

How to create session recordings in HumCommerce

Session recordings let you see what visitors do when they come to your website. You can see what part of your web page attracts their attention, where they skim past content and where they try to click.

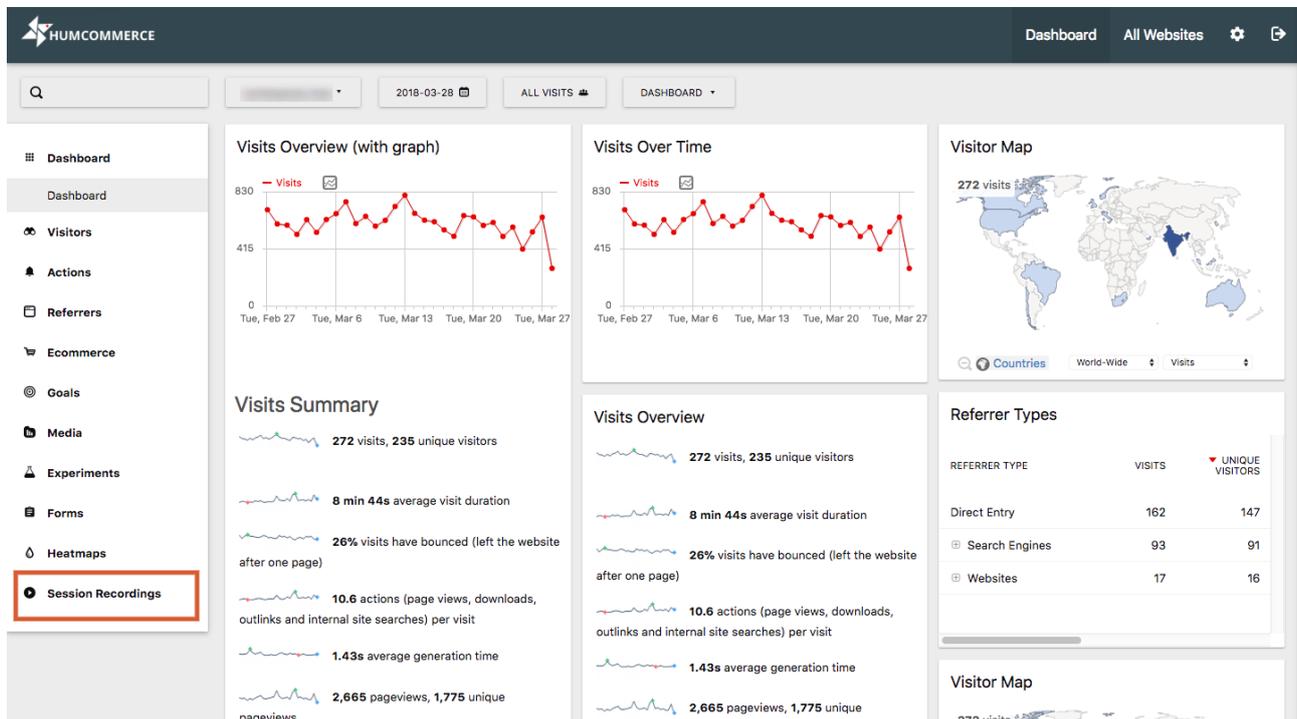
It might be possible that your visitors are interacting with your web page in a manner which is not quite beneficial to you.

You may want them to click on add-to-cart button, or a certain product or category you're trying to promote.

You can use session recordings to optimize your website around customer behaviour.

Here's how you can create session recordings in HumCommerce -

Step 1: Go to your HumCommerce dashboard.



Step 2: Click on **Session Recordings** in the left side panel.

You'll see the Session Recordings page:

HumCommerce Dashboard All Websites

View Session Recordings

Session recordings let you record all activities of a real visitor during their session (visit) such as clicks, mouse movements, scrolls, window resizes, page changes, and form interactions. You can then replay these interactions to see exactly how a visitor interacted with your website. This way you understand their expectations, problems they may have, usage patterns, and more.

Filter: All

Id	Name	Creation Date	Sample Limit	Status	Actions
15	HumCommerce	Mar 14, 2018	1000	Ended	

CREATE NEW SESSION RECORDING

If this is the first time you're creating a session recording, the session recordings page will be empty.

Step 3: Click on the **Create New Session Recording** button.

You'll see the **Create New Session Recording** page:

The screenshot shows the 'Create new session recording' interface in HumCommerce. The left sidebar contains navigation options like Dashboard, Visitors, Actions, Referrers, Ecommerce, Goals, Media, Experiments, Forms, Heatmaps, and Session Recordings. The main content area is titled 'Create new session recording' and contains several sections:

- Name:** A text field containing 'Home Page' with a help icon. Description: 'Defines the name under which the session recordings will be available.'
- Number of sessions:** A dropdown menu set to '1000'. Description: 'Defines the amount of sessions you want to record in total.'
- Entry Pages:** A section with a 'Rule' dropdown set to 'URL' and a text field containing 'equals exactly' and 'https://www.dealfuel.com/'. Description: 'Targets allow you to configure to only start the recording of a session as soon as a visitor has reached a certain page. This lets you for example only record sessions that go through the check out process. You can define one or more conditions. For example, you can define to record a session only when the URL or path equals a certain value and only if a certain URL parameter is present in the URL. Sessions will be only recorded when all conditions are met on a page view, not if only one of them is met. All conditions will be evaluated case-insensitive. When you select 'equals simple', the URL protocol, search parameters and a trailing slash will be ignored.' Below this is a 'URL validator' section with a text field containing 'http://www.example.com/' and a description: 'Enter a full URL including the protocol to check if activities will be recorded on this URL.'
- Advanced options:**
 - Sample Rate:** A dropdown menu set to '100%'. Description: 'Also known as "traffic". When you select 100%, all sessions will be recorded as soon as they have reached the target page. When you select for example 10%, only every 10th session will be recorded. The lower the percentage you select, the longer it will take to reach the selected sample limit.'
 - Min Session Time:** A dropdown menu set to '10 seconds'. Description: 'A session will be only recorded when a visitor has spent at least the specified time on a page.'
 - Requires activity:** A checked checkbox. Description: 'If enabled, only sessions that have a scroll and a click activity in one page view will be recorded. This prevents the recording of sessions with not much activity.'
 - Capture keystrokes:** A checked checkbox. Description: 'If enabled, any text that is entered into text form fields are recorded. Password fields will be automatically masked. If you wish to mask further form fields, you can add a "data-humdash-mask" HTML attribute to your form elements (learn more). This is useful for all form fields that hold sensitive information.'

A red-bordered button labeled 'CREATE NEW SESSION RECORDING' is located at the bottom of the form.

Step 4: Fill in the following details in the new session recording form:

- **Name:** Set name of the new session recording. For example, set “Homepage” if you’re recording sessions on your homepage.
- **Number of sessions:** Set the number of sessions you want to record. You can set a minimum of 50 sessions to record to a maximum of 5000 sessions in a single recording.
- **Entry Pages:** Entry page rules tell the HumCommerce tool when to record the sessions. If you want that a session is recorded only when a person enters your website through your homepage, you can do so by creating a rule.
 - **Rule:** There are 3 ways you can set a session recording rule:

- **URL:** Lets you set which URL should be the entry point of the session recording.
- **Path:** Lets you set the exact path to be recorded.
- **Parameter:** Lets you set a parameter which **must** be there in the URL to start a session recording. For example, 'q' or 's' for a search query.

Step 5: Set Advanced options:

- **Sample Rate:** HumCommerce lets you *record 100% of the sessions* occurring on your website. You can set your desired sampling rate using this drop down. For example, if you select 10%, only 1 in 10 sessions will be recording.
- **Min. Session Time:** Set the required minimum session time for which recording should start.
- **Requires Activity:** Check this box to record only sessions with activity.
- **Capture Keystrokes:** Check this box to capture keystrokes in the session.

Step 6: Click on the **Create New Session Recording** button. You'll see the following confirmation message:



Your sessions are now being recorded.

Note: It takes 24 hours for the session recordings to start showing in your dashboard when you create a new session recording.

Your turn now – create session recordings for the pages you want to see visitor behaviour for and optimize.