

DIGITAL EXPERIENCE MONITORING

Feature Document

DIGITAL EXPERIENCE (DeX) MONITORING

Digital Experience (DeX) Monitoring offers real-time visibility into internal and SaaS application performance across sites, enabling quick issue detection and resolution. By proactively addressing application and network problems, you can optimize service levels, reduce downtime, and improve operational efficiency.

Key Benefits

Proactive Issue Detection

Monitor real-time performance across internal and SaaS applications, quickly identifying potential issues before they affect users.

Optimized Service Availability

Minimize downtime and enhance operational efficiency by resolving application and network problems promptly, ensuring consistent service levels.

Automated Resolution

Provide quick troubleshooting guidance and automated fix recommendations to address issues efficiently, reducing manual intervention and service disruptions.

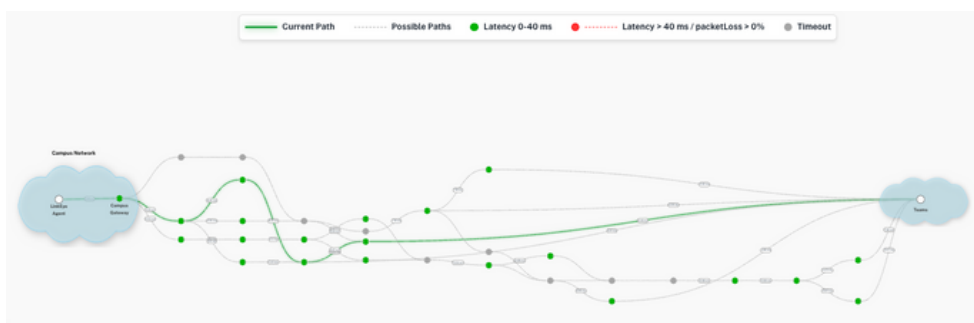
Key Features

Application Monitoring

<div> SaaS Applications Internal Applications Speed Test HTTP Session Monitor DNS Server Monitor </div>				
Application List	Status	Analysis	Reason	Last Updated
Google Workspace	Partial Good	Application performance is satisfactory	Baseline: Latency: 120 ms, Jitter: 30 ms, Packet Loss: 0% Deviation: Latency: 10.331ms, Packet loss: 0%, Jitter: 9.563ms Occurrence Time: 2025-01-23 13:07:06	2025-01-23 13:07:06
Teams	Good	Application is operating effectively	Latency: 13.962ms, Packet loss: 0%, Jitter: 16.333ms	2025-01-23 13:07:06

- Track the performance of both SaaS and Internal applications, utilizing synthetic transactions and TCP/ICMP packet monitoring.
- Monitor critical applications (e.g. CRM, ERP) to prevent slowdowns, downtimes, and usability issues, detecting problems before they affect users.

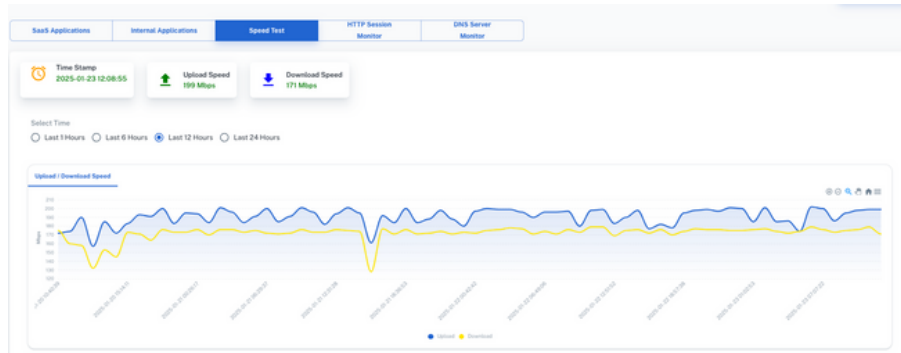
Trace Path Analysis



- Map application traffic across the network, identifying latency, bottlenecks, and failures through TCP/UDP packets.
- Diagnose network routing problems in distributed systems, optimizing configurations to minimize latency and downtime, and optimize network traffic.

Key Features

Speed Testing



- Measure internet speeds (download/upload) on an hourly basis across various locations to detect fluctuations and optimize ISP performance.
- Identify performance issues, notify users when speeds drop below expected levels, and guide ISP decisions to maintain uptime.

HTTP Session Monitoring



Application List	RTT	Connection Status	Last Updated
Teams	207 ms	Connected	2025-01-23 13:08:26
Google Workspace	183 ms	Connected	2025-01-23 13:08:21

- Monitor HTTP/HTTPS requests through simulated user interactions to identify performance issues like slow page loads, delays, or session timeouts.
- Track web apps and APIs, detecting slowdowns or timeouts to ensure a smooth user experience.

Key Features

DNS Detection and Monitoring

DNS Server Monitor					
Server Address	Availability	Health	Response Time	Today's Availability	Last Updated
8.8.8.8	UP	✓	11 ms	100%	2025-01-23 13:09:29
8.8.4.4	UP	✓	7 ms	100%	2025-01-23 13:09:29

Monitor DNS servers for responsiveness, speed, and uptime, ensuring quick resolution to outages or slowdowns.

Connecting the Device

The DeX agent is plugged into the network and powered on for it to self-configure automatically and start monitoring applications and network conditions. The agent is built for a hassle-free, plug-and-play deployment requiring minimal manual configuration.



Plug the device into one of the access switches using an Ethernet cable and power up using a 5V power adapter.