

Journey Analytics FAQ

If two Monetate tracks are implemented on each page load, does each event count as a different interaction in Journey Analytics?

Yes, the track event from first track will count as the first interaction in the Sankey Diagram, and the track event from the second track will count as the second interaction in the Sankey Diagram.

If a customer refreshes the page, does the page refresh count as a new interaction?

Yes, the page refresh counts as a new interaction.

If a customer opens two PDPs from an email message or an ad, does each opened PDP count as independent interactions?

Yes, the first PDP opened will count as the first interaction on the Sankey Diagram. The second PDP opened will count as the second interaction in the Sankey Diagram.