Demystifying Session Usage

Billable Sessions - Overview

- 15 minute period of user activity within a web visit

- 3 tiers of sessions based upon applications utilized

- A user consumes only one session for each 15 minutes of activity

- The session consumed is equal to the highest tier interacted

- A customer must purchase the anticipated number of sessions for each tier

Billable Sessions - Defined

A session starts when one of the following occur:

- Customer hits customer portal, community, feedback or policy automation URL via a browser

- Customer hits a non-hosted page with a syndicated widget and interacts with that widget

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– Customer Portal controller hit by custom/extended widget

– *Startinteraction* operation is invoked through the KB API

– A Spider of unknow user_agent crawls the site and you have not added it to the SEC_SPIDER_USER_AGENT configuration setting

- See more information here:

  o Bots and Spiders: https://cx.rightnow.com/app/answers/detail/a_id/8532/kw/bots%20and%20spiders

  o Large number of spiders in the Internet Spider Activity report: https://cx.rightnow.com/app/answers/detail/a_id/7841/kw/7841

  o Session Usage information: https://cx.rightnow.com/app/answers/detail/a_id/10427/kw/sessions

A session ends when:

– Customer closes all browser instances associated with the session

– Session expires (15 minute intervals)

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Billable Session

Billable Session Scenarios

Five minute user visit: a single billable session results

User activity — Billable Session

Time

Twenty minute user visit of uninterrupted activity (one click per minute): two billable sessions result

User activity — Billable Sessions

Time

Forty minute user visit with activity at the start, in the middle and at the end (at 0 minutes, 20 minutes and 40 minutes into the visit): three billable sessions result

User activity — Non-billable time — Non-billable time — Billable Sessions

Time

More than 80% of Sessions are under 5 minutes

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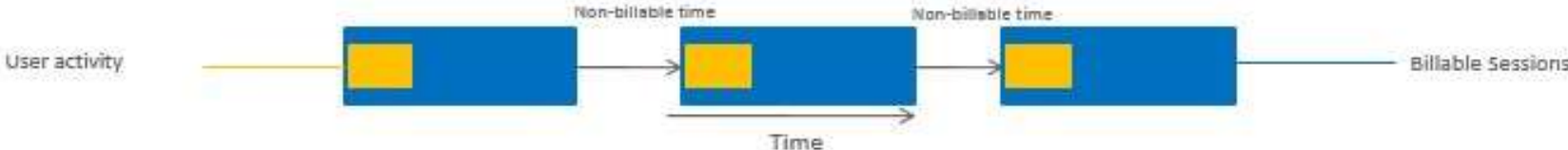
Licensing and Compliance

Measuring Sessions

- Action Capture Service (ACS) tracks which applications are utilized during an individual session

- ACS data is available in CSI

Reporting Sessions

- Through the CSI Dashboard, customers can view how many Tier1, Tier2 and Tier3 sessions were consumed and what actions occurred within each session

Customer Access and Role

- As with any investment, customers should log into their dashboard and monitor the usage of sessions on their site.

- Customers can view their license compliance dashboard by logging into
    - http://cx.rightnow.com
    - > My Site Tool > License Compliance Dashboard

**Note this will be moving early 2019 to the Oracle Cloud Portal – announcements will be made for the timeline. You can also get the date from your CSM

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Suspected Abnormal Activity?

- Is the activity a short spike or a general overall daily increase?

- A discussion should be started to determine if anything has changed on the site resulting in the observed behavior

  - Customer Portal deployment

  - New customizations / Modified widget

  - New integrations

  - A spider of unknown user_agent crawls the site and hasn't been added to: SEC_SPIDER_USER_AGENT configuration setting

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Technical Support

- You need to first determine:
  - Has anything changed on the site
  - Have you managed the SEC_SPIDER_USER_AGENT configuration setting to prevent spider sessions from unknown spider user_agents

- If you have investigated all of these items and feel your session count is in error:
  - A Service Request (SR) needs to be created in order for technical support to look into the issue
  - If upon reviewing suspected (incorrect) activity on the site IP ranges can be blocked to prevent further inaccurate reporting
  - Timing is important – ONLY a 30-day window of clickstream data is available for review
  - If you submit the issue more than >30 days after it occurs, tech support cannot assist

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