

Plan For Unassigned Traffic solution

Over the past year, we've been grappling with an issue of unassigned sessions, with over 8,000 users affected. To address this, we've identified certain pages where we're unable to track user activity through our internal linking properties.

We have to track this page is another property (help.peoplelinkvc.com)



HelpDesk PeopleLink

Home

My Area

Sign In

Sign Up

A*

My Area / Submit a Ticket / Customer HelpDesk / PeopleLink Customer Care

Search in Help Center



Submit a ticket

Ticket Information

Contact Name*

Phone*

Alternate Phone No.

We have to track this instavc button (<https://www.instavc.com/>) if User Clicks on this it shows in Our Ga4 as (Unassigned user or Unassigned sessions)

The screenshot shows the PeopleLink website interface. At the top, there is a dark navigation bar with contact information: an email icon for vc@peoplelinkvc.com, a phone icon for [Sales Enquiry : +91-9100123013](tel:+91-9100123013), a blue [Contact Us](#) button, and an orange [InstaVC](#) button. The [InstaVC](#) button is circled in red. Below this is a white navigation bar with the PeopleLink logo and menu items: [Products](#), [Solutions](#), [Partners](#), [Resources](#), [About Us](#), and a blue [Support](#) button. To the right of the menu are logos for 'EXPORTING GLOBALLY' (with a tiger icon) and 'GeM Government e Marketplace'. The main content area features a large banner with the text: 'The Future of Learning is Hybrid', 'Smart Classrooms for Real', 'ALL-IN-ONE VIDEO BARS', 'WINDOWS BASED TOUCH CODEC', and 'TIMES BUSINESS AWARDS'. A small blue accessibility icon is visible in the bottom right corner. At the very bottom, there is a white chat bubble that says 'We're Online! How may I help you today?' and a small PeopleLink logo.

We have to track below marked (<https://portal.golive.ai/>) become a partner and partner is another domain property and instavc button also .



Products

Solutions

Partners

Resources

About Us

Support



- Our Careers
- Our Office Location
- Our Factory
- Contact Us

Resources

- News
- Case Studies
- FAQs
- Video Testimonials
- Testimonials

- Interactive Devices
- Audio Video Control Systems

Solutions

- Video Collaboration Suite
- Virtual Classroom Solutions
- Industry Solutions
- Room Solutions
- Video Conferencing Software Applications

- BFSI

Partners

- Find a Partner
- Become a Partner
- Partner Portal
- OEM/ODM

SHOP

INSTAVC

1800 208 3399

customersupport@peoplelinkvc.com

Find us on Map

Q3-A3, 10th Floor Cyber Towers,
HITECH City Rd, Patrika Nagar, HITEC
City, Hyderabad, Telangana
500081(India)

Monday - Friday: 09:00 AM - 06:00 PM

Saturday: 10:00 AM - 4:00 PM

Sunday: Closed



Global Presence

United States

Canada

Africa

Norway

France

Australia

Asia

Dubai

Saudi

We're Online!

How may I help you today?



To address the issue of unassigned user data in our GA4 property due to users clicking buttons that lead them to other properties, **we have two potential solutions**. First, we can implement triggers in Google Tag Manager to track button clicks and URLs, enabling us to generate new tags and button triggers accordingly. Additionally, we can generate UTM parameters to better track user navigation across properties.

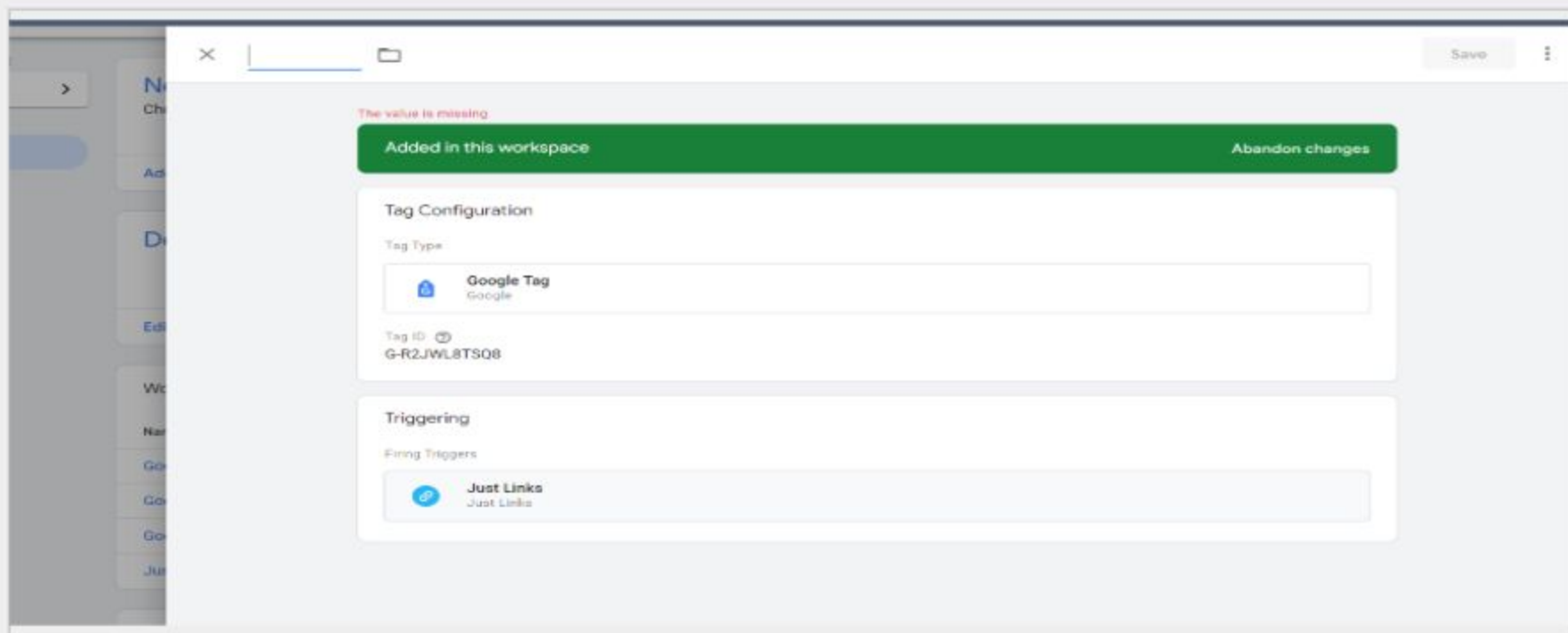
We need to replace the Link which should have given **instavc button**

<https://bit.ly/4adwy0Y> - UTM

We need to replace the Link which should have given **Support Button**

<https://bit.ly/4aaLP38> - UTM

I found another solution! We can use button triggers through Google Tag Manager to set up triggers for tracking user clicks on the Instavc and Support buttons specifically for the G-7JQJL3LC73 ID. This way, we'll be able to keep tabs on where users are clicking and where they're being redirected.



The screenshot displays the Google Tag Manager configuration interface. At the top, a green banner indicates "Added in this workspace" with an "Abandon changes" button on the right. Below this, the "Tag Configuration" section is visible, showing the "Tag Type" as "Google Tag" and the "Tag ID" as "G-R2JWL8TS08". A red error message "The value is missing" is present at the top left of the configuration area. The "Triggering" section below shows "Firing Triggers" set to "Just Links".

Thank You

Naveen Maddi