



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
- 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 here: https://cx.rightnow.com/app/answers/detail/a_id/4280/kw/spider

• A session ends when:

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

Billable Session

Billable Session Scenarios

More than 80% of Sessions are under 5 minutes

Five minute user visit: a single billable session results



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



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



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**

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
 - See more here: https://cx.rightnow.com/app/answers/detail/a_id/4280/kw/spider

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 generated 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.