

# Monetate Platform FAQ

## How does Monetate handle currency conversions?

At 12 AM UTC (the same time that Monetate begins to process [experience results](#)), Monetate takes a snapshot of the transactions that occurred on your account. It converts all transaction into the default currency for your account using conversion rates obtained from [XE.com](#).

Currency settings are set at the time your account is created and cannot be changed.

## Can I use Stealth Mode to exclude reseller data and still allow a visitor to see experiences?

Yes, you can exclude reseller data from [Stealth Mode](#) and still allow a visitor to see experiences. To do this, get the internal IP information of your resellers and then [create a Stealth Group](#) for them using their subnet. If you want them to see experiences, place them in the Stealth-experiment group.

## Can I enter a range of IP addresses into a Stealth Group?

You can add IP address ranges in the format of `0.0.0.0/##`. The digits used after the slash (/) determine how many IP addresses in the range Monetate should include.

## Do I have to choose all experiment or all control for my various Stealth profiles?

No, you don't have to choose one or the other. You can have a mix of experiment and control Stealth profiles. You can configure these profiles on the **Stealth Groups** tab of the Sites page in the platform settings. Select either **Experiment** or **Control** on the Edit Stealth Group modal for each Stealth Group.

## How can I see the Stealth-control experience when my IP is in a Stealth-experiment group?

You have two options that allow you to see the control experience while in Stealth Mode. First, you can designate the Stealth Group as control through the platform settings. If you want to stay in the Stealth-experiment group and still see the control experience, you can generate a link to the control experience. For more information on how to generate a link to the control experience, refer to [Activate an Experience for Preview and Testing](#).

## Why do I need to force Stealth Groups into experiment or control?

The idea behind Stealth Mode was to create an environment in which testing isn't present and in which everyone within one organization or company can see the same site experience. This ensures that two employees within the same company and doing the same job see the same site experience. In short, Stealth Mode forces a decision because you want to run Monetate tests on your customers and not your employees.

## How often does Stealth Mode clear behavioral data?

After 15 minutes of inactivity, Stealth Mode wipes your behavioral data. For example, if you browse in Stealth Mode

and leave your computer for 20 minutes and then begin browsing again, Stealth Mode displays experiences as if you were a new visitor with no historical behavior available for targeting.

### **What does Stealth Mode do to client reporting and what is tracked?**

Stealth Mode doesn't influence experience results or reporting. Any site interaction within an experience by an IP in Stealth Mode is omitted. Stealth Mode doesn't store historical data for site interaction and cannot track past behavior. Therefore, experiences that rely on a visitor's prior behavior aren't visible for visitors in Stealth Mode.

### **In a Multivariate Test experience, which version will I see?**

In a [Multivariate Test experience](#), you see the first experiment variation if you're placed in the Stealth-experiment group. If you want to view other variations of the experience, use the [options available](#) when you click **PREVIEW** on the Experience Editor page.

### **Rate Limit**

Each specific device ID can view 20 pages per 30 seconds and 240 pages per hour. If you go over that allotment, you receive an error.