Smart Sessions Analytics

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1. To request Smart Sessions analytics exports, go to https://analytics.crowdcomms.com
2. Log in with your email and password
3. Type in the app short code of the relevant Event App you wish to get the report for and click 'Go'
4. At the top of the page, you will see several tabs including 'Streams' 'Documents' etc, scroll to the far right and click on 'Smart Sessions'
5. Click on the 'Smart Sessions Report'
6. Then select a date range for your report, and click 'Download'
7. Your report will be sent to your email for you to download.

Analytics Breakdown

High Level (detailed view)

1. This sheet provides you with the breakdown summary of Smart Sessions rooms in your event app.
2. Below is the list of columns that you'll see in this sheet and what they mean:

Event id/short-code - This is the code of your event app

Start Date (yyyy-mm-dd) – The start date you set up for your room. If this field is blank, this means you have not set the date for the relevant room

End Date (yyyy-mm-dd) – The end date you set up for your room. If this field is blank, this means you have not set the date for the relevant room

Room name – The name of the Smart Sessions room

Privacy (Y/N) – This field is currently not exposed on the CMS, therefore this field will always state Y

Room capacity – The number of attendees allowed to enter the room, this is set on the CMS

Start Time (hh:mm) – The start time you set up for your room. If this field is blank, this means you have not set the time for the relevant room

End Time (hh:mm) – The end time you set up for your room. If this field is blank, this means you have not set the time for the relevant room

Duration – The total number of hours the room was open for delegates to access. End date and time – Start date and time. If this field is blank, this means you have not set the date and time for the relevant room

User by countries

1. This sheet provides you with the summary of the numbers of users broken down by their access country.
2. Below is the list of columns that you'll see in this sheet and what they mean:

Event id/short-code - This is the code of your event app

Room name – The name of the Smart Sessions room

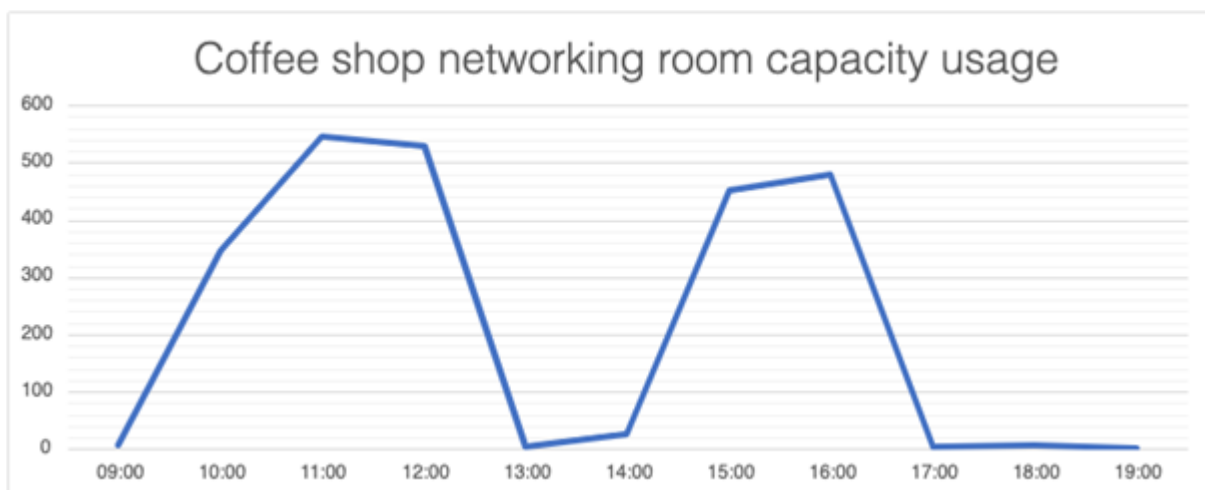**Privacy (Y/N) –** This field is currently not exposed on the CMS, therefore this field will always state Y

Country – The location where they joined the room from

Num users – The total number of users who joined from the relevant country

Usage graph

(There isn't any graph provided, but you can plot one yourself using the available data, we recommend a line graph showing the time on the x-axis and the number of user joins on the y-axis)

E.g.:

1. This sheet provides you with the total number of users (and unique users) joining a room a given date and time.
2. Below is the list of columns that you'll see in this sheet and what they mean:

Event id/short-code - This is the code of your event app

Room name – The name of the Smart Sessions room

Privacy (Y/N) – This field is currently not exposed on the CMS, therefore this field will always state Y

Total Users Join – The total number of times users entered the room

Total Unique User Join – The total number of times a unique users entered the room

Start Date and Time (yyyy-mm-dd hh:mm) – The start date time the users (and unique users) entered the room

Usage (detailed view)

1. This sheet provides detailed version of the Usage graph sheet and breaks it down to individual users and the total number of times they entered the room within the date parameter of the report.
2. Below is the list of columns that you'll see in this sheet and what they mean:

Event id/short-code - This is the code of your event app

Room name – The name of the Smart Sessions room

Privacy (Y/N) – This field is currently not exposed on the CMS, therefore this field will always state Y

User id - This is the unique identification code of the user

Attendee – The first and surname of the user

Count of entry – The total number of times the user entered the room within the date parameter of the report.

User engagement (high level)

1. This sheet provides summary information of activities performed by individual users in a room this is broken down by the bubbles that the made, chat interaction, teleportation performed, access location and the date these activities took place.
2. Below is the list of columns that you'll see in this sheet and what they mean:

Event id/short-code - This is the code of your event app

Room name – The name of the Smart Sessions room

User – The first and surname of the user

No of bubbles made – The total number of bubbles the user was in

Chat interaction (Y/N) – Whether or not the user interacted in the room chat

No of teleportation – The total number of times the user teleported to another user

Country – The location where they joined the room from

Date (yyyy-mm-dd) – The date the activities took place

User level engagement (bubble)

1. This sheet provides detailed version of the User engagement (high level) sheet and breaks it down to individual users and their bubble activities whilst in the room.
2. Below is the list of columns that you'll see in this sheet and what they mean:

Event id/short-code - This is the code of your event app

User id - This is the unique identification code of the user

User – The first and surname of the user

Room name – The name of the Smart Sessions room

Bubble id – This is the unique identification code of each bubble

Lock bubble (Y/N) – Whether or not the bubble was locked

Total number of people in bubble – The total number of users on the bubble including the user

Start Date and Time (yyyy-mm-dd hh:mm) – The start date time the bubble activity took place

User level engagement (teleport)

1. This sheet provides detailed version of the User engagement (high level) sheet and breaks it down to individual users and their teleport activities whilst in the room.
2. Below is the list of columns that you'll see in this sheet and what they mean:

Event id/short-code - This is the code of your event app

User id - This is the unique identification code of the user

User – The first and surname of the user

Room name – The name of the Smart Sessions room

Person teleported to – The name of the person the user teleported to

Num times teleported – The total number of times, the user teleported to the same user within the same date and time parameter

Start Date and Time (yyyy-mm-dd hh:mm) – The start date time the teleport activity took place

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