Establishing business transaction monitoring

In your modern application, business transactions generate long monitoring scripts and cross many different parts of the application. In addition, multiple different engineering teams work on different parts of the application, and only certain teams want to be alerted to issues about their part of the application flow. You want a better monitoring solution.

Groups steps in a business transaction workflow

Break up your complex step-by-step flows into groups so you can monitor separate parts of a transaction to look for bottlenecks and other performance issues. For example, someone doing business on your site completes the following actions:

1. Navigate to site.
2. Enter search term.
3. View results.
4. Click on an item.
5. Click the Add to Cart button.
6. Click the Checkout button.
7. Enter login details. This is actually two steps.
8. Click the Login button.
9. Enter credit card information. This is actually seven steps.
10. Click the Submit button.
11. View purchase confirmation.

Some of these actions take place on a single page, so you could group steps that way.

1. Homepage
   ◦ Navigate to site.
   ◦ Enter search term.
2. Search results page.
   ◦ View results.
3. Product description page.
   ◦ Click on an item.
   ◦ Click the Add to Cart button.
   ◦ Click the Checkout button.
4. Sign in page.
   ◦ Enter login details.
5. Payment page.
   ◦ Enter credit card information.
   ◦ Click the Submit button.

6. Confirm order page.
   ◦ View purchase confirmation.

Those groupings are helpful because they consolidate the steps into six transactions, but business transaction monitoring takes those groupings even further. The logical business transactions groupings here are as follows:

1. Home transaction
   ◦ Navigate to site.

2. Add to cart transaction
   ◦ Enter search term.
   ◦ View results.
   ◦ Click on an item.
   ◦ Click the Add to Cart button.

3. Checkout transaction
   ◦ Click the Checkout button.
   ◦ Enter login details. This is actually two steps.
   ◦ Click the Login button.
   ◦ Enter credit card information. This is actually seven steps.
   ◦ Click the Submit button.
   ◦ View purchase confirmation.

Now there are three transactions to monitor, and you can filter on which matter to you most.

Next steps

These additional Splunk resources might help you understand and implement these recommendations:

- Splunk Docs: [How do I use business transactions?](#)
- Blog: [What is business transaction monitoring?](#)