

# RUM – User Sessions

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Dynatrace Training Module



# Agenda

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- User Sessions
- Session Replay

# User Sessions

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# User Sessions

- What is a user session?
- New users
- Identify specific users
- Visit origin
- Device type


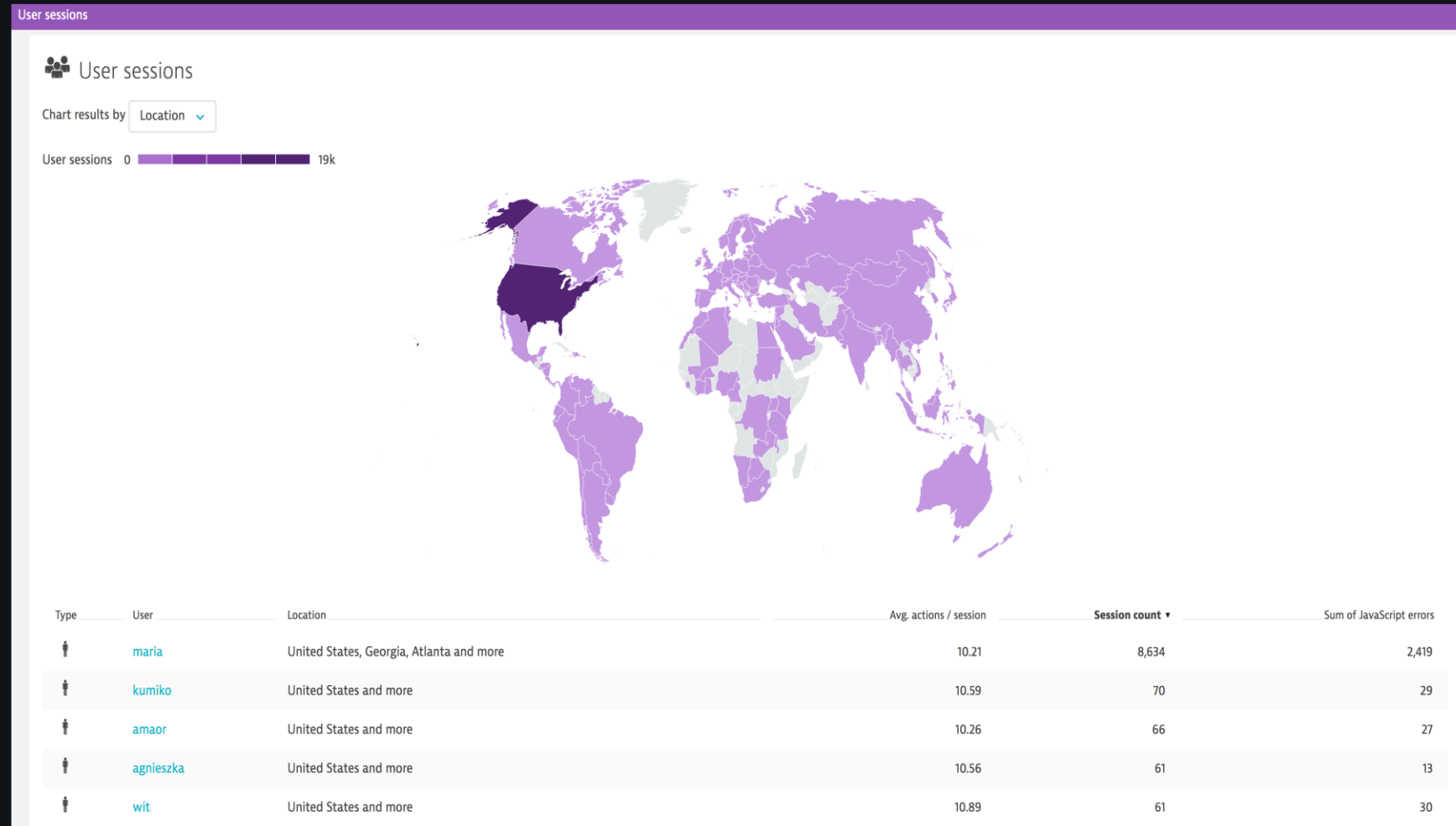
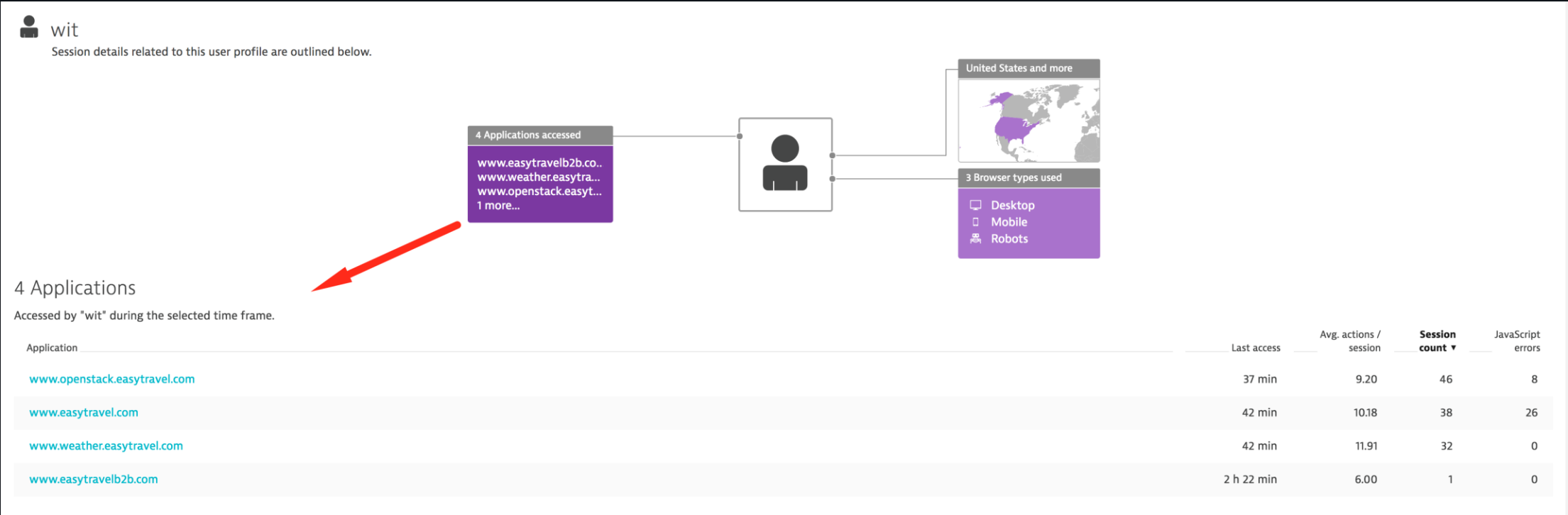
 User sessions

Chart results by **Browser** ^

- Application
- Browser**
- Bounce
- Converted
- Conversion goals
- Browser type
- JavaScript error count
- Location
- ISP



# Cross application behavior analysis



# Advanced Filtering

Search your environment...

### User sessions

This feature is still in beta. Have feedback for the team? Click the Chat icon in the menu bar.

Start typing to select user-session attributes and values for analysis...

- Application
- Bounce
- Browser family
- Browser type
- Browser version
- City
- Continent
- Conversion goal
- Converted
- Country
- IPv4
- IPv6
- ISP
- JavaScript errors
- Mobile
- OS family
- OS version
- Region
- Screen resolution
- User tag
- User type
- Users**

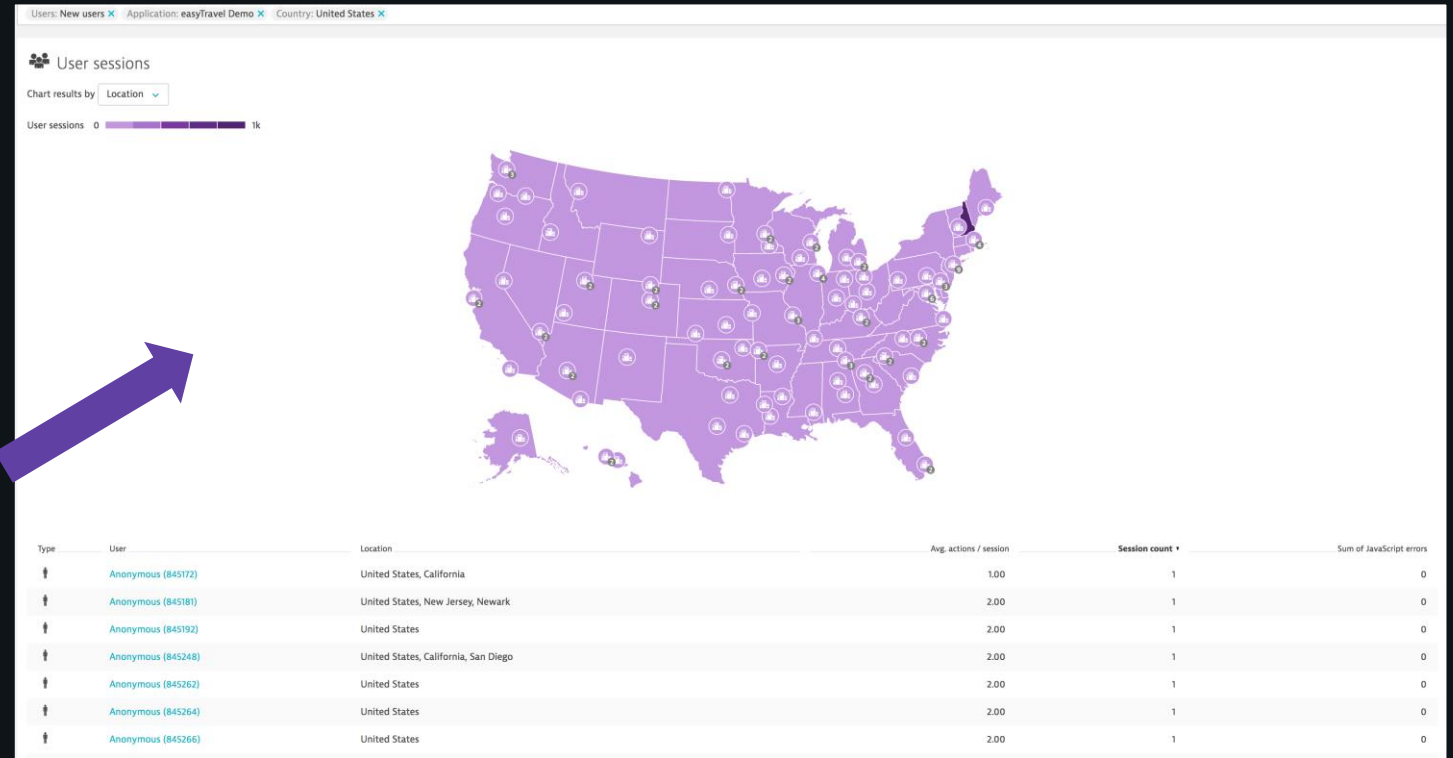
79k

Users:

- New users
- Returning users

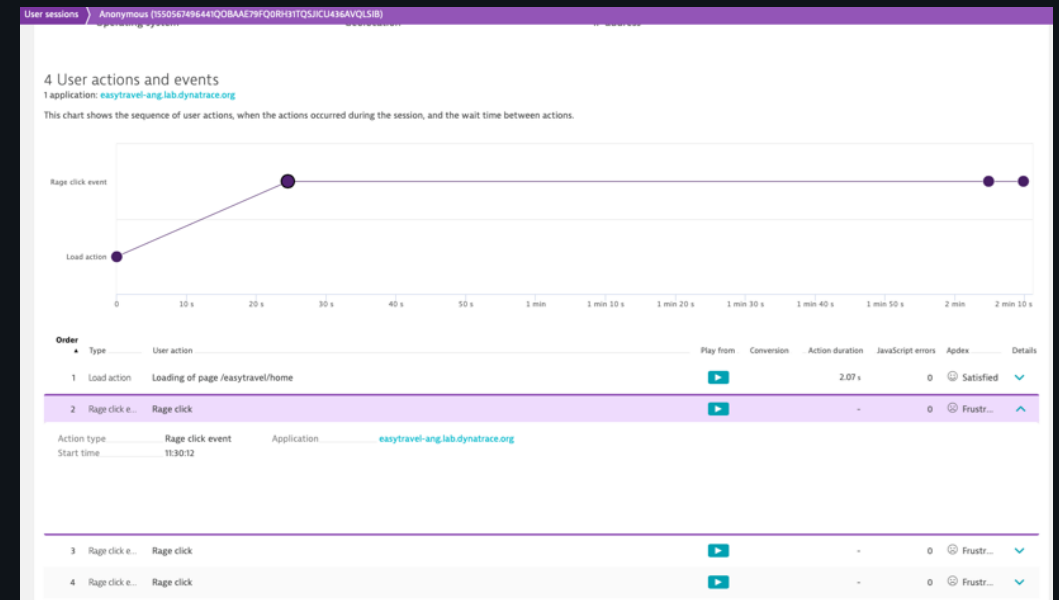
user sessions

Chart results by Location



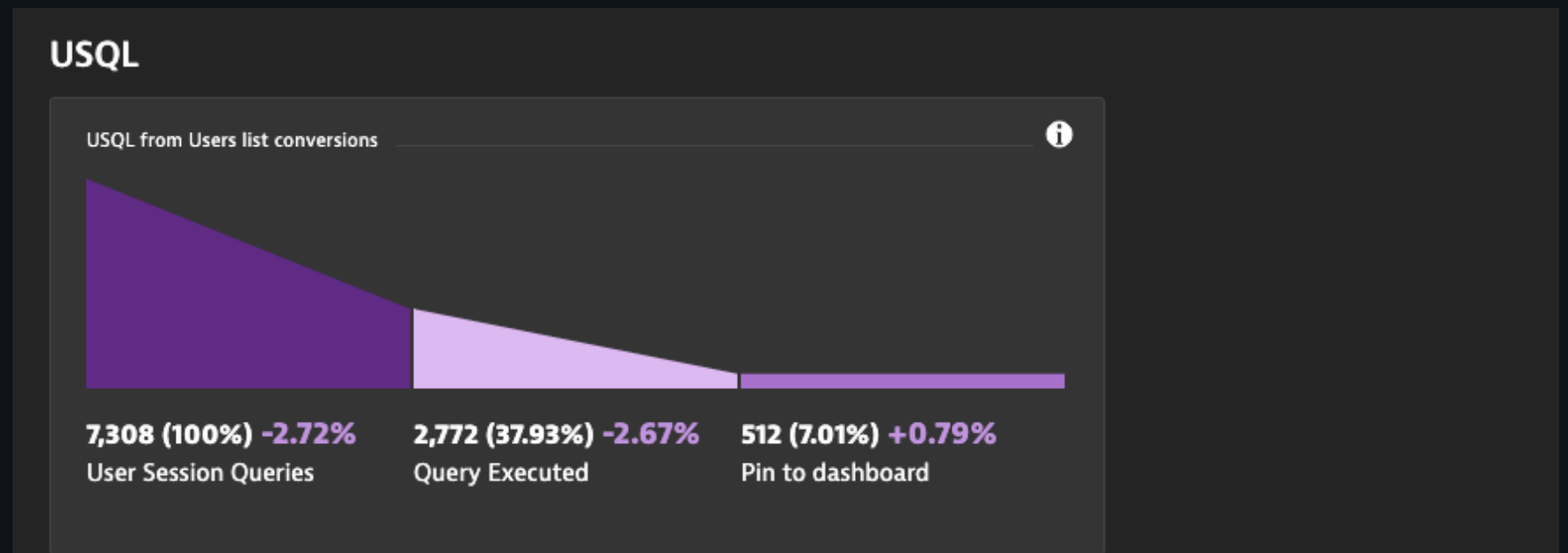
# Usability Analytics

- Applications often deliver frustrating user experiences
- Dynatrace detects rage clicks as a usability metric for all user sessions.
- What are rage clicks?
  - When a web application or mobile app process doesn't respond quickly, users may repeatedly click an affected UI control in helpless frustration.
  - Three or more really quick clicks on the same area of the web page are classified as rage clicks.



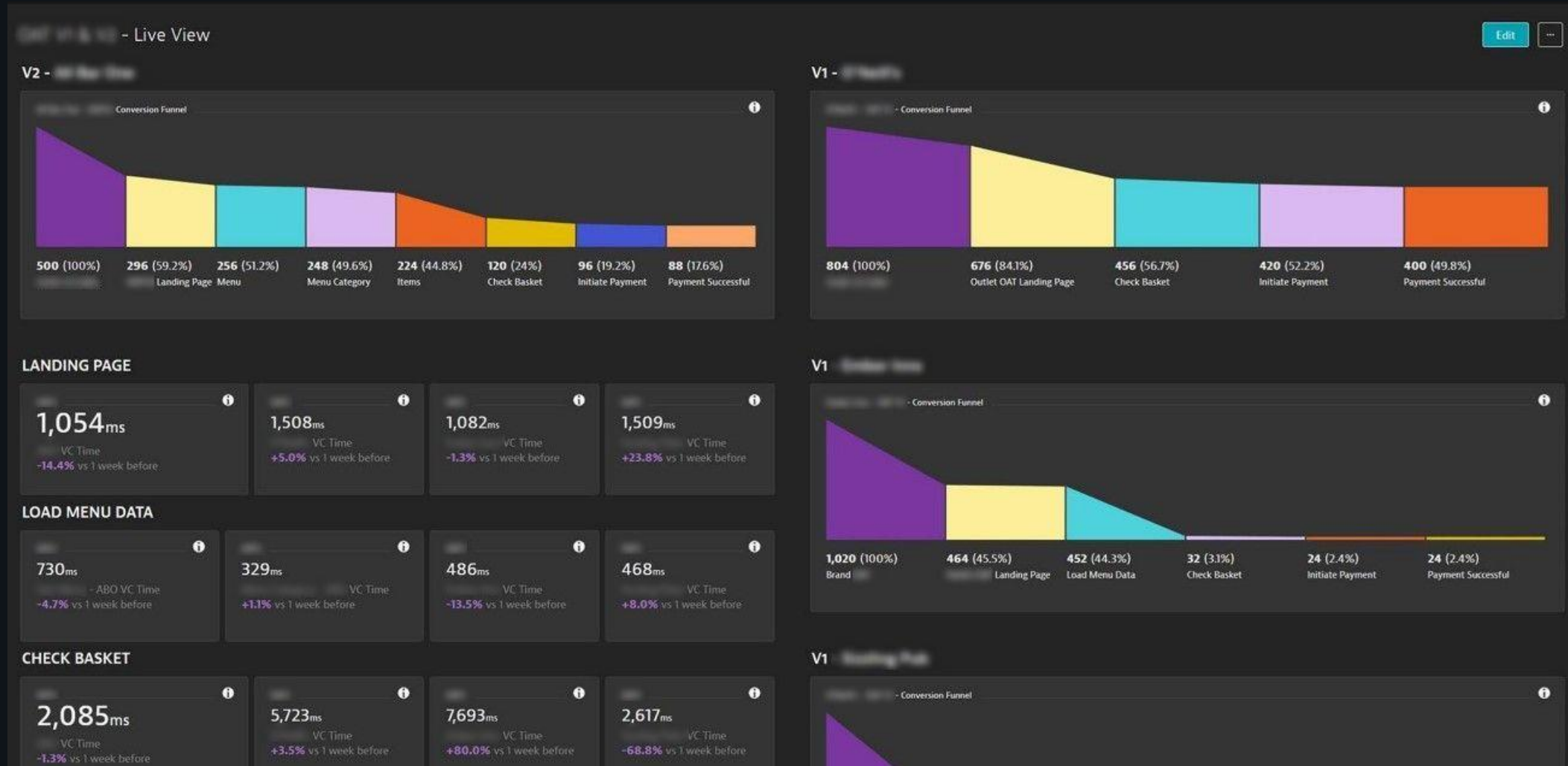
# User Sessions Query Language (USQL)

- Write "SQL-like" queries to retrieve, filter, and sort session data
  - Many, but not all, SQL options available (e.g. no table joining)
- Can be used in ad-hoc queries or pinned to dashboards
- Can be run from the UI or through the API
- Available tables:
  - User sessions
  - User actions
  - User events





# User Sessions Query Language (USQL)



# User Sessions

Live User Sessions ◀

Session Analysis

Filtering Sessions

Charting Sessions

Session Replay

# Live User Sessions



# User Sessions

Live User Sessions

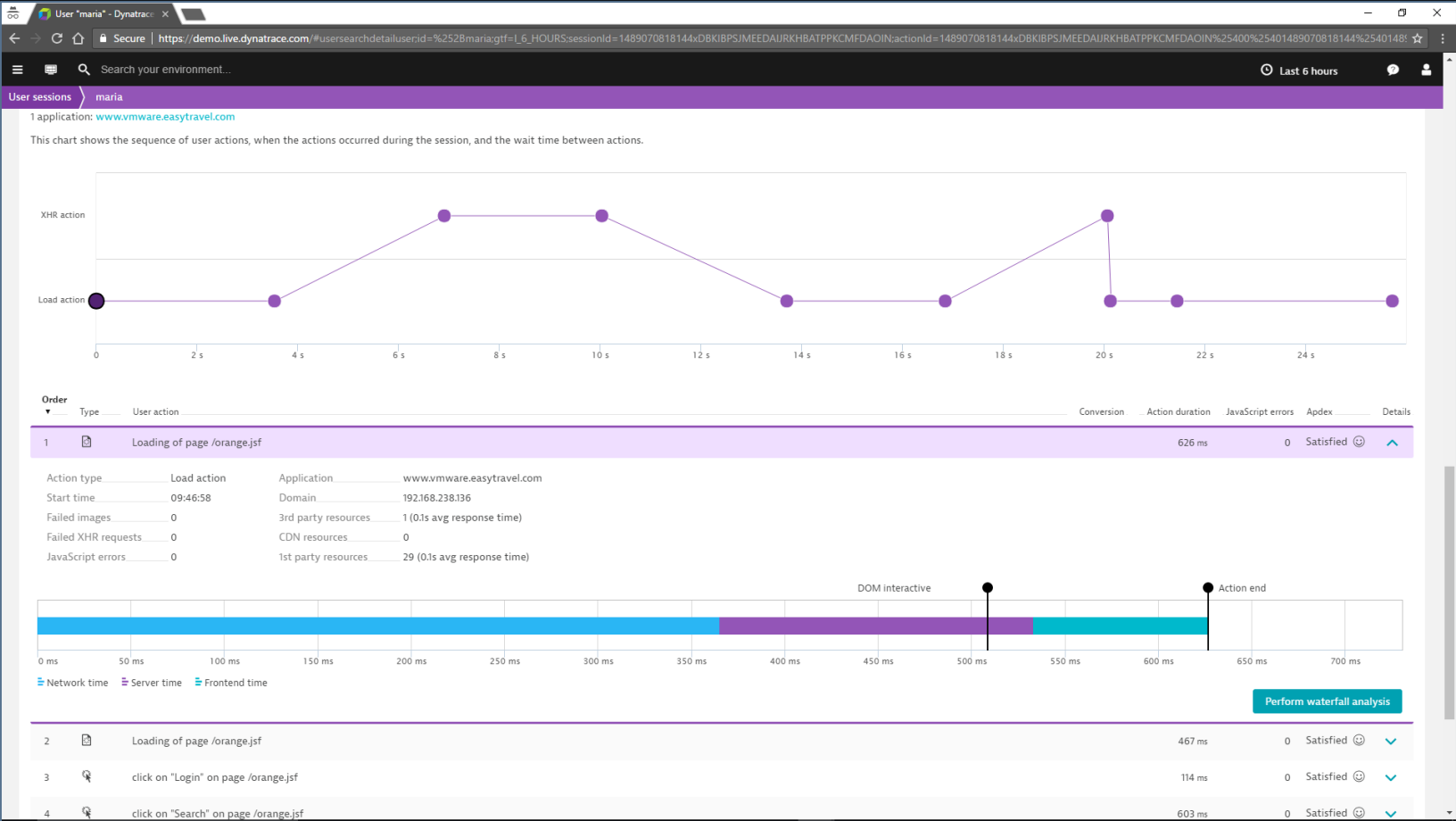
Session Analysis

Filtering Sessions

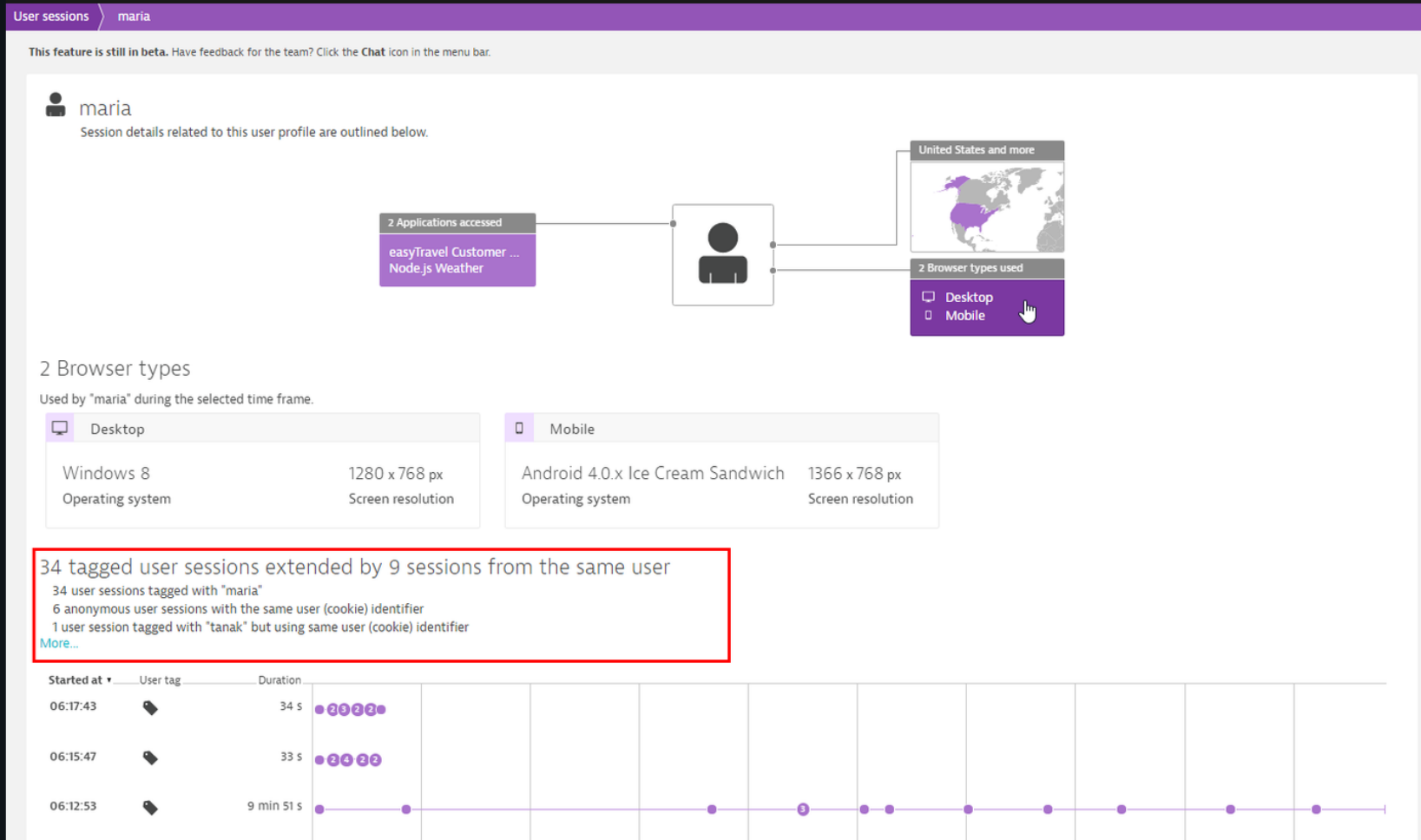
Charting Sessions

Session Replay

# Session Analysis

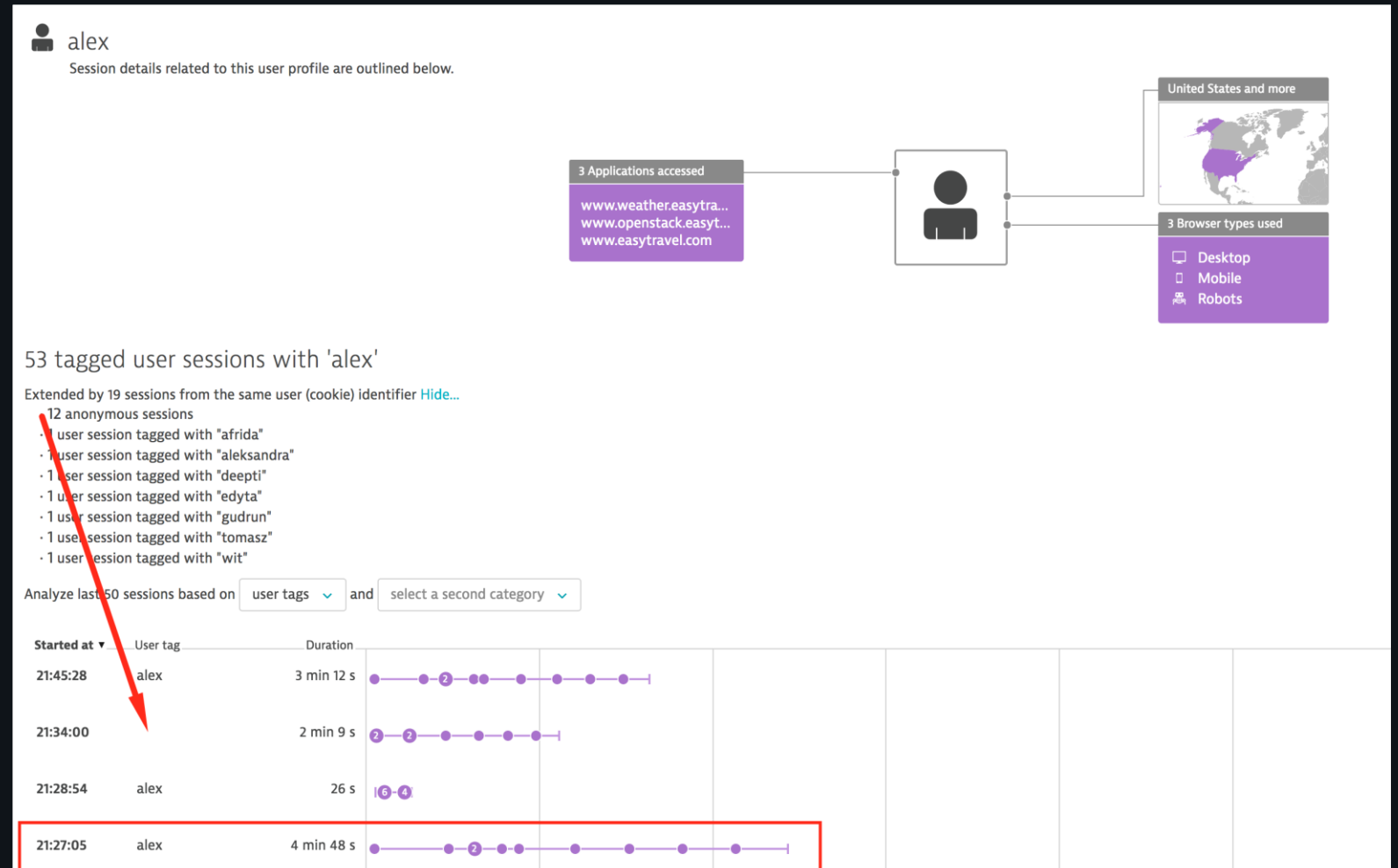


# Analyze user sessions

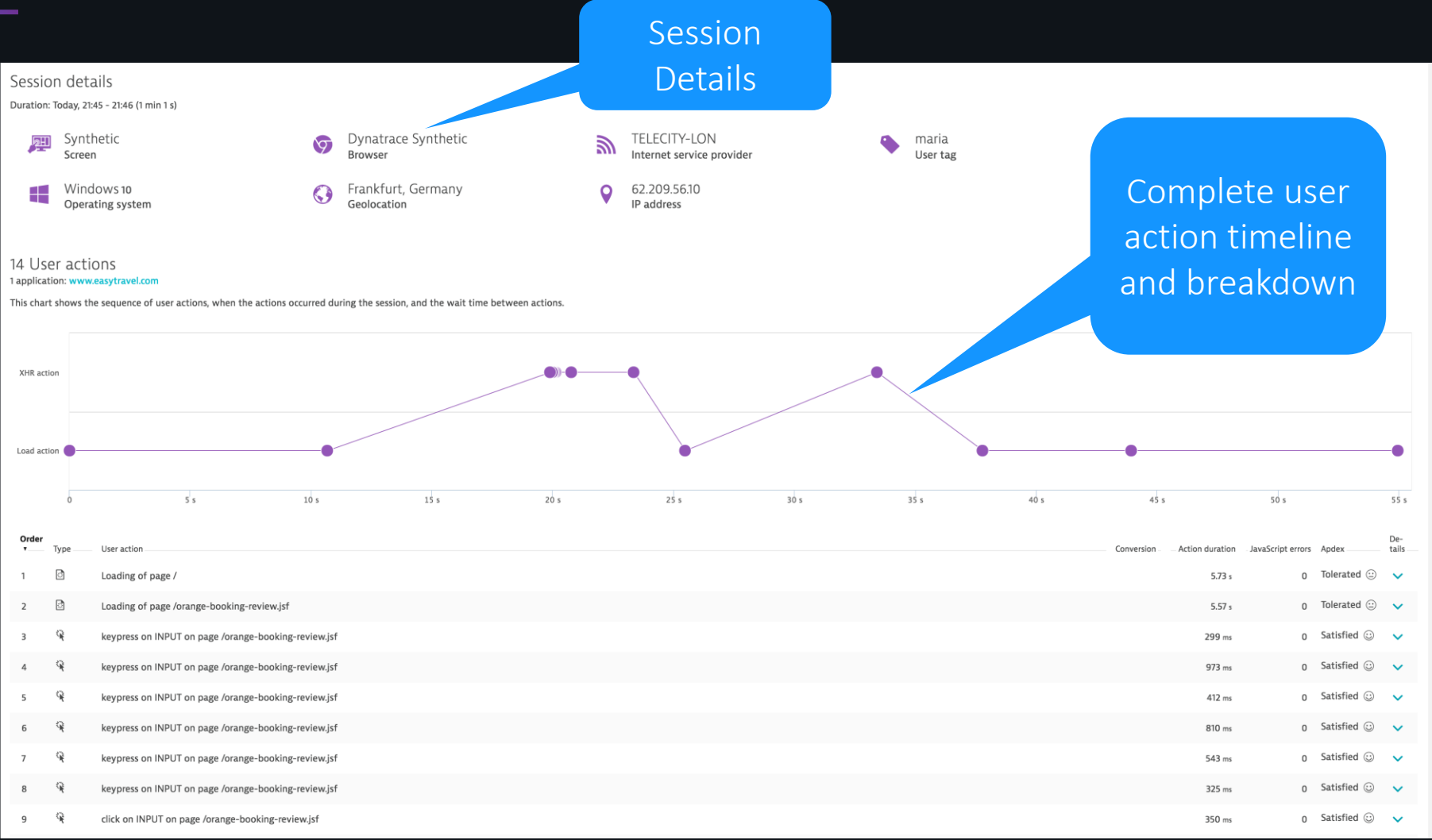


# Analyze user sessions

- Anonymous session correlation
- "Think" / "Read" time

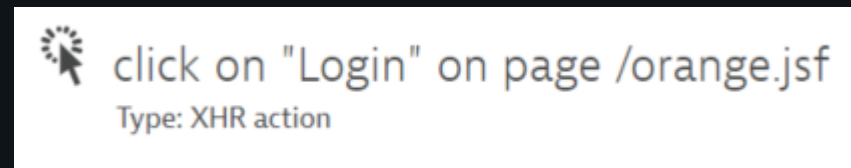
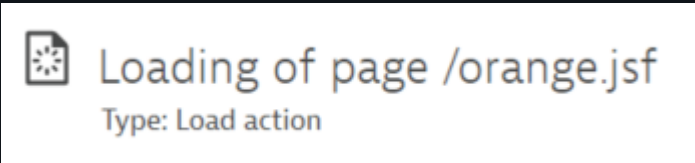


# Analyze user sessions




# User Actions

- What are user actions?
- User action types -
  - Initial Page Load
  - Web 2.0 actions and XHR calls
- Key User Actions







Applications > www.easytravel.com > User actions > Loading of page /privacy-orange-mobile.jsf

 Loading of page /privacy-orange-mobile.jsf  
Type: Load action, domain: ec2-54-84-39-252.compute-1.amazonaws.com

Mark as key user action

Data for non key user actions is available back to 13 February 2017 00:55 AM. For longer historical trends, setting a user action specific Apdex threshold or adding a user action tile to your dashboard, mark this user action as **key user action** by using the context button.

Filter user types  
Start typing to filter...

 0.4 s User action duration 2.2 /min User actions	 0.1 /min JavaScript errors	 0.99 (Excellent) Apdex rating	 14.0 Resources /action 3.0 CDN and 3rd party resources
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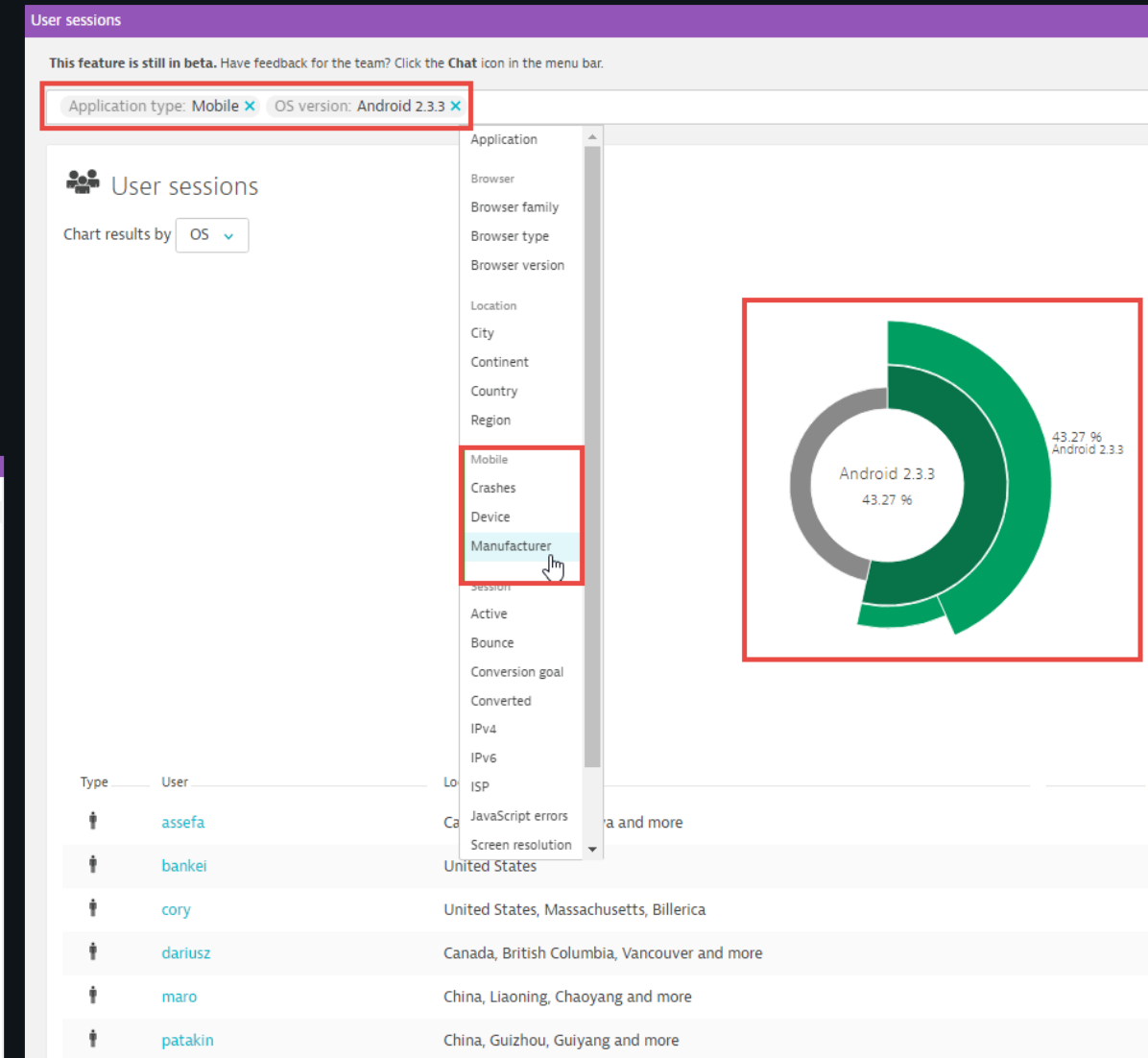
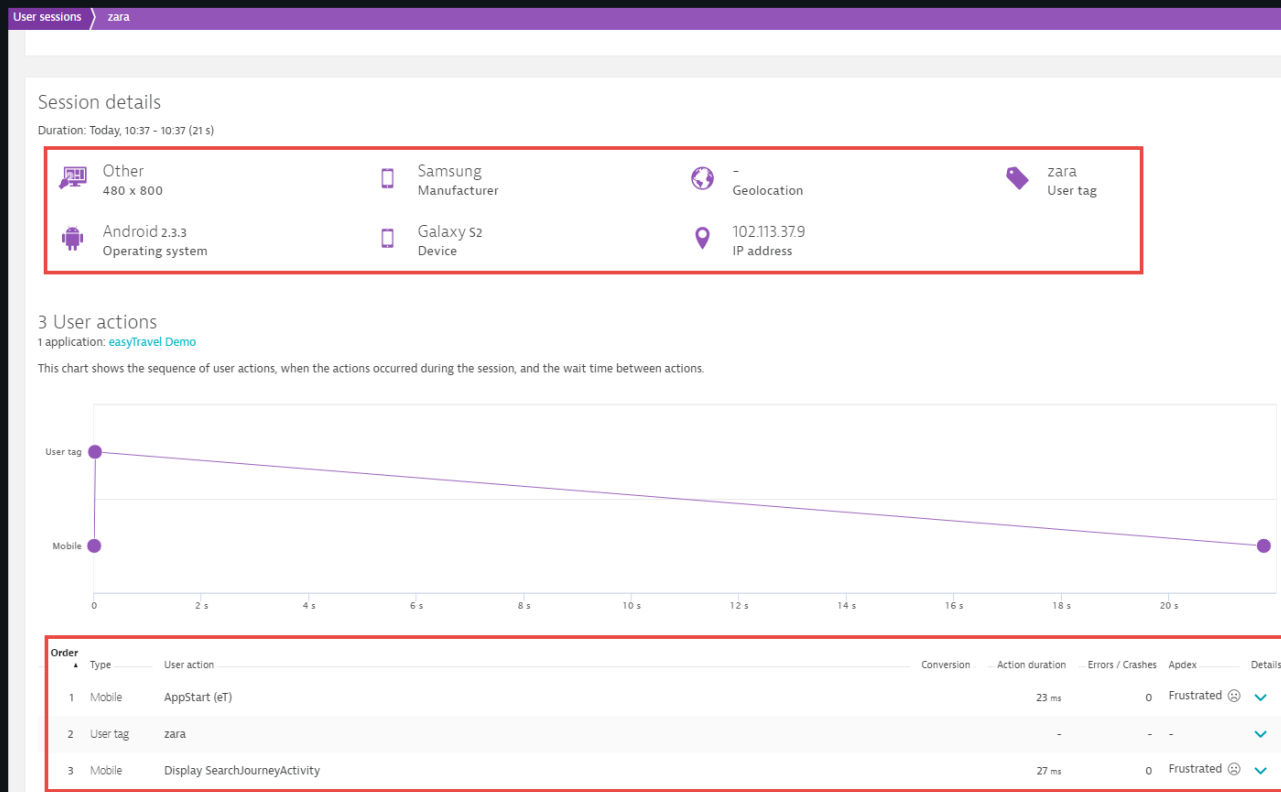
Action duration  
Show the median action duration

9 Problems in last 72 hours

watched

# Mobile User Sessions

- Full user sessions for Mobile applications





# User Sessions

Live User Sessions

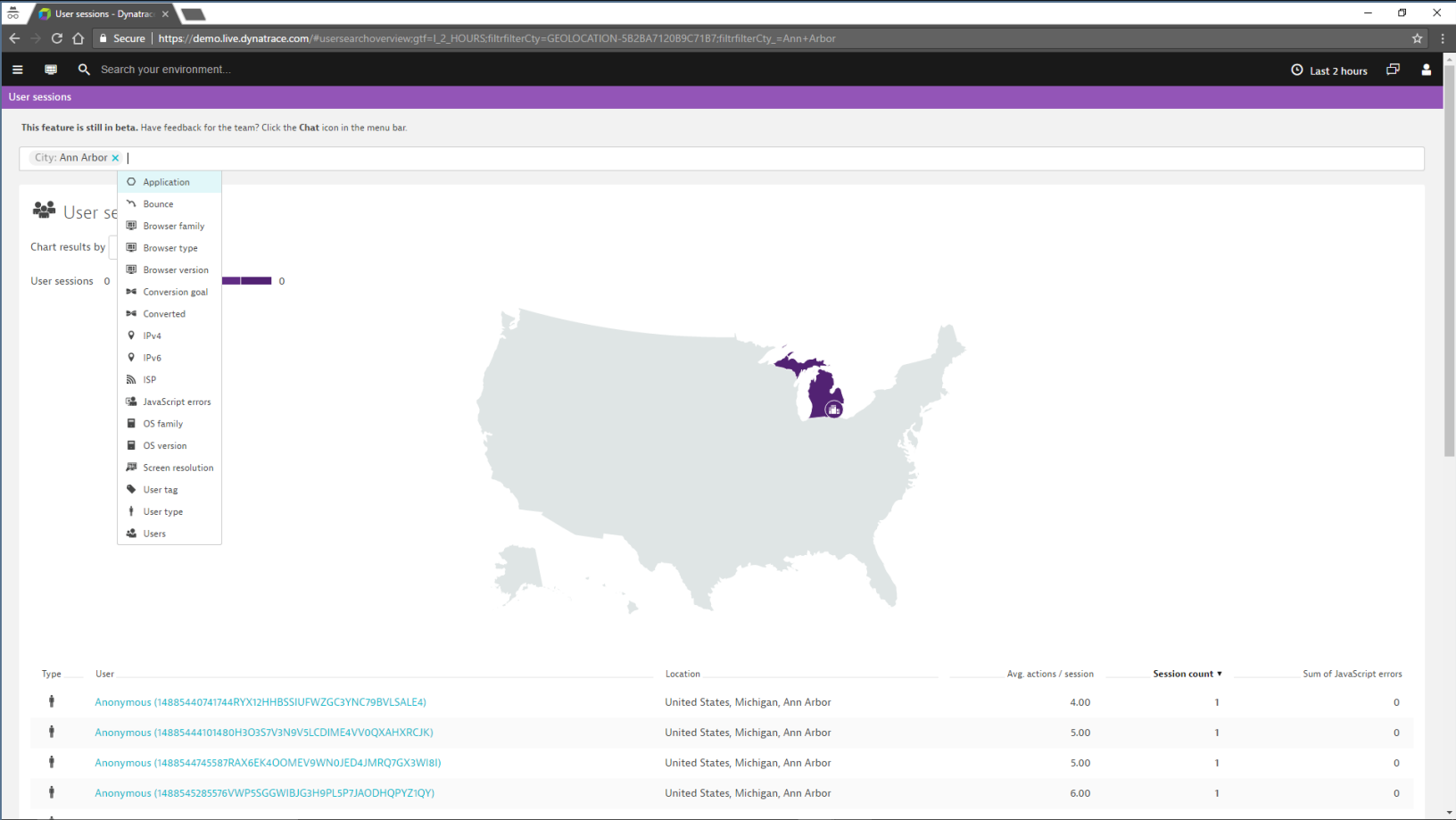
Session Analysis

Filtering Sessions ◀

Charting Sessions

Session Replay

# Filtering Sessions



# User Sessions

Live User Sessions

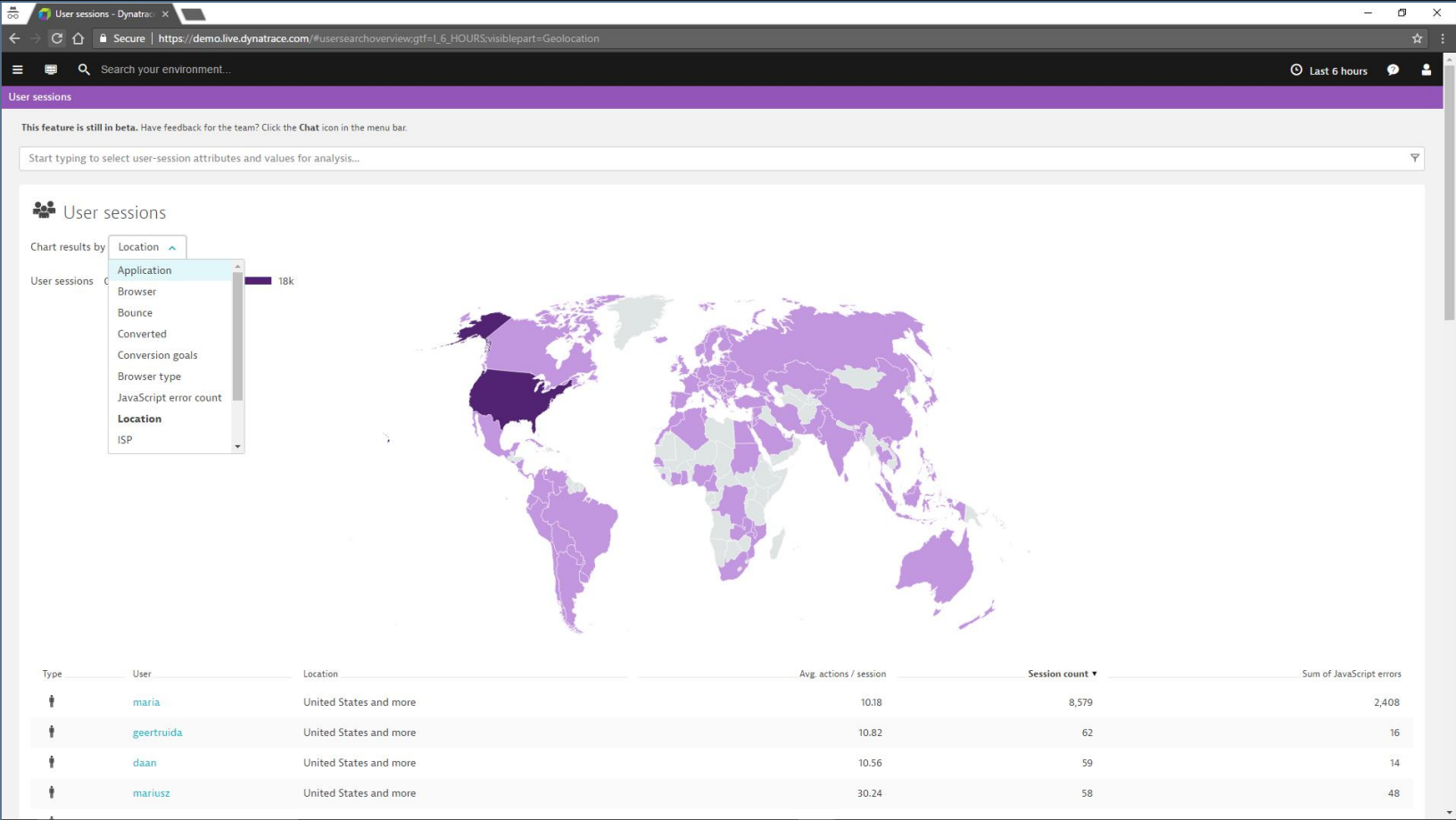
Session Analysis

Filtering Sessions

Charting Sessions ◀

Session Replay

# Charting Sessions



## User Sessions

## Live User Sessions


## Session Analysis

## Filtering Sessions

## Charting Sessions

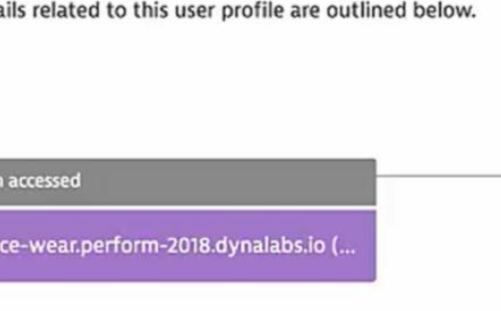
## Session Replay ◀

# Session Replay

 Ashley McMullen

Session details related to this user profile are outlined below.

[Close problem analysis](#)



1 Application accessed

performance-wear.perform-2018.dynalabs.io (...)


London, United Kingdom


1 Browser and device type used

Desktop

One tagged session with 'Ashely McMullen'

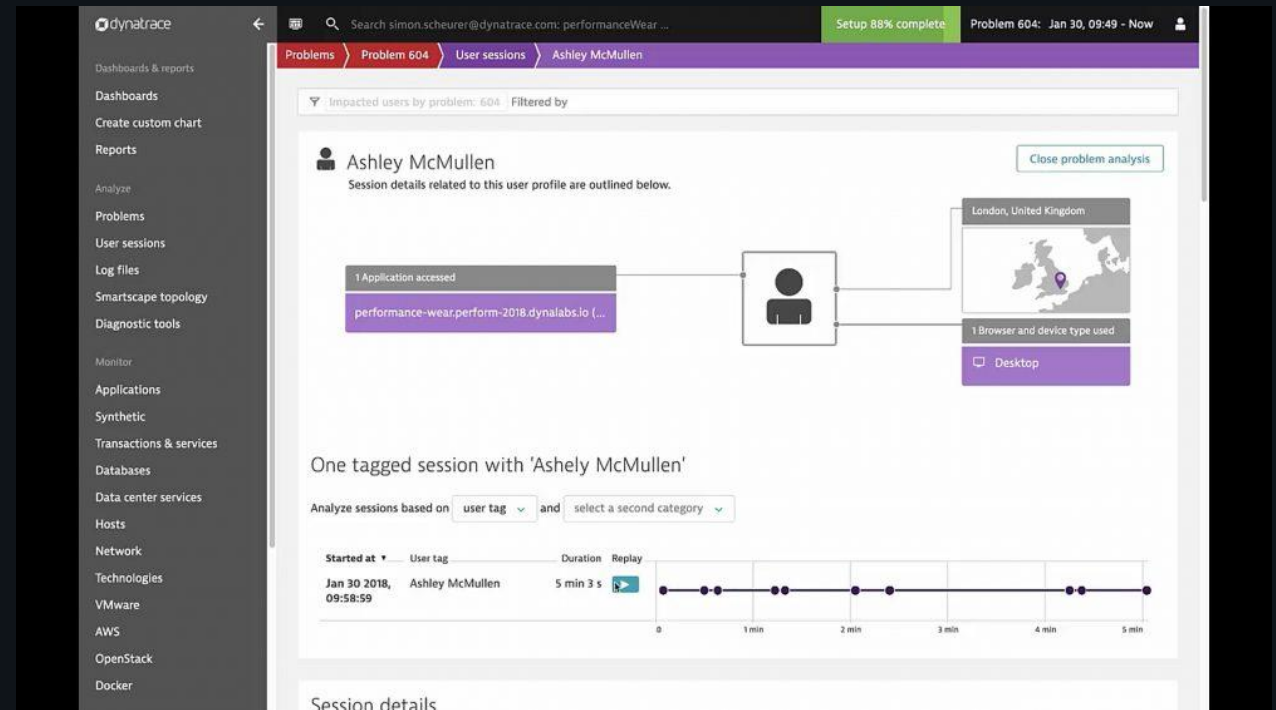
Analyze sessions based on  and

Started at	User tag	Duration	Replay
Jan 30 2018, 09:58:59	Ashley McMullen	5 min 3 s	



# Session Replay

- Record and replay sessions in a movie-like experience
- Identify and analyze errors and areas of struggle for customers:
  - Malformed pages
  - Infinite spinners
  - High priority errors
- See what your customers saw
  - Customer support/helpdesk
  - Users can forget their clickpath
- Enable in application settings



## Protecting personal data with Session Replay

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- As every user action is recorded protecting sensitive data is high priority
- All user input values are masked by default
- Additional settings are available for masking specific content and user-identifying attributes
- Content that can be masked:
  - Form fields
  - Password fields
  - Content collected from masked input fields on previous pages
  - Hidden attributes
- Exclude sensitive URLs from being captured in session replay at all

# Questions?

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Simply smarter clouds