title: Sematext Experience FAQ description: FAQ about Sematext Experience, real user monitoring for websites and single page apps

General

What should I do if I can't find the answer to my question in this FAQ?

Check the general FAQ for questions that are not strictly about Sematext Experience. If you can't find the answer to your question please email support@ sematext.com or use our live chat.

Can I receive more data than my monthly plan limit allows?

No, not by default. In order to prevent overage and additional costs, we enable staggering by default for all Experience Apps. You can enable or disable this setting in your App settings -> Usage screen.

What is staggering?

When staggering is enabled, your App will have a maximum daily limit of page loads based on your monthly plan limit. So if you have a plan limit of 100,000 page loads and the current month has 30 days, then your App will have a daily limit of 3,333 page loads.

What is overage?

By default overage is not possible since staggering is enabled for all new Experience Apps.

When staggering is disabled, your App may receive more data than defined in the monthly plan limit. This additional amount of data is called overage. Overage is charged in addition to your monthly pricing plan cost at the end of the month.

The amount you will be charged depends on the amount of overage on a monthly basis. If you have received 10% more data during the month than defined in your pricing plan, then you will be charged 10% more. Again, note that overage is not possible when you have staggering enabled.

Does the Experience script have any effect on my website performance?

No, the Experience script will not negatively impact your website performance. We will do our best to ensure that the script is as minimal as possible and that it never interferes with the normal operation of your website or webapp. The script is loaded asynchronously and in most cases should have no or very small effect on website performance.

Can I send data from a different domain?

Depending on your plan, you may be able to send data from multiple domains at the same time. If your pricing plan supports more than one domain, just set up the script on additional domains and your data should appear shortly in Experience.

If you want to switch the domain from which you are sending data, note that it may take up to 5 minutes for the data to start being accepted if your pricing plan supports only one domain.

What are the user satisfaction scores shown in Experience based on?

The scores are based on the time threshold defined in the Configure Requirements screen. By default these time thresholds are 2 seconds. You can adjust these time thresholds if you have a different performance target for your website or webapp. You can read Configure Requirements to learn how to adjust the time thresholds or User Satisfaction to learn more about Apdex scores in general.

Troubleshooting

My App has stopped receiving data. What should I do?

Check if you have reached your daily limit in the App settings -> Usage screen. If you have reached your daily limit, you can increase the daily limit or disable staggering but note that this may cause overage and additional costs at the end of the month.

If your limits are not reached, check if the Experience script is configured according to the installation instructions.

If the script is configured correctly, and your daily limits are not reached please contact us via live chat or support@sematext.com.

Sharing

How can I share my Sematext Apps with other users?

See sharing FAQ.

What is the difference between OWNER, ADMIN, BILLING_ADMIN, and USER roles?

See info about user roles in sharing FAQ.

Alerts

Can I send alerts to HipChat, Slack, Nagios, or other WebHooks?

See alerts FAQ.

What are Threshold-based Alerts?

See alerts FAQ.

What is Anomaly Detection?

See alerts FAQ.