



Zscaler Digital Experience

Unlock superior digital experiences for your end users

Zscaler Digital Experience helps IT teams monitor digital experiences from the end user perspective to optimize performance and rapidly fix offending application, network, and device issues.

Monitoring requirements have changed in the cloud and mobile world

The rapid adoption of cloud and mobility initiatives within organizations and a shift to work-from-anywhere have introduced new monitoring challenges for IT teams. Applications are moving out of the data center and into the cloud. They are being accessed by a hybrid remote workforce, meaning IT teams no longer control the underlying infrastructure and technology stack, and lose end-to-end visibility into the user experience. End user performance issues arising from SaaS or cloud application availability, home Wi-Fi issues, network path outages, or network congestion are not easily isolated and diagnosed.

Most businesses today have multiple point monitoring tools bought and managed by different IT teams. These tools create information silos and do not share any context between them, leading to fragmented visibility into user experience and extended troubleshooting time. Point monitoring tools optimized for data centers leave visibility gaps for detecting, troubleshooting, and diagnosing end user performance issues across the internet.

Business Benefits

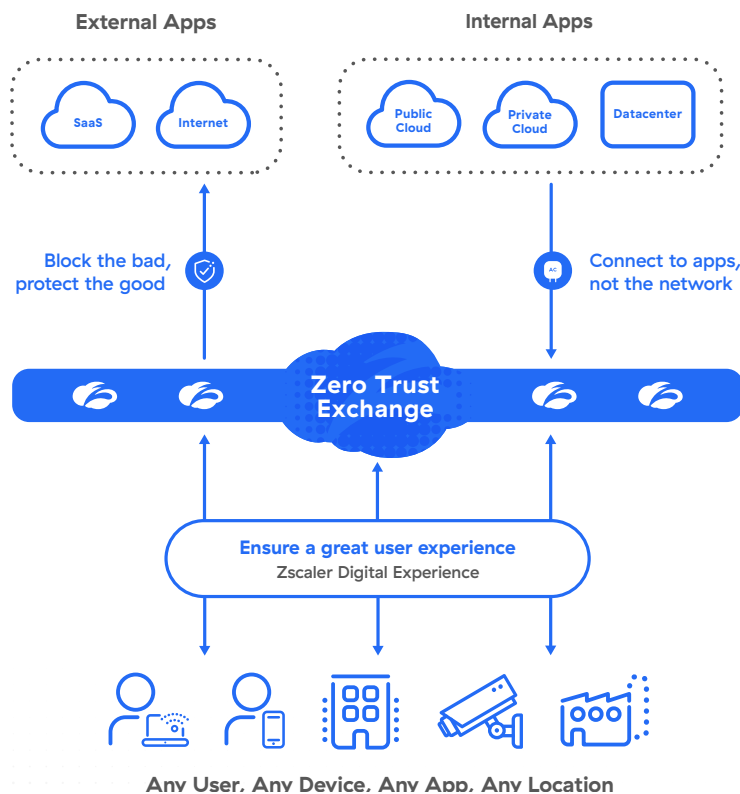
- Increase agility and collaboration among desktop, security, network, and helpdesk teams while triaging and resolving user experience issues.
- Improve productivity with better user experience and fast, secure, and reliable connectivity through the Zscaler cloud.
- Reduced complexity and cost of point monitoring solutions.
- Simplify operations using the same lightweight agent for all Zscaler services.

Digital experience monitoring for a hybrid workforce requires a modern and dynamic approach. IT teams need to continuously monitor and measure the digital experience for each user from the user perspective, regardless of their location. Traditional monitoring tools take a data center–centric approach to monitoring and collecting metrics from fixed sites rather than directly from the user device. This approach does not provide a unified view of performance based on a user device, network path, or application.

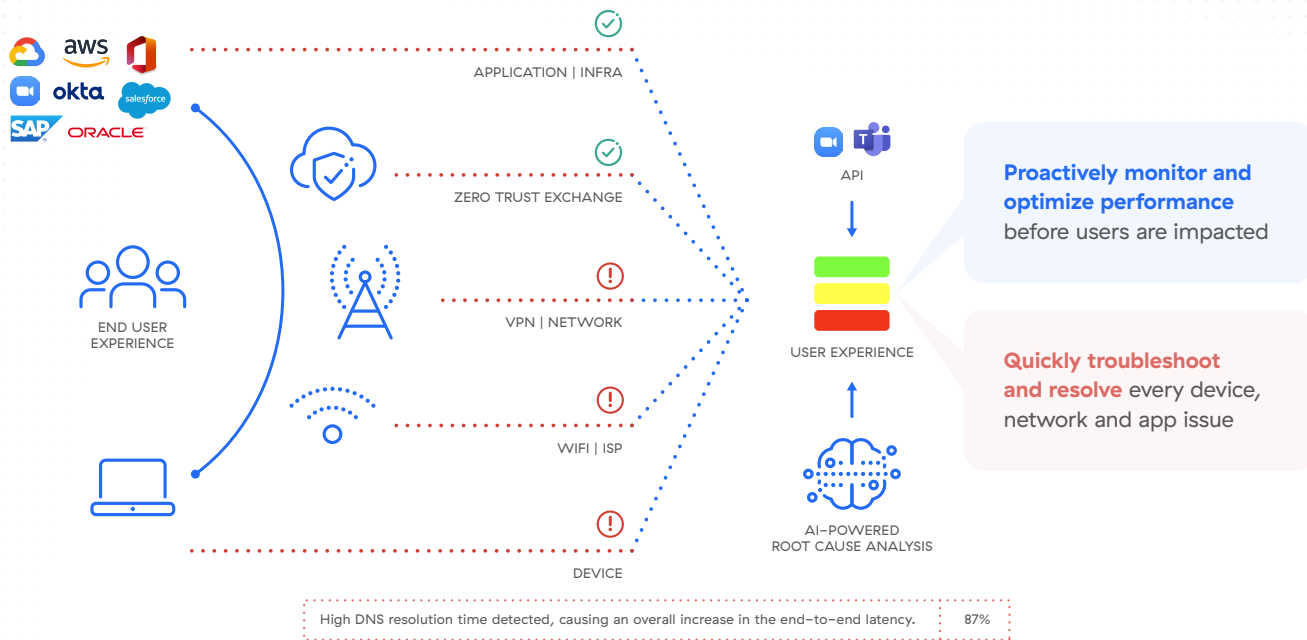
Turn the lights on with Zscaler Digital Experience

Zscaler Digital Experience (ZDX) is a digital experience monitoring solution delivered as a service from the Zscaler cloud. ZDX provides end-to-end visibility and troubleshooting of end user performance issues for any user or application, regardless of location. In addition, it enables continuous monitoring for network, security, application, and help desk teams with insight into the end user device, network, and application performance issues.

ZDX leverages Zscaler Client Connector and the Zscaler Zero Trust Exchange to actively monitor applications from an end user perspective. It continuously collects and analyzes various performance metrics, including application availability, response times, network hop-by-hop performance metrics, and end user device health metrics such as device configuration, CPU, memory usage, process information, and device events. As a result, IT teams get uninterrupted visibility and save time with proactive identification and resolution of end user experience issues.



ZDX is part of the Zero Trust Exchange



ZDX unifies monitoring silos

Use cases

Hybrid workforce experience monitoring

Hybrid work has increased ticket resolution time by 30%. Detect issues that impact user experience, reduce mean time to resolution, and keep employees productive no matter where they are.

UCaaS monitoring

By 2023, 70% of businesses will rely on virtual meetings, according to Metrigy research. Ensure optimal experiences with an integrated view of application, network, and device health as well as the audio, video, and sharing quality of Microsoft Teams and Zoom calls.

ZTNA (Zero Trust Network Architectures) Visibility

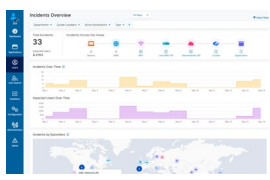
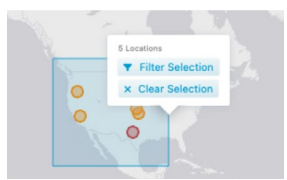

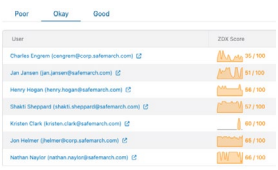
According to the [Okta State of Zero Trust Security 2022 report](https://www.okta.com/sites/default/files/2022-09/Okta_WhitePaper_ZeroTrust_H2_Campaign_.pdf), 97% of businesses are considering adopting zero trust or have already implemented it, which often shuts out existing monitoring tools.¹ Regain end-to-end visibility to operate effectively, optimize performance, and rapidly fix issues impacting end user experience and productivity.

¹Source: https://www.okta.com/sites/default/files/2022-09/Okta_WhitePaper_ZeroTrust_H2_Campaign_.pdf

Benefits

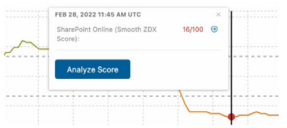



Be the first to know when user experience degrades

Understand the digital experience of your apps and services, from your users' perspective, no matter where they are, which devices they use, or the networks they rely on.

<p>Proactively help users</p>  <p>Detect problems in apps, Wi-Fi, Zscaler data centers, ISPs, and endpoint.</p>	<p>Leave no user behind</p>  <p>Get global and filtered views of your users and their satisfaction scores.</p>	<p>Get precise, timely alerts</p>  <p>Get alerted via email, IM, or tools like PagerDuty when user experience suffers.</p>	<p>See details on every user's experience</p>  <p>Review each user's score and underlying causes of poor experiences.</p>
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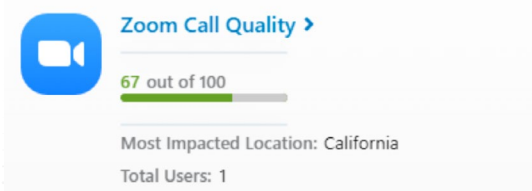
Rapidly resolve performance issues

Ensure seamless user experiences and get users back to work faster.

<p>Expose root cause with AI-powered analysis</p>  <p>Quickly isolate root causes in devices, Wi-Fi, security services, networks, or apps.</p>	<p>Reduce tickets by empowering end users</p>  <p>Reduce tickets by enabling end users to fix problems that impact their digital experience</p>	<p>Expedite fixes with consolidated insights</p>  <p>Eliminate time-consuming analysis with device-to-app diagnostic details.</p>	<p>Integrate to streamline problem resolution</p>  <p>Integrate via the ServiceNow Store. Request insights, detailed diagnostics, and more via public API.</p>
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Ensure application performance

Monitor apps to ensure that your users experience uninterrupted service.

<p>Monitor all apps</p> <p>Observe secured apps running in your data center or cloud, and SaaS like Microsoft 365. Understand page fetch and DNS times.</p> 	<p>Ensure great virtual meetings</p> <p>Analyze user experiences for every Zoom, Teams, or WebEx meeting to identify root causes for poor call quality.</p> 
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Get comprehensive network insights

Harness the network visibility you need—even across those you don't control—to support users working from offices and homes.

Get network insights by hop



Track packet loss and latency for each hop, and remotely initiate packet captures for deeper network troubleshooting.

Understand the impact of ISPs

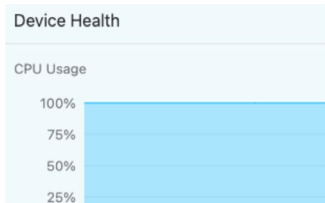


See how ISP issues like blackouts, brownouts, and increased latency impact user experience. Visit [ISP Insights](#).

Get detailed device insights

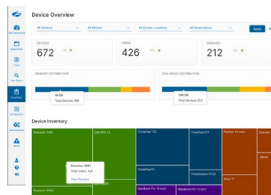
Understand the breadth of devices and software in your organization. Get detailed insights for each device, no matter where it is.

Keep every device within reach



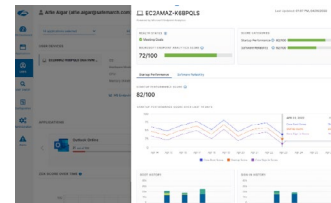
Instantly access device health metrics like CPU, memory, disk I/O and Wi-Fi, active processes, and more for troubleshooting.

Review inventory



Understand the breadth of devices by manufacturer and models, and software by version and deployment.

Get Microsoft device insights

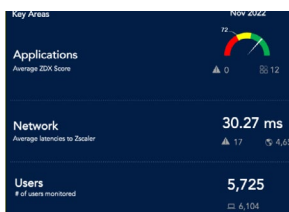


Review crash statistics, boot and startup times across Microsoft devices, and fix issues from within ZDX.

Maximize digital dexterity with global insights

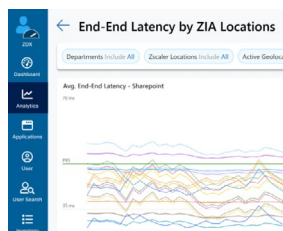
Review the impact of digital experience initiatives on employee productivity. See trends and seek opportunities for optimization.

Insights for productivity reviews



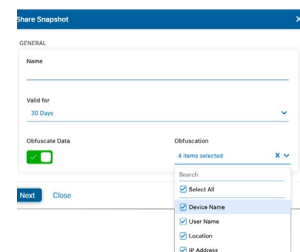
Understand digital experience health across applications, networks, and devices.

Review performance trends



Optimize app, network, and device performance for using built-in reports.

Share detailed insights



Reduce tickets by sharing critical dashboard and report snapshots.

Features

Zscaler Digital Experience Score

Leverage aggregated user experience performance metrics tracked over time at the user, app, location, department, and organizational level. Get insight into the current state of end-user experience to make more informed decisions.

Application Monitoring

Active monitoring of application availability and uptime from the end-user device. Track critical performance metrics, including page fetch time (PFT) and server response time.

CloudPath Analytics

Gain granular proxy-aware insights about each network hop between the user device and the application, including Zscaler services such as ZIA (including third party proxy and non-default route support) and ZPA (VPN).

Endpoint Monitoring

Track device health metrics, including Wi-Fi signal strength, CPU, memory usage, and network bandwidth usage for each user. Analyze device events and device metrics to gain insights into the overall health and performance of end-user devices.

Incident Dashboard

Detect problems in applications, Wi-Fi, Zscaler data centers, last mile and intermediate ISP, and the endpoint, with automated AI-powered correlation.

AI-powered Root Cause Analysis

Automatically isolate root causes of performance issues. One-click comparison highlights the difference between good versus poor user experience. Spend less time troubleshooting,

eliminate finger-pointing, and get users back to work faster.

Self Service

Empower end users to fix problems that impact their digital experience, if a fix is under their control. A lightweight AI engine running in Zscaler Client Connector notifies users of issues like poor Wi-Fi or high resource utilization, and then offers suggestions on how users can resolve those issues themselves.

Software Inventory and Metrics

Fully understand your software portfolio and versions deployed across your organization and on each device. Rapidly troubleshoot and fix end user device issues without having to remote in, and keep them in compliance.

ISP Insights

Monitor the Health of the Internet: be the first to spot ISP incidents across the globe, by severity. Pick top-performing ISPs to optimize user experience. [Go to ISP Insights](#)

Deep Tracing

Triage user performance issues in near real-time and pinpoint the root cause at the end user device, network path, or cloud application. Support all employees, even those not on the corporate network with remote packet captures.

Alerting

Set up real-time or dynamic alerts and customize them to meet your performance needs, allowing for automatic detection of anomalies. Integrate easily with your service management tools such as ServiceNow and push notifications through webhook or email.

Pre-defined Templates

Utilize pre-defined application monitoring templates such as Sharepoint Online, Outlook Online, MS Teams, Zoom, Salesforce, and ServiceNow for rapid deployment and collection of telemetry data.

Robust API Integrations

Integrate ZDX digital experience insights with popular ITSM tools like ServiceNow to provide additional insights and trigger remediation workflows. ServiceNow support staff can run AI-powered Automated Root Cause Analysis to easily identify issues.

Snapshots

Share critical dashboards or reports with admins/non-admins, employees or people outside your organization with the ability to obfuscate private data.

Zscaler Digital Experience plans

Zscaler Digital Experience is available in the following four editions:

ZDX provides uninterrupted visibility into

the user-to-cloud app experience. Zscaler customers can quickly isolate issues across the user-to-app connection and gain a deep understanding of global and regional performance issues. With continuous instrumentation from the Zscaler endpoint agent, Zscaler Client Connector, and the Zscaler cloud, IT teams get a complete and realistic view of end-user experiences with the cloud.

ZDX Standard — perfect for businesses that are starting out to monitor digital experiences of users and performance monitoring of applications.

ZDX M365 — best for businesses with significant investments in the M365 productivity suite, including Microsoft Teams.

ZDX Advanced — comprehensive digital experience monitoring solution for businesses with advanced IT support needs and includes everything from Standard, M365 plans, and more.

ZDX Advanced Plus – the ultimate digital experience monitoring solution with maximum visibility, alerting, and troubleshooting capabilities.

Zscaler Digital Experience Plans Feature Comparison

	Capabilities	Description	ZDX Standard	ZDX M365	ZDX Advanced	ZDX Advanced Plus
Application Monitoring	Internet based SaaS Apps	Monitor Internet based SaaS applications such as Box, Salesforce etc	✓	✓ (M365)	✓	✓
	Internet based Websites / custom apps	Monitor custom internet-based destinations (e.g., websites, web-based apps, third party proxy, NDR support)	✓	✓	✓	✓
	Private Apps (through ZPA)	Monitor private apps in your data center and IaaS/PaaS accessed over ZPA (VPN)	✓	✓	✓	✓
Device Monitoring	Basic Device Monitoring	Monitor end-user device health including CPU, memory etc. and device events	✓	✓	✓	✓
	Device & Software Inventory	Understand your software portfolio and versions deployed across your organization and on each device	✗	✗	✓	✓
	Software process level monitoring	Monitor top processes over time	✗	✗	✗	✓
	Software process analytics	Top process analytics over time	✗	✗	✗	✓

Network Monitoring	CloudPath and Web Probes	Number of active network or web monitoring probes configured to monitor applications	6	Pre-defined +2 Probes	30 +N probes*	100 probes
	Basic CloudPath Probes	Network path tracing for User, Gateway, Zscaler Cloud/Direct, App	✓	✓	✓	✓
	Advanced CloudPath Probes	Network path tracing with hop-by-hop analysis, ISP/AS number and Geo-location details of all internal and external hops on every probe	✗	✓	✓	✓
UCaaS	UCaaS monitoring (Teams, Zoom, Webex)	Voice monitoring for Microsoft Teams, Zoom, Webex calls	✗	Teams only	✓	✓
Polling Time Interval	Cloudpath	Polling time granularity for network (CloudPath)	15 mins	5 mins	5 mins	5 mins
	Web Monitoring	Polling time granularity for web monitoring	15 mins	5 mins	5 mins	5 mins
	Device Health	Polling time granularity for device stats collection	15 mins	5 mins	5 mins	5 mins
Integrations & Data retention	Data Retention	Number of days, are retained for search and analysis	2 days	14 days	14 days	14 days
	Webhook integrations	Active webhook integrations configurable for real-time alerting	✗	10	10	10
	APIs	ZDX public API provides programmatic access to ZDX data	✗	✓ (M365 events)	✓	✓
Trouble-shooting	Deep Tracing	Number of active end-user device troubleshooting sessions to collect, <ul style="list-style-type: none"> • Web, path, device health metrics, • OS process-level data at 60 second intervals remote packet capture 	✗	25	25	100
	Automated Root Cause Analysis	Automatically isolate root causes of performance issues (analyze, compare)	✗	✗	✓	✓
	Incident dashboard	List incidents across applications, Zscaler data centers, last mile ISP, and Wi-Fi	✗	✗	✗	✓
	Alert Rules	Number of active rules configured for real-time alerting via email or webhooks	Up to 3	10	25	100
	Dynamic Alerts	Set intelligent alerts based on deviations in observed metrics	✗	✗	✓	✓
	Snapshots	Create a read-only shareable URL snapshot	✗	✗	✓	✓
	Self Service	Proactively notify end users of Wi-Fi and ISP issues	✗	✗	✗	✓
Analytics	Quarterly Business Review (QBR) report	Summarized user experience and performance insights, disruptive incidents review	✓	✓	✓	✓
	System generated reports	Trends across applications, locations, devices, and network metrics	✗	✗	✓	✓

*additional probes available in a separate SKU