reports Provide a window on how you acquire users, their behavior on the site after acquisition, and their conversion patterns Acquisition Reports Reports that help users analyze, understand and improve online advertising	Acquisition Overview Dashboard overview of user count and the sources, mediums and campaigns by which you acquired users Traffic Acquisition Report User count by source/medium, along with engagement, event-level conversion + revenue metrics User Acquisition Report User count by medium, along with engagement, event-level conversion + revenue metrics
Analyze eCommerce Performance	Goals ReportMeasurement of conversions on your websiteECommerce ReportShows purchase activity on your site or app including product and transaction information, average order value, ecommerce conversion rate, time to purchaseEnhanced ECommerce Report Shows product page views, shopping cart performance and transactionsMulti-Channel Funnel Report Shows the sequences of interactions that led to each conversion and transaction	Monetization Overview Report Dashboard of eCommerce activity from the perspective of revenue, purchases, items + coupons eCommerce Purchases Report Item purchases by views, cart activity + revenue In-app Purchases Report Shows how many users drop off between each step in your purchase funnel, from starting a new session to completing a purchase User Purchase Journey Report Checkout funnel analysis Order Coupons Report Shows the revenue associated with each coupon on your website

or app

Note: This is not an exhaustive list of all available reports

Getting Started with GA4 Standard Reports

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After following best practices for Account Setup, the core set of Standard Reports below will appear in the UI. To find all reports, open Reports in the left-hand side Navigation. Below are the elements of the Reports section:

HOMEPAGE Uses Google AI to surface information relevant to your business

• Use the Homepage to monitor traffic, navigate around Analytics and get insights about your websites and apps

REPORTS SNAPSHOT Surfaces key data points for your business

• This report can be customized based on permissions by adding a new summary card. Details on how to customize are on the following page

REALTIME REPORTS Monitors activity on website or app as it happens

- The arrangement of the cards lets you see how users enter the conversion funnel + how they behave once they're in the funnel
- Comparisons can be applied to evaluate subsets of data side by side
- Click "View user snapshot" at the top of the report to see a snapshot of data for a single user

Note: App data is batched to conserve battery life so you may notice delays

PREDEFINED REPORTS A set of predefined reports will appear as Report Collections, which are filtered based on the information provided during setup

App Developer Collection - summarizes key metrics about the apps you connect to Firebase

-> Automatically appears when Google Analytics for Firebase SDK is added to connected mobile app

Games Reporting - game specific information to measure customer behavior across user funnel

Automatically appears when you have at least one app data stream associated with games app in the Google Play Store or the Apple App Store

Life Cycle - helps you understand each stage in the customer journey from acquisition to retention

→ All GA properties start with this collection by default

Getting Started with the Standard Reports Homepage

The first page you will land on is the **Homepage** which surfaces information that's relevant to your business. The page can be used to monitor traffic, navigate around Analytics & get insights about your website and apps.



To access the Homepage, **click Home** in the left navigation.

The **Overview section** shows relevant metrics with a trendline for each metric. To change a metric, hover over the metric's drop down menu and click a new metric.

The **Realtime section** shows activity as it happens using data from the Realtime Report. The card shows the number of users in the last 30 minutes.

Recently accessed provides links to parts of your Analytics account that were accessed most recently.

The **Suggested for You** section highlights cards that you view often, even if they haven't been viewed recently.

The Insights & Recommendations section highlights Google AI powered Insights, unusual changes or emerging trends and Reocmmendations, tailored suggestions to help you get the most useful and accurate data & take advantage of new features as they become available.

Customize Standard Reports for curated views of data

If standard reports in GA4 don't give you all of the data you want and need to see, you can create a curated view of data in your Analytics property through customization. The left navigation can be customized to your business needs for quick access.

<image><image><text><text><text><text><list-item>

What are the steps to

customize reports

to make them most valuable for my business?



EDIT AN EXISTING REPORT

To edit an existing report, click into the Reports > Library left menu item. Hover over a detail report in the table and click More. To create a new detail report, click into the Reports > Library menu.

CUSTOMIZE THE REPORT

Each property can have up to 150 custom reports. To change the dimensions in a report, click the pencil button in the top right report to change the dimensions/metrics that are available in the report. Up to 12 metrics can be added to the table in the report.



SHARE + EXPORT REPORTS

The Viewer role at the property level is required to share and export. To share or export, click the Substitution in the top right of a report.

GA4 REPORTING PLAYBOOK

How to customize the **Reports Snapshot**

The Reports Snapshot is the overview report displayed when a user clicks Reports in the left navigation. An overview report can be set as the Reports Snapshot. Below, we highlight how to customize the cards within the Reports Snapshot page using the Report Builder.

What are the steps to **customize cards** on the Reports Snapshot page?

STEP 1: Access the Report Builder by clicking the Click Customize Report 🧷 in the upper-right corner

STEP 2: Drag cards 🔢 to change the order in which the cards will appear in the report

STEP 3: Click 🛞 to remove a card from the report

STEP 4: Click "+ Add Cards" to add a card to the report

Back			Customize report	
DORTS SNAPShot Current Reports snapshot		Last 28 days Apr 12 - May 9, 2023 Save	CARDS (UP TO 16)	
			11 Overview	
			:: Realtime	
JsersNew usersAverage engagement time (*)Total revenue (*)7.9M4.1M12m 32s\$40.00	USERS IN LAST 30 MINUTES	☆ Insights 10+	# Insights	
21	116,233 USERS PER MINUTE	CUSTOM INSIGHT Users increased by 7.61% From April 30 to May 6, 2023	II New users by First user default chan	
1.5M			User activity over time	
Т	TOP COUNTRIES USERS United States 24K	CUSTOM INSIGHT Users increased by 51.26% On May 8, 2023	🐰 User activity by cohort	
500K	United Kingdom 9.7K India 6.3K		Views by Page title and screen c	
16 23 30 07 Apr May	Brazil 5.7K Spain 4.7K	CUSTOM INSIGHT New	ii Event count by Event name	
	 View realtime →	View all insights \rightarrow	Conversions by Event name	
RE DO YOUR NEW USERS COME FROM?	HOW ARE ACTIVE USERS TRENDING?		Items purchased by Item name	
ew users by First user default channel group 👻	User activity over time		Conversions by Platform	
irect		10M • 30 DAYS 8.4M	Users by Page path and screen	
eferral mail		е 7 дауз 6М 3.5М	Views by Page path and screen	
rganic Social		4M • 1 DAY 1.4M	+ Add Cards	

← Back

Customize collection

My Example Collection

My Example Topic #1

+ Create new topic

Drop overview report

Drop detailed report

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TOPICS AND REPORTS

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How to customize the Reports Navigation

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	Q.III	

Property administrators can organize reports into collections and topics in the report navigation. By customizing collections and topics within collections, reports will be cutomized for all those with access to the account.

collections

What are

Drag reports to create collection

Detailed reports Overview reports

Events Event count by event name, along with total

ine clicke and re

Q Search reports

: Conversions

E Demographic details

:: Ecommerce purchases

In-app purchases

Bages and screens

Publisher ads

and how do I create them?

A collection is a set of reports and GA4 users can create their own collections. Life cycle and User are predefined collections that appear in the report navigation by default.

To create a collection:

- 1. In the left navigation, click "Library" in the bottom left corner and "Create New Collection"
- 2. Click Blank to start with an empty collection that has no topics and reports
- 3. Enter a name in the Collection name field
- Click "+Create new topic" and enter a topic name 4.
- Click appy and drag a Detail report from the card on 5. the right and drop it under the new topic
- Drag and an Overview report from the card on the 6. right and drop it under the new topic
- 7. Click save
- 8. Reports will now appear in the left navigation

How do I make collections available for all users within the Property?

My new collection Unpublished	:
My new topic	O Publish
	/ Edit
	🔲 Make a copy
Edit collection	11 Delete

Collections must be Published to make it available to everyone with access to the Analytics property.

To publish a collection:

- In the left navigation, click Library and locate your 1. collection card
- Click "More" and click "publish" 2.

GA4 REPORTING PLAYBOOK

Align GA4 Reporting to your **Business Objectives**

The flow within GA setup asks users about their specific business objectives and ensures setup for reports, conversions + audiences is most relevant. Customization of standard reports will continue to be available, regardless of setup.

	GENERATE LEADS		GET BASELINE REPORTS	
EXAMPLE BUSINESS OBJECTIVES + REPORTS		Traffic Acquisition Landing Page	Acquisition Engagement	Monetization Retention
DISPLAYED:	DRIVE ONLINE SALES		RAISE BRAND AWARENE	SS
	User Purchase Journey	eCommerce Purchases Promotions	Google Ads Campaigns	Pages & Screens
	EXAMINE USER BEHAVIOR			
	Events			
		Conversions Pages & Screens		

How do I setup GA4 to reflect my business objectives

and show the most relevant reports?

When setting up a new property, the setup flow will prompt a user to select their relevant business objectives. A user can select 1 or more relevant business objectives. For Partners, select "all" to view all reports for Customers.	Property creation		nalized to your business, it important to you.	Data collection
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GA4 Explore

> Use Explore to gain deeper insights about your user and their journeys on your website or app.

GA4 REPORTING PLAYBOOK

Getting Started with Explore in GA4



Explore are a collection of advanced techniques that go beyond standard reports to help users uncover deeper insights and customer behavior.



INTRODUCTION TO EXPLORATION TECHNIQUES

WHY USE EXPLORE

Explore allows users to get answers to their most specific, ad hoc and advanced questions, leveraging techniques such as pathing, cohorts and others. Explore is available to both Standard and 360 properties. 360 properties can adjust sampling sizes to give faster results.

In Explore, users can drill down into their GA4 data, leveraging powerful data models and advanced segmentation to uncover powerful insights on their businesses with just a few clicks. Results and insights can then be shared with others on the property and/or used to create audiences directly from the results.

Explore provide access to data and analytical techniques that aren't available in reports. Use Explore to explore your data in depth and answer complex questions about it.

	-		
	-		
	-		

FREE FORM

A crosstab layout where many visualization styles can be applied including bar charts, pie charts, line charts, scatter plots & geo maps.



COHORT





SEGMENT OVERLAP

See how different user segments relate to each other. Use this technique to identify new segments or users who meet complex criteria.



FUNNEL

Visualize the steps user take to complete tasks on your site or app and see how you can optimize user experience and identify over or under performing audiences.



PATH

Visualize the paths your users take as they interact with your website and app.



USER

Examine the users that make up the segments you create or import. You can also drill down into individual user activities.



USER LIFETIME

Explore user behavior and value over their lifetime as a customer.

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Understand how to set up Explore in GA4

Customize each Exploration to dig deeper into your dataset. The variable panel, shown below, is common for all techniques. The Tab Settings below will change slightly based on the technique selected.

÷	Analytics 360 ALPHA		Gold on Google Analytics Gold on Google Analy	tics	Q Try searchi	ng "MoM growth in users for each device		Share : Exploration																						
n	Variables		Tab Settings	🖉 Fr	ree form 1 💌	+ Add New Tab	Ś																							
	Exploration Name: Enter Free form Name		TECHNIQUE Adjust Technique	Cour	ntry	✓ Event count		Export Exploration																						
Θ	Custom Edit	_	Free form Type VISUALIZATION		Totals	2,381,553,986 100.0% of total																								
R	Apr 3 - May 2, Date Range	_		1	United States	352,404,834																								
	SEGMENTS +			2	Japan	241,325,723																								
	II US		••• = 🕲	3	India	198,760,428																								
	Direct traffic			4	United Kingdom	124,287,765																								
	II Paid traffic		SEGMENT COMPARISONS	5	Brazil	107,018,212																								
	Mobile traffic Create		Double click on drop in segments	6	Spain	72,407,541																								
	and Table Add Segments		ROWS	7	France	71,120,804																								
		_	Country	8	Germany	70,196,409																								
	DIMENSIONS +	F	Drop or select dimension	9	Netherlands	65,211,359																								
	Event name		· · · · · · · · · · · · · · · · · · ·	10	Canada	59,555,640																								
	Gender		Start row 1																											
	E Country		Show rows 10 -																											
	Device category		Specify row details -																											
	Create Dimensions		COLUMNS																											
	Cit Apply Segments		Drop or select dimension																											
	METRICS +		Start column group 1																											
	Active users																								Specify column					
	Event count		details 5																											
	TransactAdd Metrics		λi	λī	\ r	VALUES																								
			Event count																											
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			Addin MetricS ^{ar ch} 👻																											
			FILTERS Drop or select dimension or Apply Filters																											

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GA4 REPORTING PLAYBOOK

Use Cases for Explore in GA4

Each Exploration Technique allows you to answer specific questions for your business and dig deeper into your data.



GA4 APIs

> APIs provide programmatic access to GA4 report data for automation and integrations.

Build on top of Google Analytics with Google Analytics APIs

APIs can be used to automate complex reporting and configuration tasks, such as creating custom dashboards to display GA data, saving time by automating complex tasks and integrating your GA data with other business applications.



WHY USE THE GA APIs

The Google Analytics APIs has four key benefits:

- Increased flexibility and control over your GA account(s)
- Improved efficiency and time saving
- Detailed and insightful reporting

Easier integration with other systems and applications

There are two ways to help pull GA data without accessing the GA UI: The Query Explorer and the Google Analytics spreadsheet Add-on, which both make use of the Data API to pull data from your GA account.

Definition + Use Case

What are the APIs compatible with GA4?	Data API	Gives programmatic access to read GA4 Report Data Use this to build custom dashboards to display GA data, automate complex reporting tasks to save time, integrate your GA data with other business applications, realtime reporting and funnel reporting
		Allows for programmatic access to read and update the GA4 Configuration Data Use this for search change history, manage properties, manage data retention setting for a
For official Google Analytics API announcements, please subscribe to <u>Google Analytics</u> <u>API Notify Group</u> .	Admin API	
<u>GA4 Dimensions & Metrics</u> <u>Explorer</u> to see query dimensions and metrics for a given property. Universal Analytics to Google Analytics 4 <u>dimensions and</u> <u>metrics equivalence</u> .	User Deletion API	Allows customers to process deletions of data associated with a given user identifier Use this to delete data for a given user identifier from a project or web property
	Measurement Protocol	Allows developers to make HTTP requests to send raw data directly to GA servers. It's an API geared toward developers that can accept data in realtime. Use this to measure user activity in new environments, tie online to offline behavior, send data from both the client and the server, incorporate events that happen outside the website and app, incorporate events that cannot be tracked via gtag or the SDK

GA4 Big Query

> BQ provides exports of all raw events from GA4 properties for use in SQL-like syntax to build customer models.

Run advanced analysis on your GA4 data with Big Query Export

BigQuery is a cloud data warehouse that runs highly performant queries of large datasets. Use the BigQuery integration with Google Analytics 4 to export your raw, unsampled data for advanced analysis in BigQuery. Get started today by setting up a GCP account and enabling the BigQuery APis to configure the export.



WHY USE BIGQUERY

The GA4 BigQuery export is an extremely powerful tool that offers increased flexibility when analyzing data - all your GA4 data without the limitations of the UI.

- Integrate raw GA4 data with additional 1P data sources (ex. CRM data)
- Run advanced analyses (ex. propensity modeling) and build custom attribution models
- Export data for visualization in popular BI tools (ex. Looker, Data Studio, etc)
- No sampling, no cardinality, no data retention limits

In GA4, there are multiple different export options. See below for a breakdown of each option. These export types can all be enabled the same time.

GAA EXPOPT TYPES

GA4 EXPORT TIPES		
Daily Export	A one daily completed export of raw, unsampled GA4 event data from the previous day. Note: For Standard customers there is 1M event/day export limit	
Streaming Export	A realtime export of current-day GA4 event data with no export limit. New User traffic source data is not included in this export. For this data the Daily export is recommended.	
User Data Export (Coming soon!)	A daily export of all user data enabling the export of audience data, predictive data, and more.	
Enterprise Export (Coming soon!)	Enterprise only. The enterprise export will support an SLA that will guarantee a complete set of data by the same time each day. The exported data will be similar to the daily export.	

CONSIDERATIONS

- Standard customers have a daily event export limit of 1M events/day. Data streams and events can be filtered out of the export to maintain this limit, otherwise we recommend upgrading to enterprise for a nearly limitless export.
- The BigQuery export is intended to give customers back the data they collect with GA4. It does not export Google's proprietary data including Google Signals, modeled, or attributed data.
- Beyond the exclusion of Google data noted above, there are a number of expected reasons why data in the export may not match what's in the UI. (See here to learn more)
- While the BigQuery integration is a free GA4 feature, there is cost on the BigQuery side associated with storage and query processing