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.
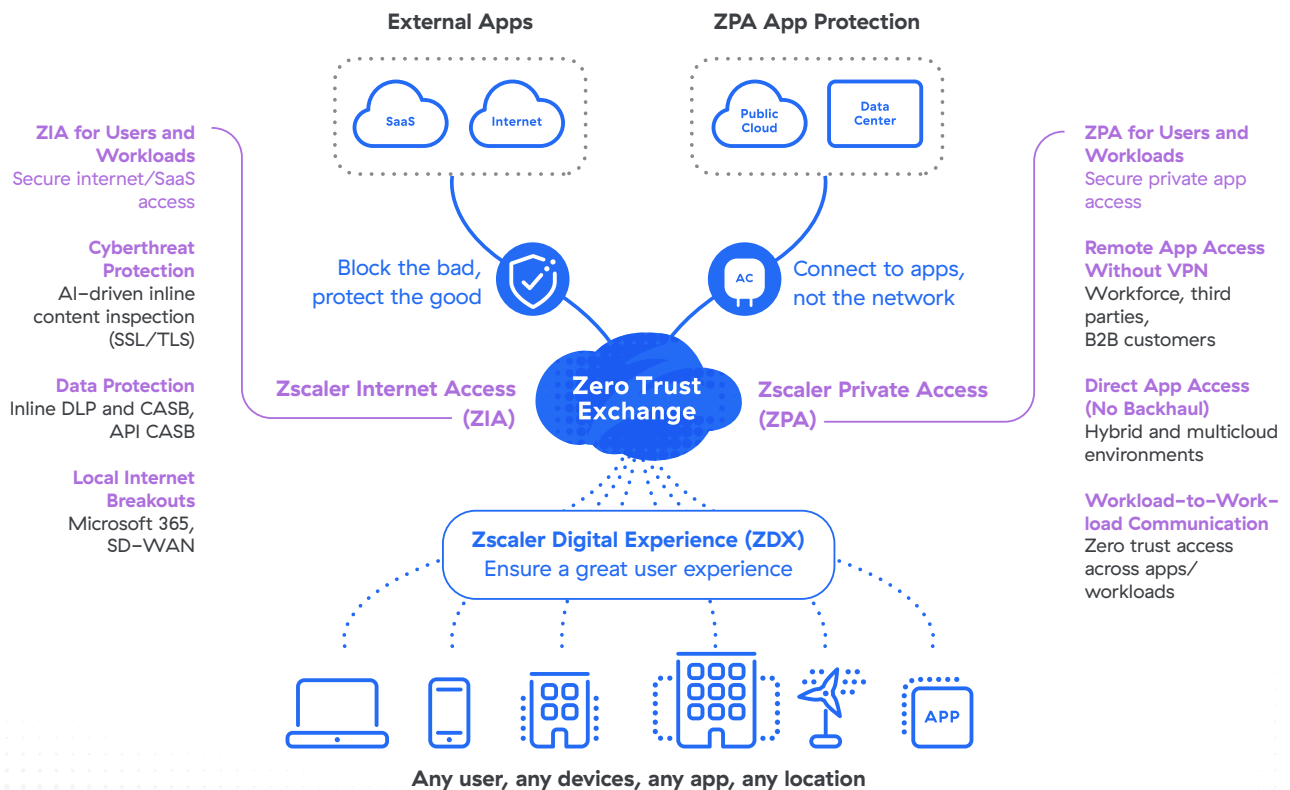
Business Benefits

- 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.
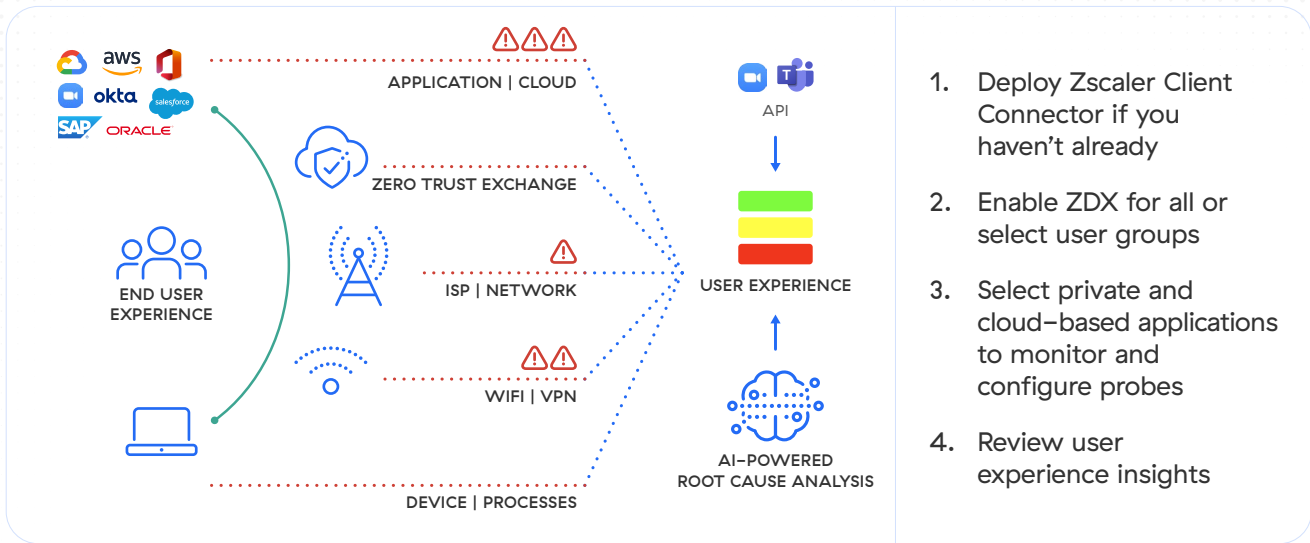
Turn the lights on with Zscaler Digital Experience

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.

External Apps

SaaS   Internet

ZPA App Protection

Public Cloud   Data Center

ZIA for Users and Workloads
Secure internet/SaaS access

Cyberthreat Protection
AI–driven inline content inspection (SSL/TLS)

Data Protection
Inline DLP and CASB, API CASB

Local Internet Breakouts
Microsoft 365, SD–WAN

Block the bad, protect the good

Zscaler Internet Access (ZIA)

Connect to apps, not the network

AC

Zscaler Private Access (ZPA)

Zero Trust Exchange

ZPA for Users and Workloads
Secure private app access

Remote App Access Without VPN
Workforce, third parties, B2B customers

Direct App Access (No Backhaul)
Hybrid and multicloud environments

Workload–to–Work–load Communication
Zero trust access across apps/workloads

Zscaler Digital Experience (ZDX)
Ensure a great user experience

APP

Any user, any devices, any app, any location

ZDX is part of the Zero Trust Exchange

ZDX unifies monitoring silos

1. Deploy Zscaler Client Connector if you haven't already

2. Enable ZDX for all or select user groups

3. Select private and cloud-based applications to monitor and configure probes

4. Review user experience insights

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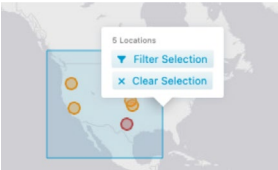
By 2023, 70% of businesses will rely on virtual meetings, according to Metrigy research. Ensure optimal experiences with an integrated view of application, network, and device health as well as the audio, video, and sharing quality of Microsoft Teams and Zoom calls.

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.

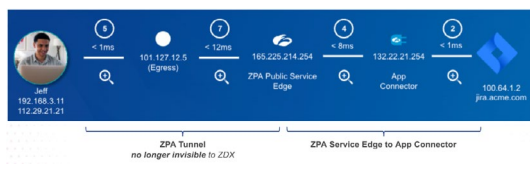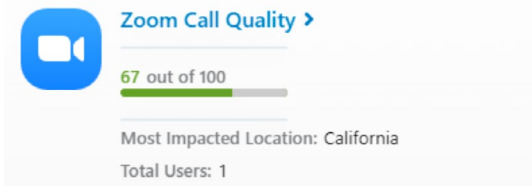| **Leave no user behind**	**Get precise, timely alerts**	**See details on every user's experience**
Get global and filtered views of your users and their satisfaction scores.	Get alerted via email, IM, or tools like PagerDuty when user experience suffers.	Review each user's score and underlying causes of poor experiences.

Rapidly resolve performance issues

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

Expose root cause with AI-powered analysis

Quickly isolate root causes in devices, Wi-Fi, security services, networks, or apps.

Expedite fixes with consolidated insights

Eliminate time-consuming analysis with device-to-app diagnostic details.

Integrate to streamline problem resolution

Integrate via the ServiceNow Store. Request insights, detailed diagnostics, and more via public API.
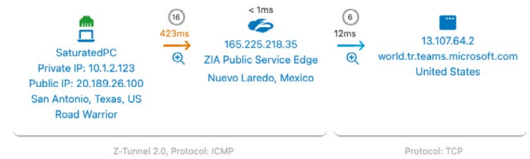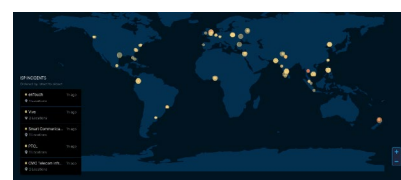
Ensure application performance

Monitor apps to ensure that your users experience uninterrupted service.

Monitor all apps

Observe secured apps running in your data center or cloud, and SaaS like Microsoft 365. Understand page fetch and DNS times.

Ensure great virtual meetings

Analyze user experiences for every Zoom or Teams meeting to identify root causes for poor call quality.

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 metrics across devices, Wi-Fi, local ISPs, and corporate and vendor networks. See packet loss and latency for each hop.

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

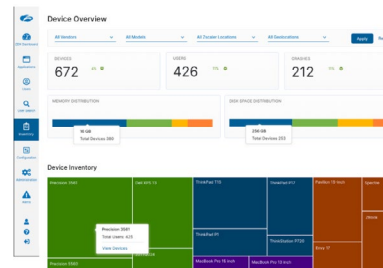Understand the breadth of devices and software in your organization.
Get detailed insights for each device, no matter where it is.

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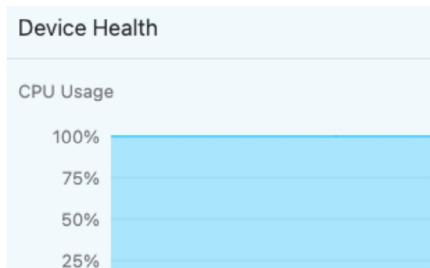
Instantly access device health metrics like CPU, memory, disk I/O and Wi-Fi, active processes, and more for troubleshooting.

Review inventory

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

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 and ZPA.

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.

AI-powered Root Cause Analysis
Automatically isolate root causes of performance issues. Spend less time troubleshooting, eliminate finger-pointing, and get users back to work faster.

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.

Alerting

Set up real-time alerts and customize them to meet your performance needs. 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.

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 — is for businesses starting with digital experience monitoring that want to gain essential visibility and insight into user experience with ZIA and ZPA. It's available exclusively as part of ZIA and ZPA business editions.

ZDX M365 — is for businesses that have heavily invested in the Microsoft ecosystem of collaboration and productivity cloud services.

ZDX Advanced — is for businesses looking to implement a comprehensive digital experience monitoring solution that scales and is flexible for use by multiple IT departments within the organization.

ZDX Advanced Plus – is for businesses looking deploy an enterprise scale digital experience monitoring solution for hundreds of applications.

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 such as websites and web–based apps	✔	✔	✔	✔
	Private Apps (through ZPA)	Monitor private apps in your data center and IaaS/PaaS accessed over ZPA or 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	✘	✘	✘	✔
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 and Zoom)	Voice monitoring for Microsoft Teams and Zoom calls (Zoom QSS & regular API support)	✘	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, • 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	✘	✘	✔	✔
	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	✘	✘	✔	✔
	Quarterly Business Review Report	Summarized User Experience & performance insights, and disruptive incidents review	✔	✔	✔	✔

*additional probes available in a separate SKU

ZSCALER | Experience your world, secured.™