LogicMonitor

PRODUCT BRIEF

REAL USER MONITORING
WITH SESSION REPLAY:

For Websites and Mobile Applications

CORE CAPABILITIES

Real User Experience Visibility

Capture performance data from real user sessions across websites and mobile applications, including Core Web Vitals and segmentation by browser, device, network, and location.

Session Replay and Root Cause Analysis

Replay user sessions to visualize clicks, scrolling, navigation, and errors while correlating user experience with application and network performance for faster troubleshooting.

Performance Analytics and Optimization

Analyze trends, slow pages, Core Web Vitals, user segments, and custom KPIs to identify where performance improvements will have the greatest operational and business impact.

Flexible Deployment and Customization

Customize sampling, privacy controls, data collection, custom metrics, and site reachability diagnostics to align monitoring with organizational requirements while collecting the data that matters most.

Understanding Every User Experience

Every user accesses websites and mobile applications from different devices, browsers, networks, and locations. While synthetic testing validates expected application behavior, it cannot capture every individual user experience. Real User Monitoring (RUM) shows how users actually experience your applications, helping teams validate performance across real-world conditions and prioritize improvements based on customer impact.

Real User Monitoring with Session Replay captures real user sessions, replays interactions, correlates user experience with application and network performance, and helps teams troubleshoot issues faster.

How Real User Monitoring with Session Replay Works

Captures Real User Telemetry

Collects performance and experience data from real user sessions across websites and mobile applications.

Replays and Correlates User Activity

Records user interactions and correlates session data with application performance, network diagnostics, and business metrics to help identify root cause.

Analyzes Experience Trends

Organizes user experience data into dashboards, trends, Core Web Vitals, and user segments that highlight where performance changes over time.

Prioritizes Improvement Opportunities

Surfaces high-impact user segments, performance bottlenecks, and business impact insights so teams can focus optimization efforts where they matter most.

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Where Real User Monitoring Delivers the Most Value

Troubleshooting Customer-Reported Issues

When support or engineering teams need to understand what a user experienced and quickly identify issues such as JavaScript, network, or HTTP errors.

Optimizing Digital Experiences

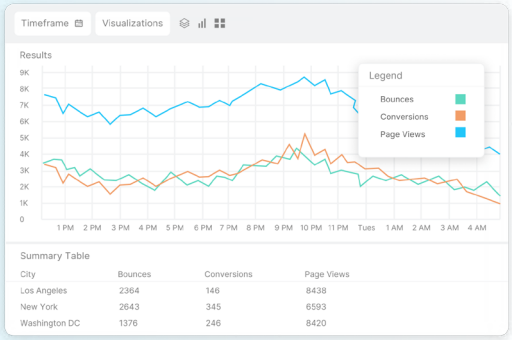
When engineering teams need to improve Core Web Vitals, page performance, and user satisfaction while reducing friction such as rage clicks and cursor thrashes

Prioritizing Performance Improvements

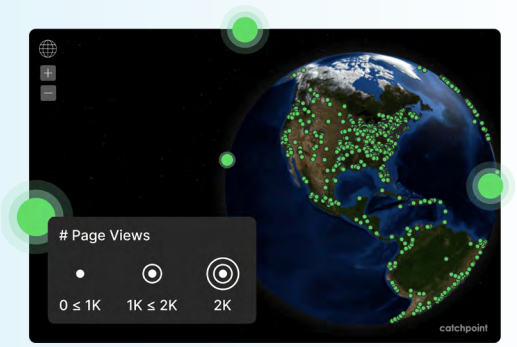
When teams need to identify which pages, user segments, browsers, devices, A/B tests, or regions have the greatest impact on user experience.

Connecting Performance to Business Outcomes

When engineering, product, and business teams need shared visibility into how digital experience influences engagement, conversions, and customer satisfaction.



Compare real-user performance and business metrics over time to identify trends and prioritize improvements.



Visualize real-user activity by location to understand where users are connecting and how experience varies globally.

What Sets RUM with Session Replay Apart

- Session replay with performance context
- High-fidelity user telemetry
- Optimization prioritized by business impact
- Unified with LogicMonitor Digital Experience

People Inc.

People Inc. Drives Results with Real User Monitoring

95% REDUCTION IN MTTR USING RUM

People Inc. uses Real User Monitoring to find root causes faster, reduce MTTR, and turn detailed performance data into insights that improve the user experience. See how RUM supports People Inc. in the full case study.

Improve Every User Journey

Understand how users experience your websites and mobile applications, resolve issues faster with session replay, and prioritize improvements using real-user insights.

SEE IT IN ACTION

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