Session Replays

https://github.com/disconnectme/disconnect-tracking-protection/commit/09c7b279a88c8eda1ae18fe7b405e6cc315d2855#diff-0837bb934b0bca185d07a334295bc3e663a51ea3b3f0a41d1b6425172d12eb4eR4089

https://freedom-to-tinker.com/2018/02/26/no-boundaries-for-credentials-password-leaks-to-mixpanel-and-session-replay-companies/

> https://github.com/disconnectme/disconnect-tracking-protection/blob/17b4c640ccf267a30edd0470ca1bffe00c3237aa/services.json#L11828

▼ FullStory

https://www.fullstory.com/?&utm_campaign=GS-2024-Demo-Brand&utm_offer=demo&utm_source=google&utm_medium=paid-search&utm_term=fullstory&gad_source=1&gclid=Cj0KCQiA_qG5BhDTARIsAA0UHSLjhcm1e3bhBZzJh69ZYKf4Q0DxOx8

Services

Behavioral data and user sentiment

- Product analytics, funnels, dashboards, behavioral insights, session replays, heatmaps
- Analyzes user satisfaction through rage clicks, indecision etc.
- Integrates with other data tools (Slack, Jira)

Customers

https://www.fullstory.com/customer-story/all/

1. Pizza Hut
2. Chipotle
3. Gap
4. JetBlue
5. Shopper's Drug Mart

Scripts

- Wahi.com seems they turned FullStory off

```
e.load("CF0tBNtnqjJNrnx2lLFAjt6XuNI9JK0K", {
    integrations: {
      All: true,
        'FullStory': false
  }
}),
```

- Clicking on Pizza Hut gives requests to https://rs.eu1.fullstory.com/rec/bundle/v2?OrgId=o-1719-eu1&UserId=31e08130-f7e6-4f73-be03-6935596cbb97&SessionId=03bc8abe-9d6d-48b1-9108-10121ce6f6ed&PageId=c364f3f9-ec57-4319-97d7-

115579c775e8&Seq=4&ClientTime=1731264561689&PageStart=1731264536146&PrevBundleTime=1731264545765&LastActivity=12&ContentEncoding=gzip

- Bazaar voice seems to have turned it off `"fullstory": false,`
- Fincity couldn't find anything
- JetBlue is the same

▼ UserReplay

Their website seems to be down

https://contentsquare.com/blog/user-replay/

https://www.linkedin.com/company/userreplay/about/

Services

User experience and interaction

- Session replay, heatmaps, fraud detection, customer experience

Customers

https://enlyft.com/tech/products/userreplay

https://www.featuredcustomers.com/vendor/userreplay/testimonials

▼ SessionCam

Part of Glassbox

https://www.glassbox.com/sessioncam/

Services

Customer journeys and digital experience analytics

- Mobile app analytics, customer journey analysis, session replay, interaction maps, funnel analysis, performance analytics, struggle and error analysis, product analytics, AI insights

Customers

https://www.glassbox.com/case-studies/

1. Danone
2. Purina
3. Air Canada
4. Allianz
5. JD-Williams
6. Experian

Scripts

- Danone only saw Google Analytics and Tag Manager
- Purina only saw Google Analytics and Tag Manager
- Went to Credit.com
  - Go through mouse event listeners
  - Glassbox files too large to copy in
- Sofi

- Mariott
- Just Right discontinued

▼ HotJar

https://www.hotjar.com/

Services

Digital experience analytics platform

- Heatmaps, session replays
- Feedback with context, surveys, connect with users

Customers

https://www.hotjar.com/customers/

1. Adobe
2. T-Mobile
3. Panasonic
4. HubSpot
5. InVision
6. Decathlon
7. Unbounce
8. TechSmith
9. Microsoft
10. Nintendo

Scripts

-

▼ Yandex

https://yandex.com/

https://yandex.com/dev/metrika/en/

https://appmetrica.yandex.com/docs/en/

Yandex
Finds everything

https://metrica.yandex.com/promo/product

Services

Russian search engine and technology company

- Search, Mail, Maps, Taxi, Cloud
- Metrica: Web analytics and metrics
- AppMetrica for mobile apps
- Session replays docs

Customers

https://yandex.com/adv/solutions/cases?products=metrika

1. Samsonite

2. Akson

3. Mosplitka

4. Xistore

5. 220 Volt

▼ Smartlook

https://www.smartlook.com/

Acquired by Cisco

Services

Quantitative and qualitative analytics platform

- Combine session recordings with event-based analytics

- Filter events or actions users perform

- Funnels, heatmaps, behavioral flows, crash reports

Customers

https://www.smartlook.com/blog/customer-stories/

1. Papa John's

2. Kiwi.com

3. Tesco

4. Konica Minolta

5. Livestorm

6. AstroPay

▼ Clicktale/Contentsquare

https://contentsquare.com/clicktale/

Services

All in one experience platform

- Digital experience analytics and monitoring
  - Heatmaps
  - Customer journey analytics
  - Form analysis
  - Error analysis
  - Frustration
  - Speed analysis
- Product analysis: Web analytics, cross-session, retention analysis
- Voice of customer and user feedback

https://contentsquare.com/platform/capabilities/session-replay/

Customers

https://contentsquare.com/customers/

- T-Mobile
- Walmart
- Clarks
- Rakuten
- The North Face
- L'Occitane
- RingCentral
- GoPro
- Dell

▼ Mixpanel

https://mixpanel.com/home/

Services

Product analytics platform

- Event tracking and analysis
- Self-serve, integrated, unified data

https://mixpanel.com/releases/session-replay/

Customers

https://mixpanel.com/customers/

- ZipRecruiter
- Meesho
- Wise
- Ubser
- Talent.com
- Pinterest

From Tracker Radar

```
"exampleSites": [
    "genius.com",
    "mobalytics.gg",
    "stocktwits.com",
    "suno.com",
    "www.cuemath.com",
    "www.erento.com",
    "www.etoro.com",
    "www.fiverr.com",
    "www.flexclip.com",
    "www.kaufmich.com",
    "www.listando.de",
```

```
        "www.mutualart.com",
        "www.properstar.de",
        "www.sitepoint.com",
        "www.spanishdict.com",
        "www.studocu.com",
        "www.vivino.com"
    ]
```

▼ LuckyOrange

https://www.luckyorange.com/

Services

- Session recordings, live chat, visitor profiles, dynamic heatmaps, conversion funnels, announcements, surveys, form analytics, dashboard

https://www.luckyorange.com/recordings?utm_source=google&utm_medium=cpc&utm_campaign=PD%20Lucky%20Orange%20-%20US%20-%20Brand&utm_term=lucky%20orange&gad_source=1&gclid=Cj0KCQiA_qG5BhDTARIsAA0UHSK81n-br0wk1rx7bLhDWUN4OUoEf_gGLVUVQ3aM_0OjfI_dgdmPw0QaAo5rEALw_wcB - Session recording instead of replay

Customers

https://www.featuredcustomers.com/vendor/lucky-orange

▼ Mouseflow

https://mouseflow.com/

Services

- Session replay, heatmaps, funnels, forms, feedback

Customers

https://mouseflow.com/customers/

- Vodafone
- Philips
- TUI Cruises
- Verizon
- Scotts

▼ LogRocket

https://logrocket.com/

Services

- AI-first session replay and analytics
- Solve user issues

Customers

https://logrocket.com/customers

- Capital One

- Brex
- Cracker Barrel
- MGM Resorts
- Deloitte
- Cushman and Wakefield
- Blizzard
- Ramp
- Lincoln Financial Group
- BlueCross BlueShield
- Classpass
- Cisco
- CME Group

▼ SCRIPTS 1

Scripts

Aa Script Name	🗓 Date	🔗 Website URL
fs.js	@November 10, 2024	https://www.pizzahut.ca/landing/?id=50-off-favourites&ga
fs.js	@November 10, 2024	https://www.moo.com/ca/?gad_source=1&gclid=Cj0KCQiA
fs.js	@November 10, 2024	https://www.casumo.com/on/?utm_source=google&utm_medium=cpc&utm_campaign=ca
fs.js	@November 10, 2024	https://www.chipotle.com/
main.MWQ2ODQwNTg2MA.js	@November 10, 2024	https://www.mammut.com/int/en
e14ae4f961e1e.js	@November 10, 2024	https://ca.directferries.com/?&utm_source=google&utm_m
analytics.js	@November 10, 2024	https://www.raymondjames.ca/
detector-bootstrap.min.js	@November 10, 2024	https://www.credit.com/
detector-lazy.min.js	@November 10, 2024	https://www.credit.com/
detector-bootstrap.min.js	@November 10, 2024	https://www.sofi.com/
detector-lazy.min.js	@November 10, 2024	https://www.sofi.com/
clarity.js	@November 10, 2024	https://www.sofi.com/
ruxitagentjs_ICA7NQVfhqrux_10301241007103824.js	@November 10, 2024	https://www.marriott.com/default.mi?clickref=1100lzLDqMI
detector-bootstrap.min.js	@November 10, 2024	https://www.marriott.com/default.mi?clickref=1100lzLDqMI
detector-lazy.min.js	@November 10, 2024	https://www.marriott.com/default.mi?clickref=1100lzLDqMI
clarity.js	@November 12, 2024	https://www.t-mobile.com/
quantum-tmobile.js	@November 12, 2024	https://www.t-mobile.com/
modules.6f60e575cf8ad7cb10f7.js	@November 12, 2024	https://www.canyon.com/en-ca/

Aa Script Name	📅 Date	🔗 Website URL
mixpanel-2-latest.min.js	@November 12, 2024	https://www.learnworlds.com/make-an-impact-online/?utm
va_gq-bce9af80d11d20764e49688e47ffb8d2br.js	@November 12, 2024	https://www.learnworlds.com/make-an-impact-online/?utm
modules.6f60e575cf8ad7cb10f7.js	@November 12, 2024	https://www.uxstudioteam.com/
heap-2088403833.js	@November 12, 2024	https://www.uxstudioteam.com/
2698021.js	@November 12, 2024	https://www.uxstudioteam.com/
matomo.js	@November 12, 2024	https://www.uxstudioteam.com/
global-events.js	@November 12, 2024	https://www.uxstudioteam.com/
js?id=G-JC3FBXE5H8	@November 12, 2024	https://www.uxstudioteam.com/
modules.6f60e575cf8ad7cb10f7.js	@November 12, 2024	https://www.every.org/
tag.js	@November 12, 2024	https://akson.ru/
tag.js	@November 12, 2024	https://mosplitka.ru/
script.hotjar.com/modules.6f60e575cf8ad7cb10f7.js	@November 19, 2024	https://skrz.cz/

Scripts

Aa Script Name	📅 Date	🔗 Website URL	☰ Compa
https://078d9f6a6dc1.cdn4.forter.com/sn/078d9f6a6dc1/script.js	@November 19, 2024	https://www.kiwi.com/en/	Forter
https://web-sdk.smartlook.com/es6/bundle.1c847bafc0a5d94df420.js	@November 19, 2024	https://www.storagepug.com/	Smartlook

Aa Script Name	🗓 Date	🔗 Website URL	☰ Compa...
https://www.clarity.ms/s/0.7.56/clarity.js	@November 19, 2024	https://www.astropay.com/	Clarity
https://t.contentsquare.net/uxa/4948f4bb2231b.js	@November 19, 2024	https://www.aplaceformom.com/	Contentsq...
https://s.go-mpulse.net/boomerang/8UA69-BAE56-2EH56-9S5TN-D863H	@November 19, 2024	https://www.asics.com/	Akami

Aa Script Name	🗓 Date	🔗 Website URL	≡ Compa
https://www.clarity.ms/s/0.7.56/clarity.js	@November 19, 2024	https://www.specsavers.ca/	Clarity
https://t.contentsquare.net/uxa/dad71ea8995a7.js	@November 19, 2024	https://www.specsavers.ca/	Contentsq
https://s.go-mpulse.net/boomerang/54KFS-CS4FL-8NDR3-XGWC2-WDXJC	@November 19, 2024	https://www.rakuten.com/	Akami
https://www.clarity.ms/s/0.7.56/clarity.js	@November 19, 2024	https://www.rakuten.com/	Clarity

Aa Script Name	🗓 Date	🔗 Website URL	☰ Compa
https://www.docusign.com/s/fs.js	@November 19, 2024	https://www.docusign.com/	Full Story
https://54476d0ae927.cdn4.forter.com/sn/54476d0ae927/script.js	@November 19, 2024	https://www.docusign.com/	Forter

Aa Script Name	📅 Date	🔗 Website URL	☰ Compa
https://datadome-js.kkday.com/tags.js	@November 19, 2024	https://www.kkday.com/en-us	DataDome
https://t.contentsquare.net/ss/16432/22/uxa.js	@November 19, 2024	https://www.ticketmaster.com/	Contentsq
https://www.google-analytics.com/analytics.js	@November 19, 2024	https://www.ticketmaster.com/	Google
https://cdn.mouseflow.com/projects/f7b37673-71fa-49b0-8d94-8fb351728217.js	@November 20, 2024	https://www.astrazeneca.com/	Mouseflow

Aa Script Name	📅 Date	🔗 Website URL	☰ Compa
https://cdn.mouseflow.com/projects/d92ee73a-e136-4156-b153-531c79c3d547.js	@November 20, 2024	https://www.derek-rose.com/	Mouseflow
https://cdn.logr-ingest.com/logger-1.min.js	@November 20, 2024	https://www.thredup.com/	LogRocket
https://cdn.logr-ingest.com/logger-1.min.js	@November 20, 2024	https://www.tecovas.com/	LogRocket

Script Name	Date	Website URL	Compa
https://cdn.heapanalytics.com/js/heap-1529174707.js	@November 20, 2024	https://www.tecovas.com/	Heap
https://js-agent.newrelic.com/nr-spa-1.274.0.min.js	@November 23, 2024	https://fareharbor.com	New Relic
https://cdn.mxpnl.com/libs/mixpanel-recorder.min.js	@November 23, 2024	https://employmenthero.com/	Mixpanel
https://cdn.us.heap-api.com/v5/heapjs-static/5.2.4/core/heap.js	@November 23, 2024	https://employmenthero.com/	Heap
https://www.clarity.ms/s/0.7.56/clarity.js	@November 23, 2024	https://employmenthero.com/	Clarity

Aa Script Name	🗓 Date	🔗 Website URL	☰ Compa...
https://script.hotjar.com/modules.86621fa4aeada5bcf025.js	@November 23, 2024	https://employmenthero.com/	Clarity
https://tools.luckyorange.com/core/core.js?v=49d958c	@November 23, 2024	https://solaredge.com	LuckyOran
https://www.clarity.ms/s/0.7.56/clarity.js	@November 23, 2024	https://wittebrug.nl	Clarity

Aa Script Name	🗓 Date	🔗 Website URL	☰ Compar
https://tools.luckyorange.com/core/core.js?v=49d958c	@November 23, 2024	https://bellsofsteel.com	LuckyOran
https://tools.luckyorange.com/core/core.js?v=49d958c	@November 23, 2024	https://www.northerntool.com	Lucky Ora
https://59848bd19d07.cdn4.forter.com/sn/59848bd19d07/script.js	@November 23, 2024	https://www.northerntool.com	Forter

Aa Script Name	📅 Date	🔗 Website URL	≡ Compa
https://edge.fullstory.com/s/fs.js	@November 23, 2024	https://www.chipotle.com/	FullStory
https://edge.eu1.fullstory.com/s/fs.js	@November 23, 2024	https://www.pizzahut.ca/	FullStory
https://js.datadome.co/tags.js	@November 23, 2024	https://www.credit.com/	Datadome

Aa Script Name	🗓 Date	🔗 Website URL	≡ Compa
https://cdn.gbqofs.com/credit/common/p/detector-bootstrap.min.js	@November 23, 2024	https://www.credit.com/	Glassbox
https://wsv3cdn.audioeye.com/static-scripts/v2/9b77eca3c/startup.bundle.js	@November 23, 2024	https://www.credit.com/	AudioEye
https://js-agent.newrelic.com/nr-spa-1216.min.js	@November 23, 2024	https://www.sainsburys.co.uk/	NewRelic
https://cdn.glassboxcdn.com/sofi/detector/p/detector-bootstrap.min.js	@November 23, 2024	https://www.sofi.com/	Glassbox
https://wsv3cdn.audioeye.com/static-scripts/v2/9b77eca3c/startup.bundle.js	@November 23, 2024	https://www.sofi.com/	AudioEye

Aa Script Name	📅 Date	🔗 Website URL	☰ Compa
https://mc.yandex.ru/metrika/tag.js	@November 23, 2024	https://akson.ru/	Yandex

Aa Script Name	📅 Date	🔗 Website URL	☰ Compar
https://mc.yandex.ru/metrika/tag.js	@November 23, 2024	https://xistore.by	Yandex
https://mc.yandex.ru/metrika/tag.js	@November 23, 2024	https://mosplitka.ru/	Yandex
https://script.hotjar.com/modules.86621fa4aeada5bcf025.js	@November 23, 2024	https://www.mizzenandmain.com/	HotJar
https://static.woopra.com/js/w.js	@November 23, 2024	https://www.uxstudioteam.com/	Woopra
https://static.woopra.com/js/w.js	@November 23, 2024	https://www.uxstudioteam.com/	Heap

Aa Script Name	🗓 Date	🔗 Website URL	☰ Compa

Notes

- For https://skrz.cz/ the static.py script does not get the hotjar script, in script_flow apis it doesn't list any behavioral APIs so maybe hotjar isn't active or something

- https://www.4finance.com/ only had the init file for Smartlook https://rec.smartlook.com/es6/init.ad44f664f3f5036296b3.js

- Tried quite a few websites for Mixpanel (trackerradar, built with) could not find many scripts for it, doesn't seem like it uses many event listeners

  - Probably using other services

  - Employment Hero explicitly states they use session replays, but not that many APIs are used

- Sometimes customers don't have anything, may be using other products rather than session replays

- Glassbox anonymizes some of their customers