



# Altocloud Administrator's Guide

Types of sessions

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Feature coming soon!

Learn about the types of sessions that Altocloud uses to organize groups of related events.

### Related pages:

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## Types of sessions

Altocloud organizes data about each user's activity into sessions. In its simplest terms, a **session** is a set of related events that involve a single user, within a given timeframe.

Session type	Examples	Example events in the session
Web	A user goes to your website and completes a form to place an online order.	<ol style="list-style-type: none"><li>1. Go to the website.</li><li>2. Go to the online order form.</li><li>3. Complete the fields in the form.</li><li>4. Click the submit button.</li></ol>
Conversation	<p>A customer calls your help desk and talks with an agent.</p> <p>A customer accepts a web chat and is routed to an agent.</p>	<ol style="list-style-type: none"><li>1. Call the help desk.</li><li>2. Be routed to an agent.</li><li>3. Receive the resolution.</li><li>4. End the call.</li><li>5. Be assigned a wrap-up code.</li></ol>
Custom	An order is shipped.	<ol style="list-style-type: none"><li>1. Removed from inventory stock.</li><li>2. Put on a plane.</li><li>3. Delivered to a distribution center.</li><li>4. Put on a truck.</li><li>5. Delivered to a customer's address.</li></ol>

For more detailed information about each type of session, see:

- Web sessions

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- Conversation sessions
  - Custom sessions and custom events