Zscaler Digital Experience

Unlock superior digital experiences for your end users

DATASHEET

Zscaler Digital Experience helps network operations and service desk 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 organizations 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.

ORGANIZATION BENEFITS

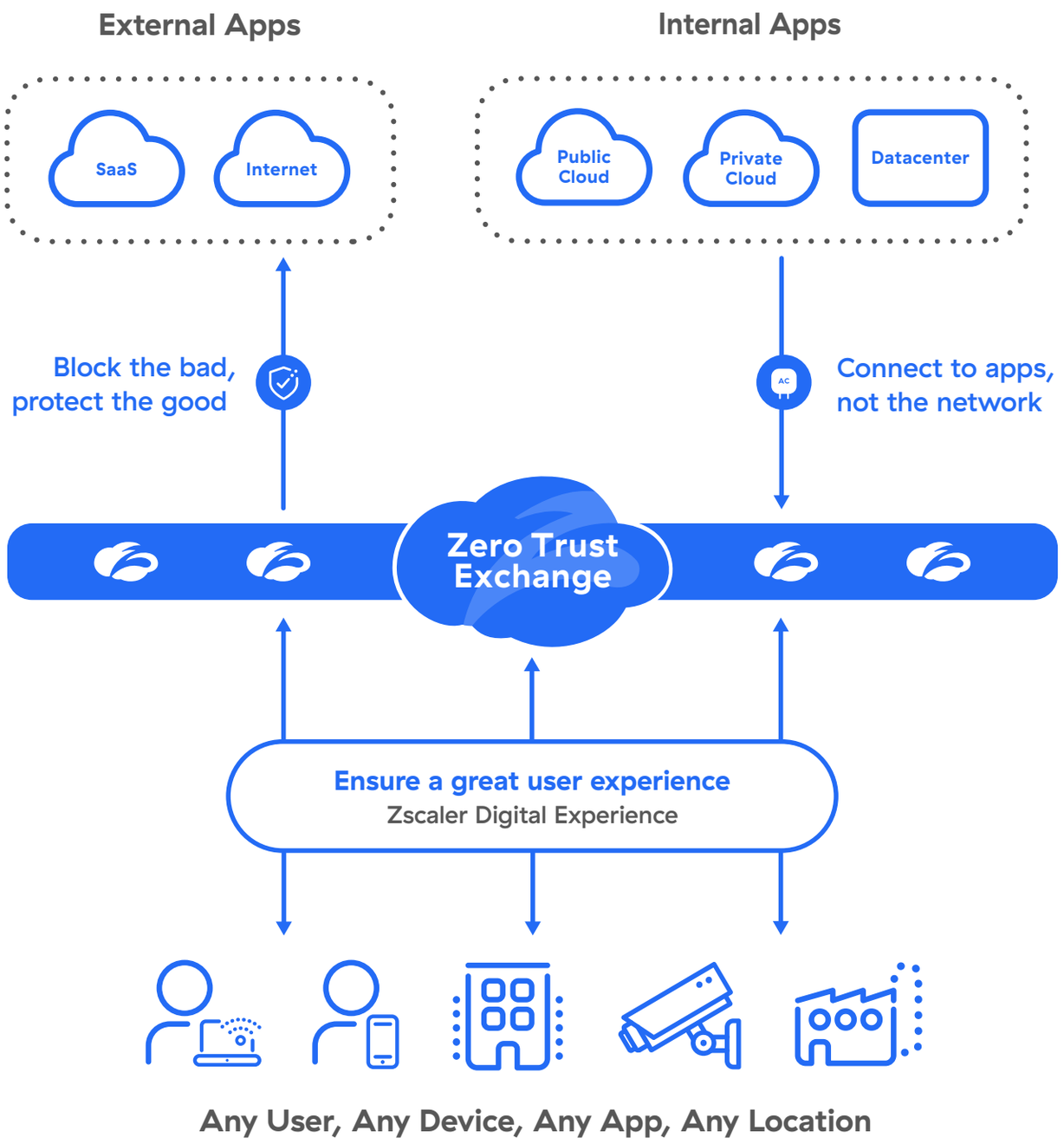
- Increase agility and collaboration among security, network, and service desk teams while triaging and resolving user experience issues.
- Improve productivity with better user experience and fast, secure, and reliable connectivity through the Zscaler cloud.
- Reduced complexity and cost of point monitoring 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 an AI–powered digital experience monitoring solution—driven by ML and GenAI—delivered as a service from the Zscaler cloud. ZDX provides end–to–end visibility and troubleshooting of end or customer performance issues for any user or application, regardless of location. In addition, it enables continuous monitoring for network, security, and service 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 or customer perspective. It continuously collects and analyzes various performance metrics, including application availability, response times, network hop–by–hop performance metrics, and device health metrics such as device configuration, CPU, memory usage, process information, and device events. As a result, network operations and service desk teams get uninterrupted visibility and save time with proactive identification and resolution of end user experience and application or services issues.



ZDX is part of the Zero Trust Exchange

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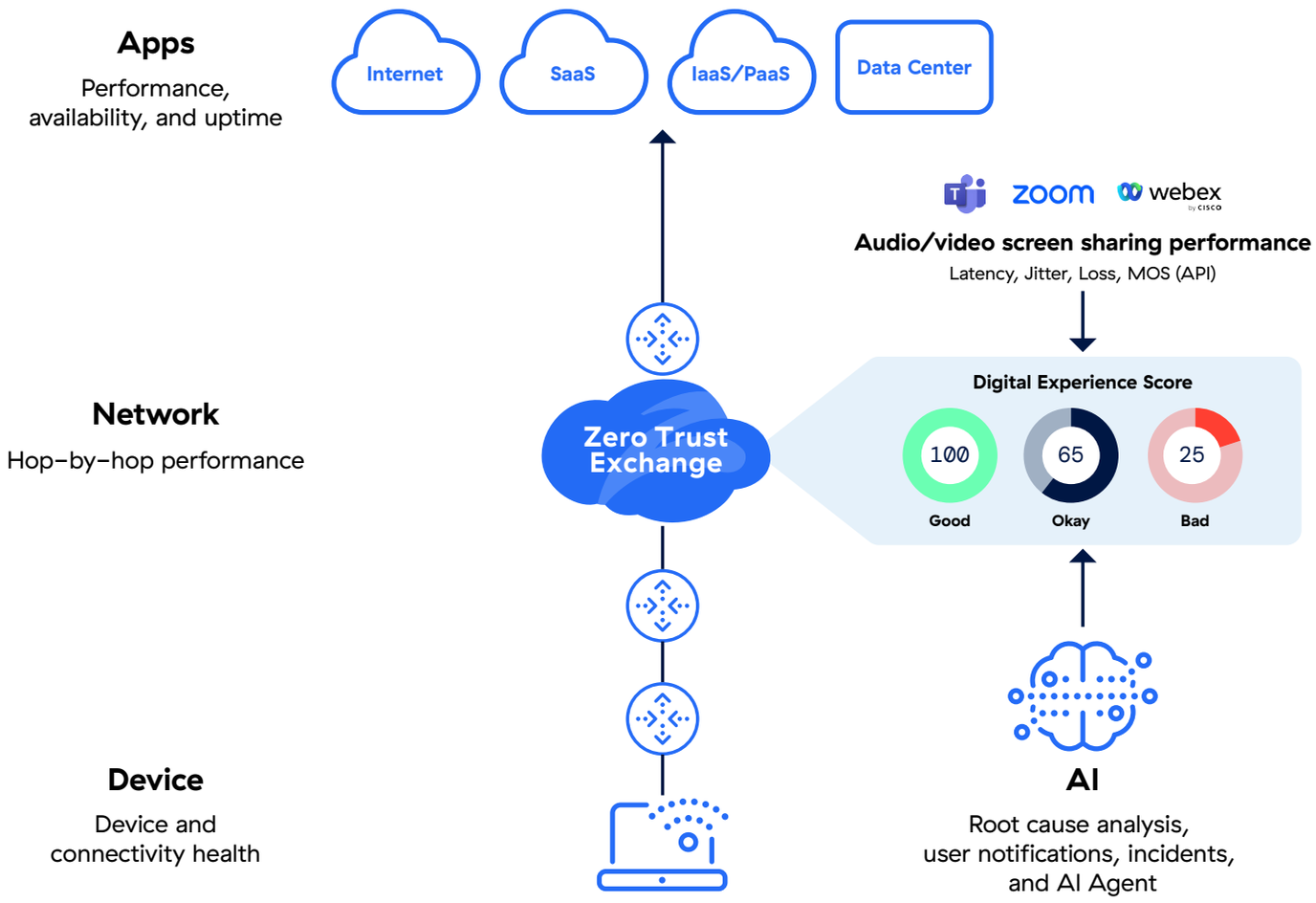
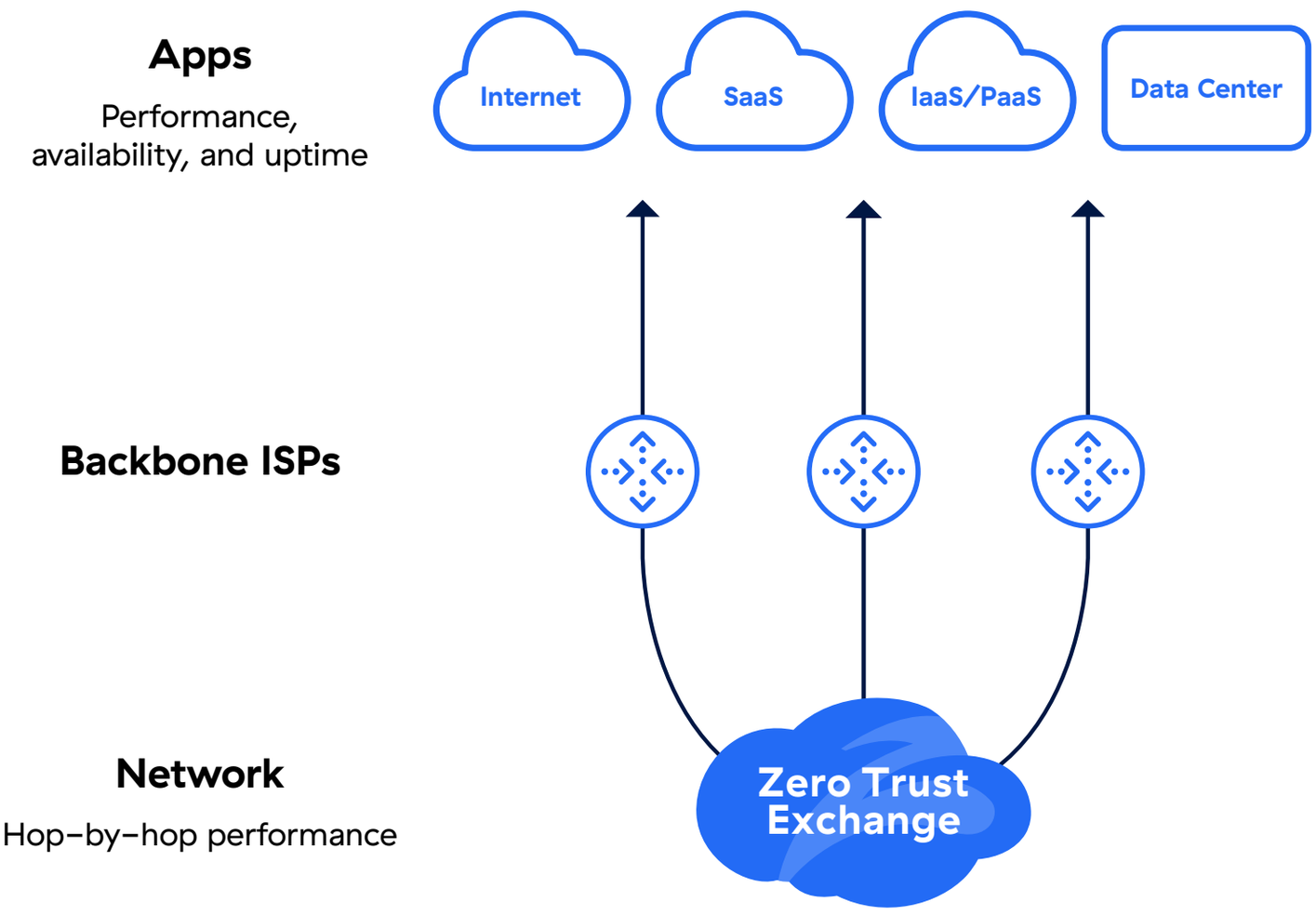


1. Deploy Zscaler Client Connector if you haven't already
2. Enable ZDX for all or select user groups
3. Select private and cloud- based applications to monitor and configure probes
4. Review user experience insights
5. Use AI-powered insights to identify root causes and suggested remediation in minutes



1. Enable Zscaler Managed Monitoring
2. Select apps or services to monitor
3. Proactively monitor app availability and performance without requiring end user devices

Monitor app availability and performance from Zscaler Managed Data Center locations

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Top Use cases

HYBRID WORKFORCE EXPERIENCE MONITORING

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

UCAAS (UNIFIED COMMUNICATIONS-AS-A-SERVICE) MONITORING

By 2030, more than 75% of companies will use UCaaS for their calling, meeting, and messaging needs, according to Metrigy research. Ensuring optimal experiences with an integrated view of application, network, and device health as well as the audio, video, and sharing quality of Microsoft Teams, Zoom, and Cisco Webex calls is key to keeping employees productive.

ZERO TRUST VISIBILITY

According to an ESG survey, 66% of organizations invested in digital experience monitoring (DEM) to effectively achieve their Zero Trust goals, with 92% considering DEM critical for being proactive with complete end-to-end visibility.

SLA MONITORING FOR SAAS APPLICATIONS

Employee productivity and operational continuity depends upon the performance and availability of critical apps like Microsoft 365 or Salesforce. Ensuring that SaaS vendors remain compliant with SLAs keeps the organization running smoothly and eliminates costs for services that aren't being delivered as promised. Additionally, enterprises delivering digital services to customers are required to meet performance and availability benchmarks outlined in SLAs.

Benefits

BE THE FIRST TO KNOW WHEN USER EXPERIENCE DEGRADES

Stay ahead of user experience issues with real-time visibility into every user's digital experience across applications, networks, and devices. Detect and pinpoint problems in Wi-Fi, ISPs, endpoint devices, and data centers before they escalate. Get deep visibility into key metrics such as network latency, packet loss, and the number of users impacted to quantify the severity and scope of issues. Receive timely, actionable alerts via email or tools like PagerDuty when user satisfaction declines, enabling proactive troubleshooting and improved operational efficiency. Gain global and filtered views of user satisfaction scores, leaving no user behind and ensuring precise insights into the root causes of poor experiences for swift resolution.

RAPIDLY RESOLVE PERFORMANCE ISSUES

Optimize performance issue resolution with AI-driven diagnostics and a natural language GenAI assistant powered by the Knowledge, Data and Troubleshooting skills to ensure seamless user experiences and minimize downtime. Using ZDX Agent, ask troubleshooting questions in plain English to instantly analyze app, network, device, Wi-Fi, and security service performance. Expedite resolution with automated, structured root-cause reports featuring supporting evidence and actionable recommendations. Reduce support ticket volumes by enabling end-user self-service troubleshooting and providing detailed insights into digital experience metrics.

ZDX Agent further elevates SASE operational efficiency by enabling rapid root cause identification, pinpointing optimization opportunities, and streamlining troubleshooting for resolution in minutes.

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Leverage the Data skill to ask natural language questions about network trends and performance spikes, getting instant, actionable answers. Accelerate remediation with the ZDX Agent Knowledge and Troubleshooting skills, which instantly retrieves relevant steps and knowledge base articles relevant to all issues.

ENSURE APPLICATION PERFORMANCE

Monitor the performance of SaaS applications like Outlook Online, Slack, and Salesforce; private applications such as Jira, SAP, and other enterprise tools; and UCaaS applications including Teams, Zoom, and Webex. Gain comprehensive visibility into key metrics such as application response times, availability, latency, packet loss, jitter, and overall health across diverse environments. By augmenting synthetic monitoring with Real User Monitoring (RUM), you capture the 'ground truth' of every user interaction directly from the browser. This provides a moment-by-moment breakdown of page load behavior and enables deep-dive waterfall analysis to pinpoint the specific API call, third-party script, or oversized image degrading the user experience. Diagnose and resolve issues spanning endpoints, networks, ISPs, and cloud infrastructures to ensure uninterrupted user experiences, streamlined workflows, and optimal performance for all critical business applications.

GET COMPREHENSIVE NETWORK INSIGHTS

Leverage Network Intelligence to baseline internet performance and visually analyze multi-path connectivity, identifying the best and worst performing ISPs. Gain actionable insights into ISP performance trends to detect bottlenecks or outages impacting user experience. With comprehensive multi-path analysis, pinpoint intermediate and last-mile ISP issues affecting both office-based and remote users.

Optimize digital experiences by proactively addressing network disruptions and guiding traffic through the most efficient paths, ensuring reliable application and service performance across diverse networks.

GET DETAILED DEVICE INSIGHTS

Proactively address device issues with a consolidated view of struggling devices across your organization, leveraging the Device Health Score. Gain instant visibility into key health metrics such as CPU, memory, and Wi-Fi. Enhanced event detection for Windows and Mac, along with dedicated dashboards for critical events.

Analyze detailed inventory data, including device manufacturers, models, and software versions, to ensure compatibility, streamline deployments, and maintain compliance. For Microsoft devices, review crash statistics, boot times, and startup performance, and resolve issues directly through ZDX for faster remediation. Leverage device remediation capabilities, including the ability to run custom or prewritten scripts on one or multiple devices, and schedule script runs for efficient issue resolution. With centralized visibility and actionable insights, optimize device performance, minimize downtime, and maintain control across all endpoints within your organization.

MAXIMIZE DIGITAL EXPERIENCES WITH GLOBAL INSIGHTS

View your organization's digital environment with the combined capabilities of the Quarterly Business Review (QBR) report and Data Explorer. The QBR report delivers high-level insights into your end users' digital experience, highlighting performance trends across applications, networks, and devices.

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Dive deeper into this data using Data Explorer, where customizable filters and dynamic visualizations enable detailed analysis of performance metrics. Uncover root causes of bottlenecks, identify optimization opportunities, and create tailored reports to share with management. Together, QBR and Data Explorer provide actionable insights that support informed decision-making, enhance IT efficiency, and improve digital experiences across your organization.

Access the same insights programmatically through ZDX GraphQL API. Pull aggregated device, network, app, and audit data in bulk into SIEMs like Splunk, data lakes like Snowflake, or ITSM platforms like ServiceNow to power automated reporting, custom dashboards, and compliance workflows.

Zscaler Digital Experience plans

Zscaler Digital Experience is available in the following three 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 organizations that are starting out to monitor digital experiences of users and performance monitoring of applications.

ZDX Advanced — comprehensive digital experience monitoring solution for organizations with advanced IT support needs and includes everything from standard plans and more. Included out-of-the-box with the Zscaler Advanced Platform (ZS-ADVANCED-PLATFORM) bundle, delivering comprehensive SASE monitoring alongside ZIA, ZPA, ZT Browser, Sandbox Advanced, Segmentation, and Deception.

ZDX Advanced Plus – the ultimate digital experience monitoring solution with maximum visibility, alerting, and conversational AI troubleshooting capabilities powered by ZDX Agent.

> With ZDX, when a user calls about a connectivity issue, we can immediately see whether it's their ISP, Wi-Fi signal, or an application issue.
>
> **JEREMY BAUER**
> Sr. Director Information Security,
> CISO, Molson Coors

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Zscaler Digital Experience Plans Feature Comparison

	CAPABILITIES	DESCRIPTION	ZDX STANDARD (ZS-ESS-PLATFORM, ZS-PLATFORM, ZS-ZPA-PLATFORM)	ZDX ADVANCED (ZS-ADVANCED-PLATFORM)	ZDX ADVANCED PLUS
	Internet based SaaS Apps	Monitor Internet based SaaS applications such as Microsoft SharePoint, Box, and Salesforce	✓	✓	✓
	Internet based Websites / custom apps	Monitor custom internet-based destinations (e.g., websites, web-based apps, third party proxy, no-default route support)	✓	✓	✓
Application Monitoring	Private Apps (through ZPA)	Monitor private apps in your data center and IaaS/PaaS accessed over ZPA (VPN)	✓	✓	✓
	Zscaler Managed Monitoring	Web and network performance analysis from 19 global Zscaler locations	Available to Purchase	Available to Purchase	1 probe per 1k user, 1 location. Additional probes available to purchase
	Real User Monitoring (RUM)	Capture real performance data from actual user sessions to get insights into how applications behave across devices, browsers, networks, and usage scenarios**	✗	✗	✓
Device Monitoring	Basic Device Monitoring	Monitor end-user device health including CPU, memory etc. and device events	✓	✓	✓
	Zscaler Platform Remediation	Automate custom root Certificate Authority (CA) additions for developer tools (e.g., Java, Ruby)	✓	✓	✓

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Device Monitoring	Device & Software Inventory	Understand your software portfolio and versions deployed across your organization and on each device	✗	✓	✓
	Device Event Dashboards	Dedicated dashboards for critical events such as system crashes (including BSOD) and software crashes	✗	✓	✓
	Software Process Level Monitoring	Monitor top processes over time	✗	✗	✓
	Software Process Analytics	Top process analytics over time	✗	✗	✓
	Device Health Score	Comprehensive view of struggling devices across an entire organization, department, user group, or location	✗	✗	✓
	Hardware Usage Analysis	The Hardware Usage Analysis dashboard helps optimize resource allocation and reduce costs by analyzing real-time device usage and hardware profiling (supported for both Windows and Mac devices)	✗	✗	✓
	Device Remediation	Run custom or prewritten scripts on single or multiple devices, with the ability to schedule script runs (supported for both Windows and Mac devices)	✗	✗	✓

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	CAPABILITIES	DESCRIPTION	ZDX STANDARD (ZS-ESS-PLATFORM, ZS-PLATFORM, ZS-ZPA-PLATFORM)	ZDX ADVANCED (ZS-ADVANCED-PLATFORM)	ZDX ADVANCED PLUS
Network Monitoring	Cloud Path and Web Probes	Number of active network or web monitoring probes configured to monitor applications	6	30 +N probes*	1000 probes
	Basic Cloud Path Probes	Network path tracing for User, Gateway, Zscaler Cloud/Direct, App	✓	✓	✓
	Advanced Cloud Path 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	✓	✓	✓
	Network Intelligence	Continuously monitor and pinpoint ISP issues impacting performance	✗	✗	✓
	Wi-Fi Dashboard	Leverage existing organizational Wi-Fi data to monitor device performance and identify locations with potential Wi-Fi access issues	✗	✓	✓
	SIPA Support	Performance over SIPA and full path visibility	✓	✓	✓
UcaaS	UCaaS monitoring (Teams, Zoom, Webex)	Voice monitoring for Microsoft Teams, Zoom, Webex calls	✗	✓	✓
Polling Time Interval	Cloud Path	Polling time granularity for network (Cloud Path)	15 min	5 min	5 min
	Web Monitoring	Polling time granularity for web monitoring	15 min	5 min	5 min
	Device Health	Polling time granularity for device monitoring	15 min	5 min	5 min

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Integrations & Data retention	Data Retention	Number of days, are retained for search and analysis	2 days	14 days	14 days
	Webhooks	Active webhook integrations configurable for real-time alerting	✗	10	10
	APIs	ZDX public API provides programmatic access to ZDX data	✗	✓	✓
	REST API	Programmatic export of individual device, user, app, and audit log data to ITSM, SIEM, and compliance platforms.	✗	✓	✓
	GraphQL API	Bulk telemetry extraction across devices, users, apps, and network paths. Flexible field selection. Integrated with OneAPI.	✗	✗	✓
	ZDX Score	Aggregated user experience performance metrics tracked over time at the user, app, location, department, and organizational level.	✓	✓	✓
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	100

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	AI-powered Root Cause Analysis	Automatically isolate root causes of performance issues (analyze, compare)	✗	✓	✓
	Incident Dashboard	List incidents across applications, Zscaler data centers, last-mile ISPs, intermediate ISPs, and Wi-Fi	✗	✗	✓
Trouble-shooting	Alert Rules	Number of active rules configured for real-time alerting via email or webhooks	Up to 3	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 CPU issues	✗	✗	✓
Analytics	ZDX Agent	AI Agent engine using natural language to identify and resolve performance impact across devices, networks, and applications	✗	✗	✓
	Data Explorer	View performance impact by analyzing specific app or user data	✗	1 app, 1 metric	4 apps, 4 metrics

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	CAPABILITIES	DESCRIPTION	ZDX STANDARD (ZS-ESS-PLATFORM, ZS-PLATFORM, ZS-ZPA-PLATFORM)	ZDX ADVANCED (ZS-ADVANCED-PLATFORM)	ZDX ADVANCED PLUS
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

**Monitored URL limits for RUM are set at the tenant level: 5K URLs per user are included with ZDX Advanced Plus

About Zscaler

Zscaler (NASDAQ: ZS) accelerates digital transformation so customers can be more agile, efficient, resilient, and secure. The Zscaler Zero Trust Exchange™ platform protects thousands of customers from cyberattacks and data loss by securely connecting users, devices, and applications in any location. Distributed across more than 150 data centers globally, the SSE-based Zero Trust Exchange™ is the world's largest in-line cloud security platform. Learn more at **zscaler.com** or follow us on Twitter **@zscaler**.

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