Concurrent users report

The concurrent users report will give users an insight into the number of 'concurrent' WiFi users and unauthenticated devices over time for their current scope (e.g. company, group or venue).

The 'Concurrent users' report displays the number of active users on the network within a given time period. The report counts WiFi users based on session duration and counting the user or device once within each hour, day, week or year dependent on the report time options selected by the user. The aim of the report is to help users understand how many WiFi users are actively on the network in a given time period.

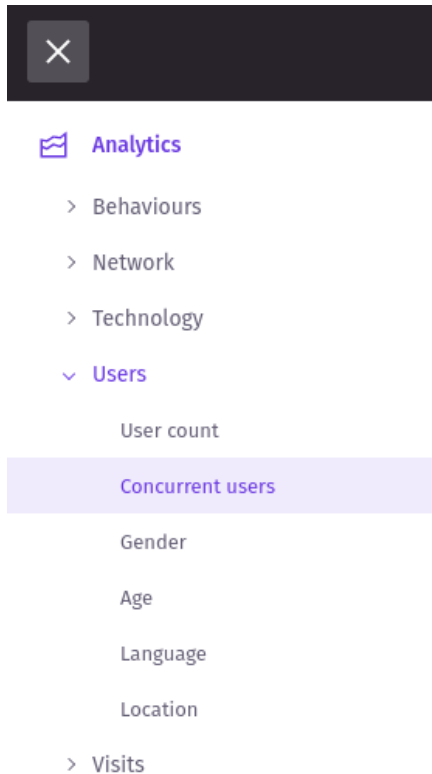Below is an example illustrating how users are counted in the report.

- User #1 logs on at 01/01/2019 at 10:00 and their session lasts 2 hours and 15 minutes.
- User #2 logs on at 01/01/2019 at 10:00 and their session lasts 1 hour and 30 minutes.

In the default view for the report, which is by 'Hour', the users are counted in the following way:

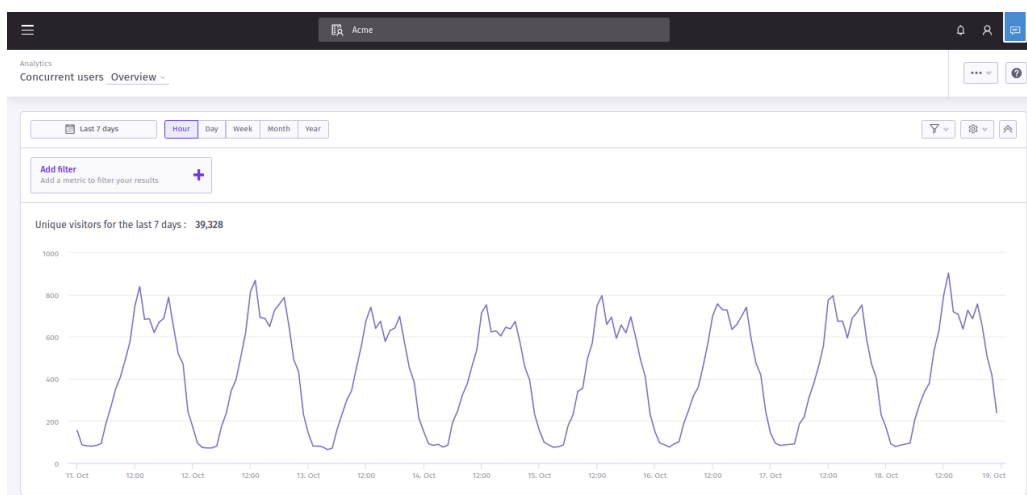| Report date and time	Users online	Concurrent users
2019-01-01 10:00:00	User #1, User #2	2
2019-01-01 11:00:00	User #1, User #2	2
2019-01-01 12:00:00	User #1	1
2019-01-01 13:00:00	None	0

A new menu item of 'Concurrent users' has been added to the 'Users' section in the analytics menu:

Report visualisation and features

The Concurrent users report will display data for the last 7 days as a line chart. An example of the default view for the report can be seen below:

Available reporting periods and visualisation options

All standard reporting period options are available to the user to view the report data for a specific date period or for all time.

The report can be grouped by time only and 'category' view is not available for this report.

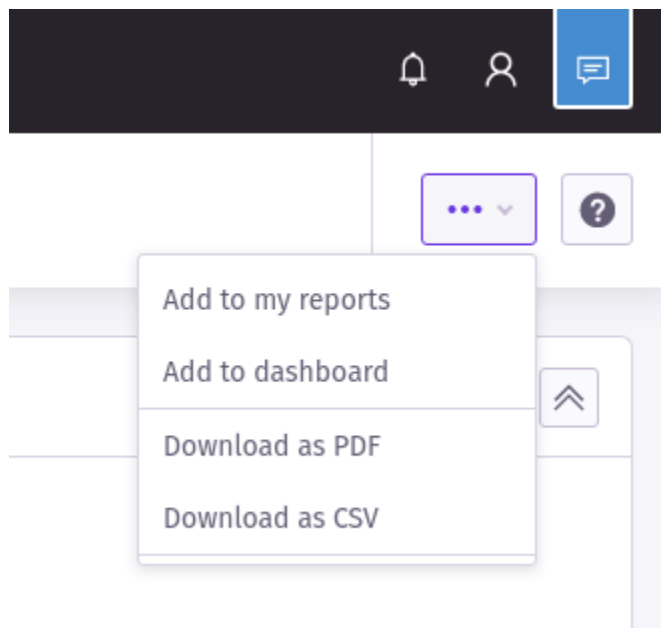When applying time options the report data is counted in the following ways:

- **Hour**
  Users are counted once in each hour that they were seen active in.
- **Day**
  Users are counted once in each day that they were seen active in.
- **Week**
  Users are counted once in each week that they were seen active in.
- **Year**
  Users are counted once in each year that they were seen active in.
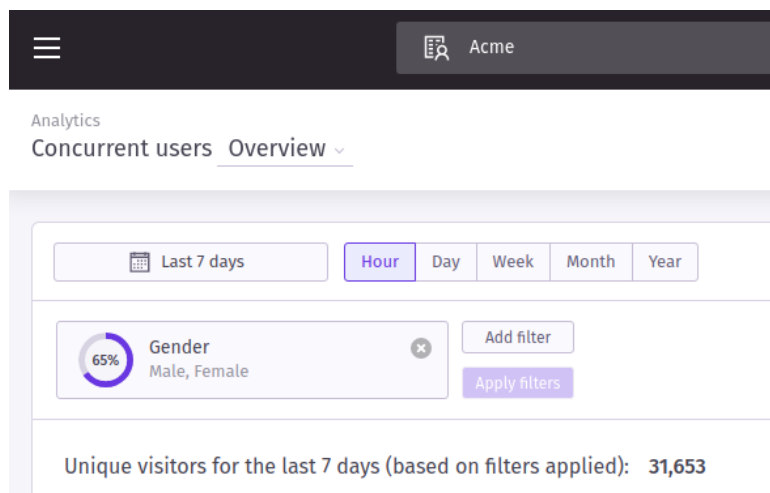
Additional formats and options

The user is able to perform the following actions with the report:

1. Add to my reports
2. Add to a new or existing dashboard
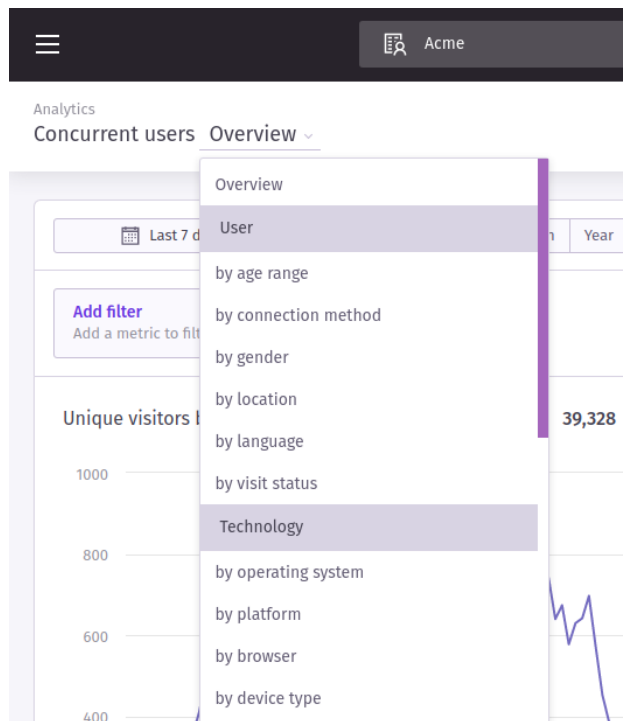3. Download as PDF and CSV

Filters

The current standard set of report filters are available to filter the report by subject.
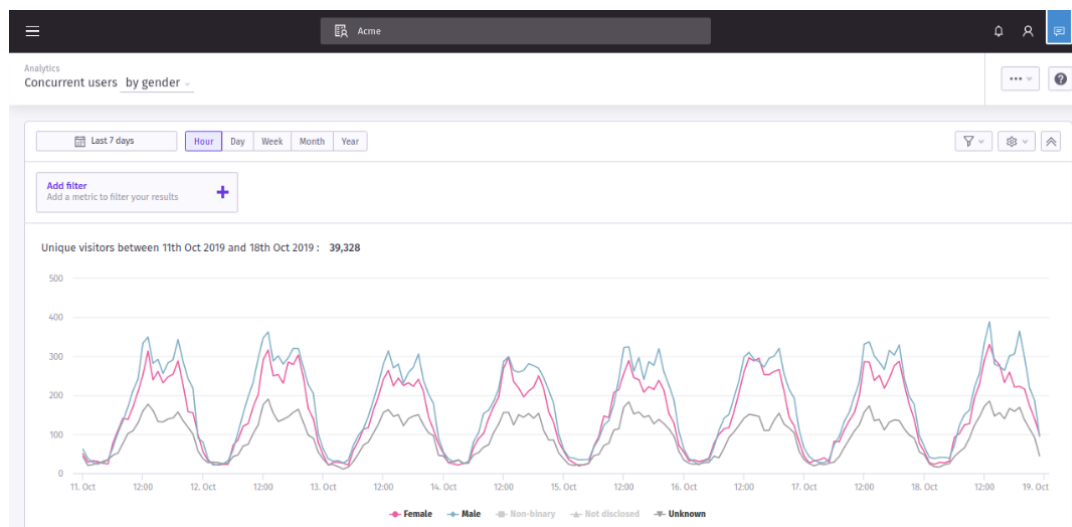
Dimensions

The current standard set of report dimensions are available to segment the report data by subject.

The screenshot below shows an example of the chart output when the report is grouped by the user gender dimension (concurrent users by gender):

Headline total

The headline total for the chart will display the number of unique users within the data for the reporting period. This is different to other user based reports where the headline total is the sum of the chart totals:

Unique visitors between 11th Oct 2019 and 18th Oct 2019 : **39,328**