Large surges in online traffic simultaneously present both opportunity and challenge for website and application owners. During large surges in visitor traffic, when your business has a great opportunity to engage users there is also risk that application servers that are needed to process transactions can become overwhelmed and lead to visitor abandonment or site failure.

Visitor Prioritization is a way to provide a branded, user-friendly waiting room experience that helps your application servers to not become overloaded by providing granular control of traffic accessing your resources. Unlike provisioning additional hardware Visitor Prioritization makes more efficient use of your existing resources and ensures a positive user experience even when the volume of traffic is unpredictable.

**Detailed Features**
- UI and API to set rules
- Support multiple probability values and waiting rooms
- Source matches support negate and wildcards

**VISITOR PRIORITIZATION BENEFITS**
- Keep users engaged when your application approaches capacity.
- Provide site outage protection during high value events.
- Preserve scarce application server capacity for valuable transactions.
- Provide a branded experience for overflow traffic.

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**Normal Traffic Flow (Fig 1)**
- All users are routed to the application in normal traffic flow
- Application can become overloaded

**During Application Overload (Fig. 2)**
- Prioritized users are directed to the application
- During a traffic surge site administrators can adjust the rate normal users will be let into a waiting room or directed to the application

* During traffic surges prioritized users take precedence over normal users

Each cycle, probability settings determine when users will be routed to the application.
Visitor Prioritization Cloudlet

- Rule syntax for setting up source supports the following matches:
  - Match by protocol
  - Match by host
  - Match by cookie
  - Match by file extension
  - Match by query string
  - Match by geography (continent/country/region)

Cloudlets

Cloudlets are extensions to your Akamai solution that solve specific business or operational challenges. By offloading decisions to the Akamai edge, customers gain flexibility, resource offload and increased control.

The Akamai Ecosystem

Akamai makes the Internet fast, reliable and secure. Our comprehensive solutions are built on the globally distributed Akamai Intelligent Platform™, managed through the unified, customizable Luna Control Center for visibility and control, and supported by Professional Services experts who get you up and running easily and inspire innovation as your strategies evolve.

User Interface