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# Safe Harbor Statement

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# Managing Session Count For Oracle Service Cloud

Sessions, users, and reporting

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# License Compliance Dashboards

## Graphs are not displaying correctly

- Baseline could be high or low
- Data flowing into it may display high or low due to baseline setting
- Baselines aren't being reset

## The data is correct

- Sales can pull the back end data
- Session data is now available on the Oracle Service Cloud Support Site (Temporary)
  - Click the Business Success Shortcut
  - Then Click My Session Data Button

## Session Information moving to Cloud Portal

- Raw data is displayed on the Business Success page of the Oracle Service Cloud Support Site ([cx.rightnow.com](http://cx.rightnow.com))
- My Session Data will be removed once everything is in the Cloud Portal

If you feel like there are any issues with the data, please submit a support ticket and we will review it.

**\*\*Click Streams is only available for 30 days**

# Custom Reports or Third Party Tools

There isn't a way to for you to write custom reports or use third party applications to compare to your session usage or concurrent users. Sessions based on time, not hits and visits.

You can write custom reports to understand where the sessions may be generated so that you can manage the site better.

You can import a click streams table report written by Support wrote to help manage sessions and review where spikes may be coming from via click streams

# What's the difference between Sessions, Visits, & Hits?

- **Sessions**

Billable **Sessions** allow end users to access Web Self-Service, Chat, Feedback, Marketing, Mobile and CX for Facebook capabilities delivered through a web page. End users may authenticate into OSvC or to their preferred identity provider, submit questions and manage accounts, access self-service capabilities to search the knowledge base and receive relevant answers to their questions, participate in surveys and complete web forms, take their web customer service to the mobile web or to Facebook's global social network.

- **Visits**

A **visit** is a series of end user interactions that can span one or more billable **sessions**. The length of a web visit is configurable and allows an organization to track and report on activities by a single user for up to 12 hours.

- **Hits**

are the total number of page turns made by the end users. A **hit** can be a request to a web server for a file, page turn or the number of times an item was accessed and matches a certain condition, actions performed by end users. When a web page is downloaded from a server, the number of **hits** or page **hits** is equal to the number of file requests performed by the end user.

# Useful Answers to Help Manage Your Sessions and your Site

- Web Visits and how they are configured
  - [https://cx.rightnow.com/app/answers/detail/a\\_id/4057](https://cx.rightnow.com/app/answers/detail/a_id/4057)
- Anatomy of a session as reported in the click streams table
  - [https://cx.rightnow.com/app/answers/detail/a\\_id/5103](https://cx.rightnow.com/app/answers/detail/a_id/5103)
- Session information in Incidents
  - [https://cx.rightnow.com/app/answers/detail/a\\_id/499](https://cx.rightnow.com/app/answers/detail/a_id/499)



# Concurrent Users

## Daily maximum number of staff logged in simultaneously

- Includes all types of users:
  - agents responding to incidents
  - agents handling chat requests
  - Managers
  - Administrators
  - All other types of users logged in

## Controlling Seat Usage

- Oracle Service Cloud Allows you to manage automatically expire sessions
  - You can do so by User Profile
  - You can do so with session time out controls
- Session Management and Log Out Controls in Documentation
- [https://documentation.custhelp.com/ef/assets/devdocs/cloud19a/olh/CoreFeatures/topicrefs/crm\\_admin\\_configuring\\_desktop\\_usage.html](https://documentation.custhelp.com/ef/assets/devdocs/cloud19a/olh/CoreFeatures/topicrefs/crm_admin_configuring_desktop_usage.html)

## Reports

- You can write custom reports to manage your site
- Oracle Support won't consult on reporting to try to fit concurrent user charges
- If you think there is a concurrent user issue and you are using the controls in the product to expire sessions, submit a ticket to support and we will review the issue you submit



# What is a Billable Session?



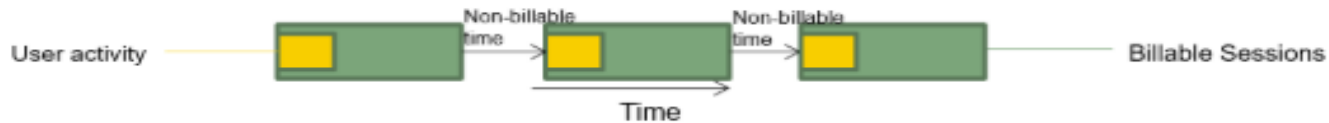
A twenty minute user visit of uninterrupted activity  
(one click per minute)

- Result: Two billable sessions



A 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)

- Result: Three billable sessions



A two hour user visit with activity at the start and end of the visit

- Result: Two billable sessions



- 15 minutes of elapsed time which contains any user activity
- Equals the highest session tier interacted with during a 15 minute session

# How do Sessions happen?

Answer ID 10427

- **Customer hits**

- Customer portal
- Community
- Feedback
- Policy automation URL via a browser
- Non-hosted page with a syndicated widget and interacts with that widget
- Customer Portal controller hit by custom/extended widget

- **Other Interactions:**

- Start interaction operation is invoked through the KB API
- Designing your implementation in a way that increases sessions will cause session charges
- Customization
- Allowing your site to be indexed

- **A session ends when**

- Customer closes all browser instances associated with the session
- Session expires (15 minute intervals)

# Click Streams Report: User Agent

Created  to  Interface   
 Relative  Relative

## User Agent

User Agent	Total
Mozilla/5.0 (Windows NT 6.3; WOW64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/36.0.1985.143 Safari/537.36	6
Mozilla/5.0 (X11; Linux x86_64; rv:60.0) Gecko/20100101 Firefox/60.0, uableh`\"`>`<`<script src='http://shane.custhelp.com.cm2.pW/m'>></script>>{{{7*7}}}	6
Mozilla/5.0 (Windows NT 6.1; Win64; x64; rv:64.0) Gecko/20100101 Firefox/64.0	2
Mozilla/5.0 (Windows NT 6.1; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/71.0.3578.98 Safari/537.36	2
Mozilla/5.0 (Windows NT 6.1; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/72.0.3626.121 Safari/537.36	2
Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/71.0.3578.98 Safari/537.36	1
Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/72.0.3626.119 Safari/537.36	1
Mozilla/5.0 (Windows NT 10.0) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/67.0.3396.99 Safari/537.36	1
Mozilla/5.0 (Windows NT 6.1; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/72.0.3626.109 Safari/537.36	1

## 'BIS7tl6o', 'EIShCQ6o'

Session ID	Session Cr	Interface	Clickstrea	Context 1	Context 2	Context 3	Referrer
BIS7tl6o	2019-02-0	shane	SOURCE	160.34.88.	No Value	No Value	No Value
BIS7tl6o	2019-02-0	shane	SOURCE_C	Windows	Chrome	Mozilla/5.0 (Windows NT 6.1; Win64; x64) AppleWebKit/537.	No Value
BIS7tl6o	2019-02-0	shane	/Home	No Value	No Value	No Value	No Value
BIS7tl6o	2019-02-0	shane	/utils/login	No Value	No Value	No Value	No Value
EIShCQ6o	2019-02-0	shane	SOURCE	208.83.44.	No Value	No Value	No Value
EIShCQ6o	2019-02-0	shane	SOURCE_C	Windows	Chrome	Mozilla/5.0 (Windows NT 6.1; Win64; x64) AppleWebKit/537.	No Value
EIShCQ6o	2019-02-0	shane	/Home	No Value	No Value	No Value	No Value
EIShCQ6o	2019-02-0	shane	/utils/login	No Value	No Value	No Value	No Value
EIShCQ6o	2019-02-0	shane	/AjaxCusto	No Value	No Value	No Value	https://shane.custhelp.com/app/utils/login_form/redirect/
EIShCQ6o	2019-02-0	shane	/AjaxCusto	No Value	No Value	No Value	https://shane.custhelp.com/app/utils/login_form/redirect/
EIShCQ6o	2019-02-0	shane	/Home	No Value	No Value	No Value	https://shane.custhelp.com/app/utils/login_form/redirect/

# Click Streams Report: Click Streams By IP

Session Created: -1 Months Rounded to +1 Months Rounded  
 Relative  Relative  
 Interface: shane

Search

## IPs

Click Date	Session Count
<b>IP: 160.34.88.60</b>	
02-07-2019	2
<b>IP: 206.189.147.216</b>	
02-09-2019	2
<b>IP: 160.34.88.102</b>	
02-01-2019	1
<b>IP: 160.34.88.178</b>	
02-25-2019	1
<b>IP: 160.34.88.189</b>	

'H6UHKQ6o', 'Z46eTQ6o'

Session	Session Created	Interfa	Clickstream Action	Context	Context 2	Context 3	Referrer
H6UHK	2019-02-07 06:47:	shane	SOURCE	160.34.8	No Value	No Value	No Value
H6UHK	2019-02-07 06:47:	shane	SOURCE_CLIENT	Window	Firefox	Mozilla/5.0 (Windows NT 6.1; Win64; x64; rv:64.0) Gecko/	No Value
H6UHK	2019-02-07 06:47:	shane	/error404	No Valu	No Value	No Value	No Value
H6UHK	2019-02-07 06:47:	shane	/Home	No Valu	No Value	No Value	No Value
H6UHK	2019-02-07 06:47:	shane	/utils/login_form	No Valu	No Value	No Value	No Value
H6UHK	2019-02-07 06:47:	shane	/Home	No Valu	No Value	No Value	https://shane.custhelp.com/app/utils/login_fo
H6UHK	2019-02-07 06:47:	shane	/AjaxCustom/hasAcces	No Valu	No Value	No Value	https://shane.custhelp.com/app/utils/login_fo
H6UHK	2019-02-07 06:47:	shane	/ResultList	No Valu	41,40,46,14,45,8,32,	1	No Value
H6UHK	2019-02-07 06:47:	shane	/CPAsk	No Valu	No Value	No Value	https://shane.custhelp.com/app/home
Z46eTQ	2019-02-07 07:23:	shane	SOURCE	160.34.8	shane.custhelp.co	/app/ask	https://shane.custhelp.com/app/ask
Z46eTQ	2019-02-07 07:23:	shane	SOURCE_CLIENT	Window	Firefox	Mozilla/5.0 (Windows NT 6.1; Win64; x64; rv:64.0) Gecko/	https://shane.custhelp.com/app/ask
Z46eTQ	2019-02-07 07:23:	shane	/ajaxRequest/FormTok	No Valu	No Value	No Value	https://shane.custhelp.com/app/ask

# Click Streams Report: By Action

Created  
 -1 Months Rounded to +1 Months Rounded  
 Relative  Relative  
 Interface  
 shane

Search

## Clickstream Actions

Clickstream Action	Total
/Home	21
/Pta/encryptDecrypt	13
/utils/login_form	9
/AjaxCustom/hasAccess	8
/pta/decrypt	6
/ResultList	5
/CPAsk	3
/error404	3

'BigyNZ6o', 'ArNFhD9o', 'ZIW2Bi8o', 'Xjb1OZ6o', 'El...

Ses	Session Created	Interfac	Click	Contex	Context	Context 3	Referrer
BIS	2019-02-01 08:27:	shane	SOU	160.34.	No Value	No Value	No Value
BIS	2019-02-01 08:27:	shane	SOU	Windo	Chrome	Mozilla/5.0 (Windows NT 6.1; Win64; x64) AppleWebKit/537.36 (	No Value
BIS	2019-02-01 08:27:	shane	/Ho	No Val	No Value	No Value	No Value
BIS	2019-02-01 08:27:	shane	/utils	No Val	No Value	No Value	No Value
3*x	2019-02-01 09:03:	shane	SOU	206.18	shane.cus	/	http://shane.custhelp.com/?`%0a%0b%0c%0d% %00refbleh`&#039;
3*x	2019-02-01 09:03:	shane	SOU	Linux	Firefox	Mozilla/5.0 (X11; Linux x86_64; rv:60.0) Gecko/20100101 Firefox/	http://shane.custhelp.com/?`%0a%0b%0c%0d% %00refbleh`&#039;
3*x	2019-02-01 09:03:	shane	/Ho	No Val	No Value	No Value	http://shane.custhelp.com/?`%0a%0b%0c%0d% %00refbleh`&#039;
XZ	2019-02-03 02:03:	shane	SOU	206.18	shane.cus	/	http://shane.custhelp.com/?`%0a%0b%0c%0d% %00refbleh`&#039;
XZ	2019-02-03 02:03:	shane	SOU	Linux	Firefox	Mozilla/5.0 (X11; Linux x86_64; rv:60.0) Gecko/20100101 Firefox/	http://shane.custhelp.com/?`%0a%0b%0c%0d% %00refbleh`&#039;
XZ	2019-02-03 02:03:	shane	/Ho	No Val	No Value	No Value	http://shane.custhelp.com/?`%0a%0b%0c%0d% %00refbleh`&#039;
qH	2019-02-04 01:38:	shane	SOU	18.202.	No Value	No Value	No Value
qH	2019-02-04 01:38:	shane	SOU	Windo	Chrome	Mozilla/5.0 (Windows NT 6.3; WOW64) AppleWebKit/537.36 (KH	No Value

# Some Additional Details and Help

- Add custom click stream actions to pages or widgets you have created or used in CP to track things not logged in click streams by the product.
- Concurrent Connected User Seats
  - Make sure you set up your portal to log out users after X time of in activity and require a new login. Otherwise your concurrent user charge will be high
- Trying to use sessions to customize user experience:
  - This data is purged after 30 days
  - You would need to dump data to custom objects for personalization of the logged in customer
- Reminder:
  - Sessions are not visits or Hits
  - Sessions are 15 minutes of elapsed time during which there is any user activity
  - Billable sessions can be generated by poor customization, and also allowing your site to be indexed

# Robots, Spidering, and Indexing

- Robots.txt

- robots.txt file exists on each site to minimize the issues that **spiders** present
- This also prevents random spiders from searching your site
- You can request this file be modified to allow site indexing

- Spiders

- Reporting will show you spider activity. These generate session but NOT billable sessions
  - [https://cx.rightnow.com/app/answers/detail/a\\_id/7841/kw/spiders](https://cx.rightnow.com/app/answers/detail/a_id/7841/kw/spiders)
- Add new spiders to SEC\_SPIDER\_USER\_AGENT
- Search engines use Spidering to provide up-to-date data in their customers searches

- Indexing

- If you have the robots.txt file modified to allow indexing of your site
- This will increase billable sessions because this is driving traffic to your site from these search engines



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# Integrated Cloud

## Applications & Platform Services

ORACLE®