

SOLUTIONS BRIEF

SESSION REPLAY

Stop the bounce, fix issues fast, and keep users hooked on your browser and mobile applications.

Gain the insight you need directly from the user POV: a near-perfect visual recreation linked to full-stack telemetry. Consolidate fragmented tools with a single observability platform for unified browser and mobile insights:

01 Zero Tool-Switching

Deeply integrated replays allow teams to jump seamlessly between visual session playback and corresponding backend traces or logs.

02 Architectural Efficiency

Mobile error-driven sampling and native-to-HTML conversion prevent high ingestion costs and performance degradation.

03 Instant Governance

Server-side updates for masking rules and sampling rates apply security patches instantly, avoiding delays from mobile app store deployment cycles.

Traditional logs and metrics tell you **what** happened when users encounter friction, bugs or crashes, but that's only half the story.

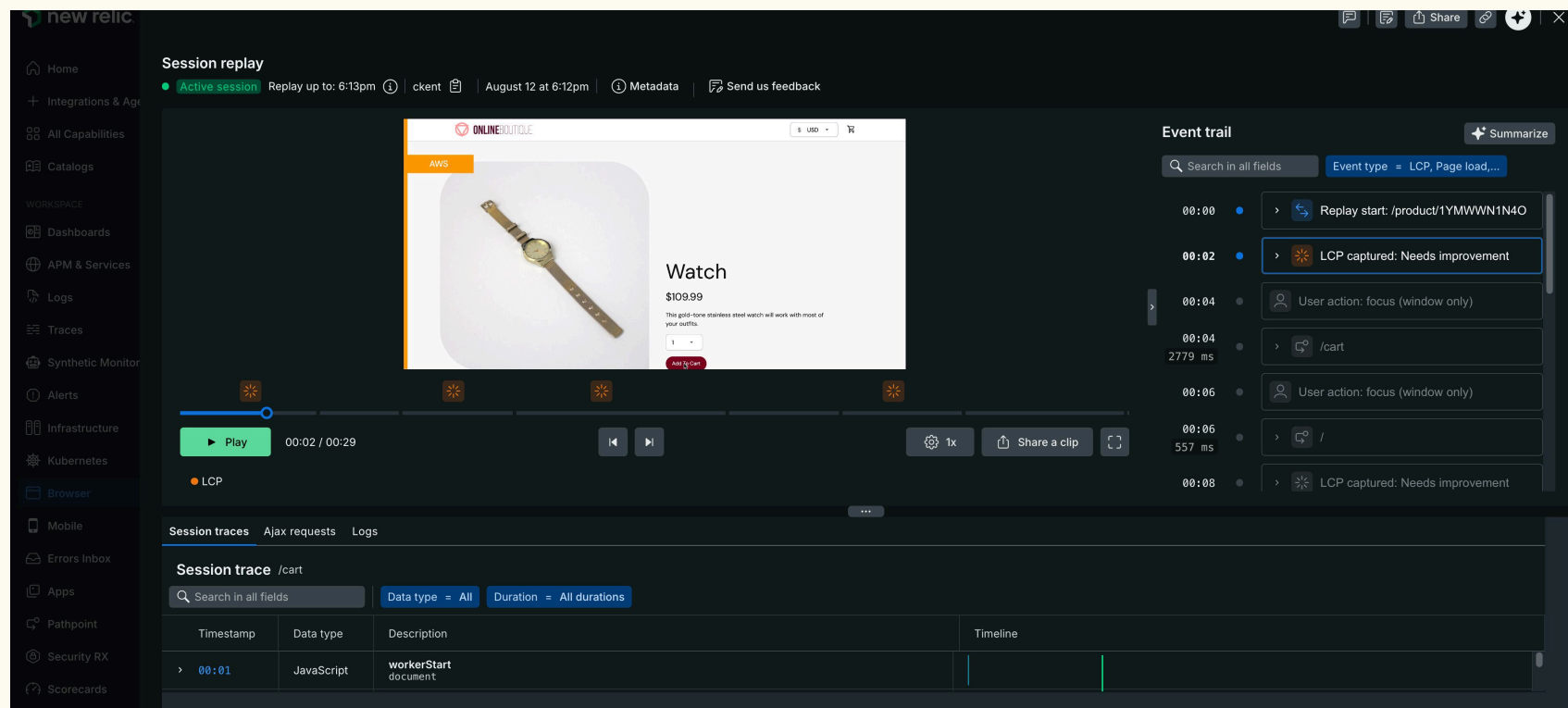
Now understand exactly **why** with New Relic Session Replay.



SEE THE FULL STORY BEHIND YOUR USER EXPERIENCES

Request a [demo](#) for a personalized walkthrough of New Relic Session Replay.

Browser



HOW IT WORKS:

Upon page load, the browser agent snapshots the DOM and pulls relevant CSS files to preserve styling. As users interact, the agent asynchronously captures incremental DOM changes. It utilizes GZIP compression and duplication reduction techniques to minimize network payloads before securely storing the data.

KEY FEATURES & BENEFITS

JavaScript Error Troubleshooting: View user actions during a frontend error to instantly find root causes.

New Relic AI Summary: Automatically summarizes replay events for a quick view of user journey milestones and failures.

Sequence Filtering & Trimmed Replays: Filter sessions by precise interaction paths (e.g., search to add-to-cart) and isolate segments to share with teams.

Performance Flow Optimization: Pinpoint friction points causing user frustration, like broken buttons, confusing navigation, or slow checkouts.

Built-in Privacy Governance: Secure data processing under GDPR/CCPA with default text/input masking and options for selective unmasking.

NerdGraph & Manual Control: Programmatically control recordings via API for compliance and apply bulk sampling changes using NerdGraph.

NEW: Monitor your ChatGPT apps with session replay



With the New Relic Browser Agent v1.305.0 or higher enabled, you can:

Bypass Iframe Security Restrictions

While strict CSPs, iframe sandboxing, and client-side storage limits block traditional session replays inside host environments, New Relic's Browser Agent bypasses these restrictions to capture end-user telemetry directly from within third-party iframes.

Track LLM Logic Success & End-to-End Latency

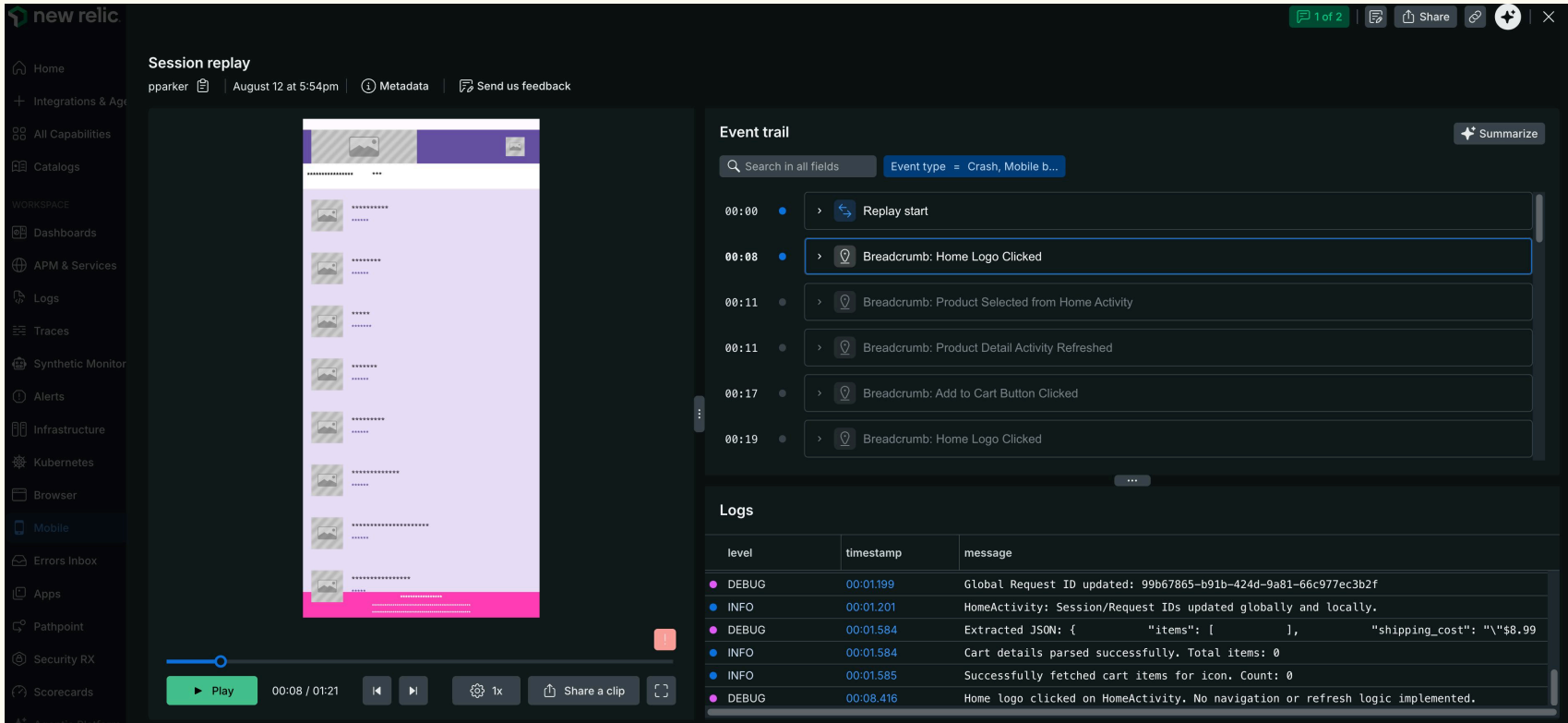
Use custom PageAction telemetry to measure prompt-to-action conversion rates and track LLM UI generation success (e.g., dynamic chart rendering) while tracing end-to-end latency from the browser interface back to your services.

De-bug AI Logic Failures via Console & JavaScript Errors

Capture runtime failures caused by hallucinated UI structures or bad API payloads by intercepting browser console logs and dynamic script errors, enabling debugging even when the host environment blocks standard developer tools.

[Read the Browser documentation](#)

Mobile



HOW IT WORKS:

Lacking a DOM, the Mobile agent monitors the native view lifecycle to serialize the viewport into masked, gzipped HTML layout data, transmitting it as a JSON stream every minute (or post-crash).

This native-to-HTML conversion delivers highly accurate playback without expensive pixel-by-pixel recording, guaranteeing a minimal on-device performance footprint.

KEY FEATURES & BENEFITS

Visual Analysis & Troubleshooting with Transaction 360: Capture every swipe, tap, and gesture. Replays seamlessly synchronize with native breadcrumbs, device logs, and full-stack telemetry inside Transaction 360 for rapid, end-to-end root-cause analysis.

Error-Driven Sampling: To maximize efficiency, the agent buffers 30 seconds of client-side replay data locally. Replays are harvested and uploaded only when a crash or error is triggered; otherwise, the buffered data is discarded.

Cost-Effective Data Collection: By transforming native view lifecycles into lightweight HTML instead of capturing heavy video or screenshots, the agent reduces data ingest size to just 25% of a standard browser replay.

Real-Time Server-Side Privacy: Out-of-the-box text masking and image blocking secure PII locally. Privacy and sampling rules are managed server-side, enabling instant runtime updates without requiring app store re-submission.

Built-in Privacy Governance: Just like with browser session replay, get secure data processing under GDPR/CCPA with default text/input masking and options for selective unmasking.

TOP CUSTOMER USE CASES

These are some of the most popular ways customers are deploying mobile session replay:

- BOOST REWARD PROGRAMS USE
- ENSURE SMOOTH CART CHECKOUT PROCESSES
- DEPLOY AI-NATIVE PRODUCTIVITY APPS
- SIMPLIFY FINANCE & BANKING TRANSACTIONS
- STREAM SHORT-FORM/VERTICAL VIDEO CONTENT

[Read the Mobile documentation](#)