



FEATURE OVERVIEW

Proactively preserve user privacy with smart smart sensitive data monitoring

Automatically detect when, where, and what
type of sensitive data may have slipped through
the cracks of your digital experience

Ensure and protect customer privacy from every angle

From first interaction to final transaction, FullStory’s robust privacy capabilities are designed to protect you and your end-user. Our Private by Default technology eliminates potential vulnerabilities, and Detections provides an additional layer of protection to make FullStory the most privacy-forward Digital Experience Intelligence (DXI) platform.

Detections Inbox

Filter by

Event Date

Search

Select filters

Past 30 days

Search for rule types, selectors, and more...

Awaiting Triage (108)

Awaiting Fix (1)

Awaiting Cleanup (4)

Resolved (352)

Ignored (42)

Type	Source	Detail	Location	Volume	Last Seen
Password	Text	reprise_marker...	body	120	15 minutes ago
Password	Form Field	value	body div#login-...	22	47 minutes ago
Password	Text	value	body div#login-...	21	47 minutes ago
Payment Card	Text		body div#app di...	20	1 hour ago
Password	Form Field	value	Omnisearch	40	3 hours ago
Password	Text	aria-label	body div#root d...	25	3 hours ago
Password	Text		body div#root d...	65	4 hours ago
Password	Text	value	body div#root d...	1	5 hours ago

1-8 of 108 Detection Events

Gain greater oversight and visibility into your app

With thousands of visitors, complicated web architecture, and ever-changing regulations, ensuring total customer privacy is a huge undertaking. And that’s not to mention private information like credit card numbers or passwords that can unintentionally make its way into your DX data. Detections makes the unknown known by monitoring your digital environments and uncovering places (such as DOM sources) where sensitive user data may be buried. Was an account number entered into a chat log with a support agent? Did a user accidentally type their password in a comment field? Did a developer test a new checkout flow and forget to double-check safeguards on payment data? Detections delivers quick access to impacted sessions for further investigation.

Prioritize privacy, proactively and efficiently

When it comes to the digital experience, privacy is a team effort that requires coordination across developer, product, legal, and security teams. To further complicate matters, third-party tools and privacy regulations themselves can change frequently, exposing organizations to the possibility of unknown data leaks. Detections provides an extra layer of support for teams, automatically monitors your site for select categories of sensitive data such as credit card numbers and passwords, and locates issues in real time. As such, Detections empowers teams to take immediate action, minimizing any legal, financial, or security risks associated with sensitive data capture.

Triage and remediate

FullStory makes triaging identified issues easy for your teams by aggregating Detection events in a table with an easily scannable list of corresponding user sessions. Click into any of these sessions to view a Session Replay, which highlights the specific Detection event that occurred. From there, you can determine if the event is a false positive or a true positive, and create an ignore rule, delete the sessions containing sensitive data, or determine further actions to remediate the issue.