

Customer Experience, Session Recording and Website Heat Map Tools

Resources about customer experience management, heat map, and session recording tools, used for improving and personalizing customer interaction and for gaining insight into how customers interact with websites (for example, by analyzing clicks/scrolls or recording visitor sessions).

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Below we have compiled publicly available sources from around the world that present views on Customer Experience, Session Recording and Website Heat Map Tools.

Learn More About Popular Customer Experience Tools

- [ClickTale](#)
- [CrazyEgg](#)
- [HotJar](#)
- [Inspectlet](#)
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Perspectives on Customer Experience Session Recording and Website Heat Map Tools

Ready to see behavioral analytics in action?

[Get a Demo >>](#)

- [Better CX Tools For Twitter: Too Little Too Late?](#)
huffingtonpost.co.uk

How To

- [How to Create a Customer Journey Map](#)
uxmastery.com

Specific Technologies

- [FullStory: Average User Session Stats by Segment](#)
fullstory.com
- [How To Use Pulse As A Customer Journey Mapping Tool](#)
raygun.com

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Specific Environments

- [9 Heatmap Tools and Plugins for a WordPress Site](#)
wpbeginner.com

Services and Consultants

- [User Session Monitoring & Recording Solutions - CyberArk](#)
cyberark.com

Heat Map Tools

- [Sumo Heat Maps - Heat Mapping & Click Tracking](#)
sumome.com
- [Top 5 Heat Map Tools you Should Use 2017](#)
organizly.com
- [Top Heatmap Analysis Tool for Website and Mobile Apps](#)
uxcam.com
- [20 Heatmap Tools for Testing Website's Usability](#)
testing-web-sites.co.uk
- [5 Heat Map Tracking Tools to Watch What Your Visitors Do](#)
mequoda.com

Customer Experience Tools

- [Decibel Insight - A Customer Experience Analytics Tool](#)
decibelinsight.com
- [Zarget: Capture and Replay Your Visitor's Journey](#)
zarget.com
- [16 Best Customer Experience \(CX\) Enterprise Software Platforms](#)
usabilitygeek.com
- [Top 5 Tools for Improving the Customer Experience in 2016](#)
softwareadvice.com
- [4 Tools to Help Deliver a Better Customer Experience](#)
blog.clientheartbeat.com
- [8 Tools to Enhance Your Customer Experience On Mobile](#)
jeffbullas.com
- [Smaply - Visualize Customer Experience](#)
smaply.com
- [Customer Journey Mapping Tools for Small Business](#)
paysimple.com
- [Useful Tools for Marketers Borrowed from CX/UX Disciplines](#)
trinityp3.com

Further Reading

- [ClickTale](#) — Resources about ClickTale, a cloud-based digital customer experience and customer analytics platform providing an experience center, path analytics, conversion analytics, and more.
- [CrazyEgg](#) — Resources about CrazyEgg, an online application that provides visualization and tracking tools such as a heatmap, scroll map, overlay, and more.
- [HotJar](#) — Resources about HotJar, an all-in-one analytics and feedback platform that provides heatmaps, visitor recordings, conversion funnels, form analytics, and more.
- [Inspectlet](#) — Resources about Inspectlet, a platform including heatmap visualization, session recording, form analytics, and more.

- [Lucky Orange](#) — Resources about Lucky Orange, a set of tools including dynamic heatmaps, live chat software, conversion funnels, and more.
- [Mouseflow](#) — Resources about Mouseflow, a session replay and heatmap tool that shows how visitors click, move, scroll, browse, and pay attention on websites.
- [Seevolution](#) — Resources about Seevolution, a real-time website analytics web service that shows a heatmap of a website, detailing visitor clicks, mouse moves, and scrolls.
- [SessionCam](#) — Resources about SessionCam, a visual web analytics tool that allows recording and playing back any website activity whenever a visitor interacts with the site.

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