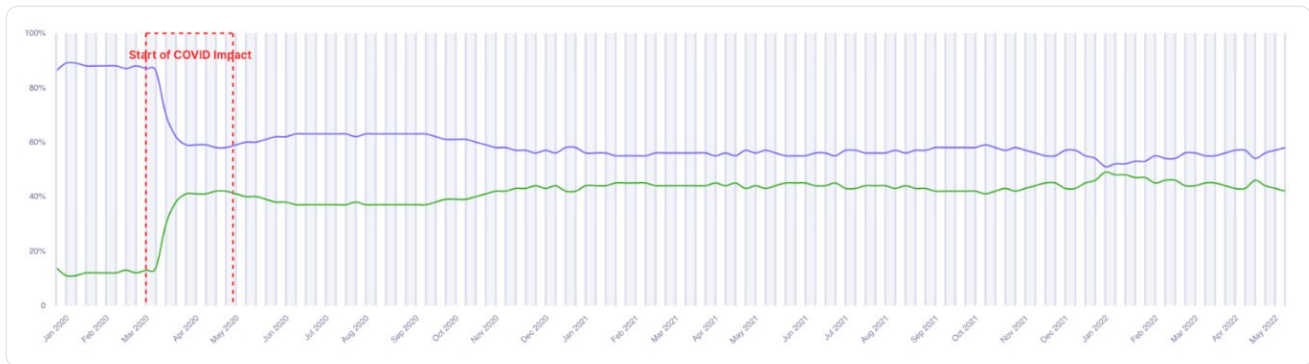


A woman with blonde hair and glasses, wearing a light blue sweatshirt, is sitting on a windowsill and working on a laptop. She is looking at the screen with a slight smile. The window behind her offers a panoramic view of a dense city skyline, with the Empire State Building prominently visible in the center. The sky is clear with some light clouds. The bottom half of the image is overlaid with a blue background featuring a pattern of white dots of varying sizes.

Enhance Your End-User Productivity with Digital Experience Monitoring

With cloud adoption on the rise and hybrid work here to stay, service desk teams are put under immense pressure to maintain great end user experiences. The COVID impact accelerated work-from-anywhere initiatives, however, the future workforce is hybrid, as [the number of remote users vs. office-based workers begin to converge](#).



Remote user vs. office worker trends

To enable the hybrid workforce, service desk teams have to support employees coming into work, while assisting and establishing new practices that support those working from home. This has led to a greater than 35% increase in support ticket volumes and a rise of more than 30% in service cost per ticket. Additionally, service desk technicians increased the time taken to handle a ticket from 7.37 minutes to almost 10 minutes per call—an increase of 30%.¹

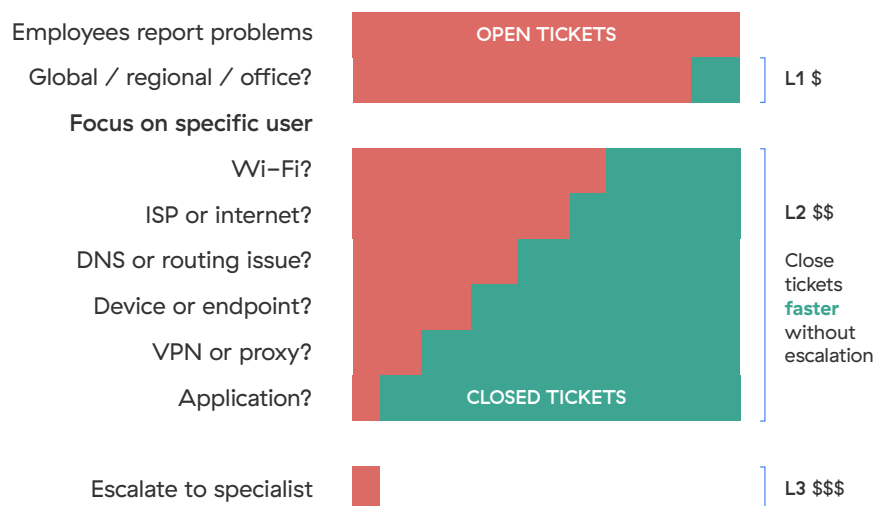
The challenge remains to quickly and efficiently solve end-user performance issues to reduce overall IT costs. However, end-user performance issues range from SaaS or cloud application availability and home Wi-Fi, to network path outages and network congestion—none of which are easily isolated or diagnosed. Service desk teams need real-time, end-to-end visibility with AI-powered insights for root cause analysis to reduce ticket volumes and service times.

Greatly reduce costs & improve digital experiences

Being able to quickly triage, isolate, and resolve root cause issues when employees report problems have significant downstream benefits. With more L1 or L2 service desk analysts resolving issues, there are fewer demands on more expensive specialists that can stay focused on their core areas. Business stakeholders, in turn, see their problems resolved faster and can continue to meet their customer needs and business goals.

¹ <https://www.computerweekly.com/news/252496080/Helpdesk-meltdown-due-to-absenteeism-low-morale-and-increased-workload>

Greatly reduce costs and improve digital experiences



Close tickets faster, with fewer escalations and lower costs

Minimize business disruption due to poor app or service experience

Digital experience monitoring (DEM) technology measures performance by monitoring the health of all systems between an end user and an application. A fast user experience is key to the success of digital transformation and work-from-anywhere initiatives, and it's incumbent upon service desk leaders to optimize the user experience. Not only is a fast user experience essential to productivity, but it prevents users from bypassing security controls and introducing risk.

Turn the lights on

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. ZDX helps service desk teams regain visibility within their zero trust network, detect regional performance or availability issues, and troubleshoot poor user experience.

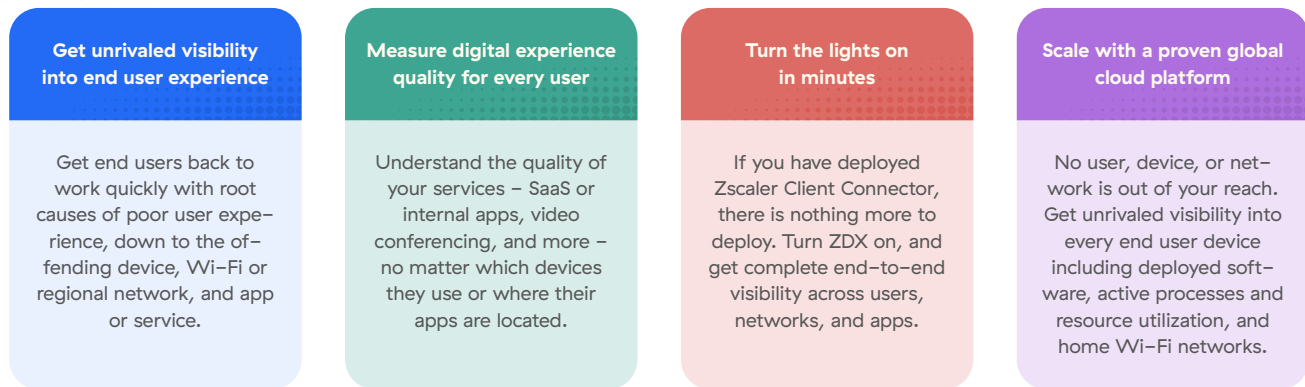
“Using ZDX, we’ve improved our troubleshooting time by 62%, enabling us to quickly focus attention on the source of a user’s connectivity issue.”

Peeyush Patel
CIO and CISO Careem

Trusted by enterprise leaders to secure their digital transformation while delivering great digital experiences.

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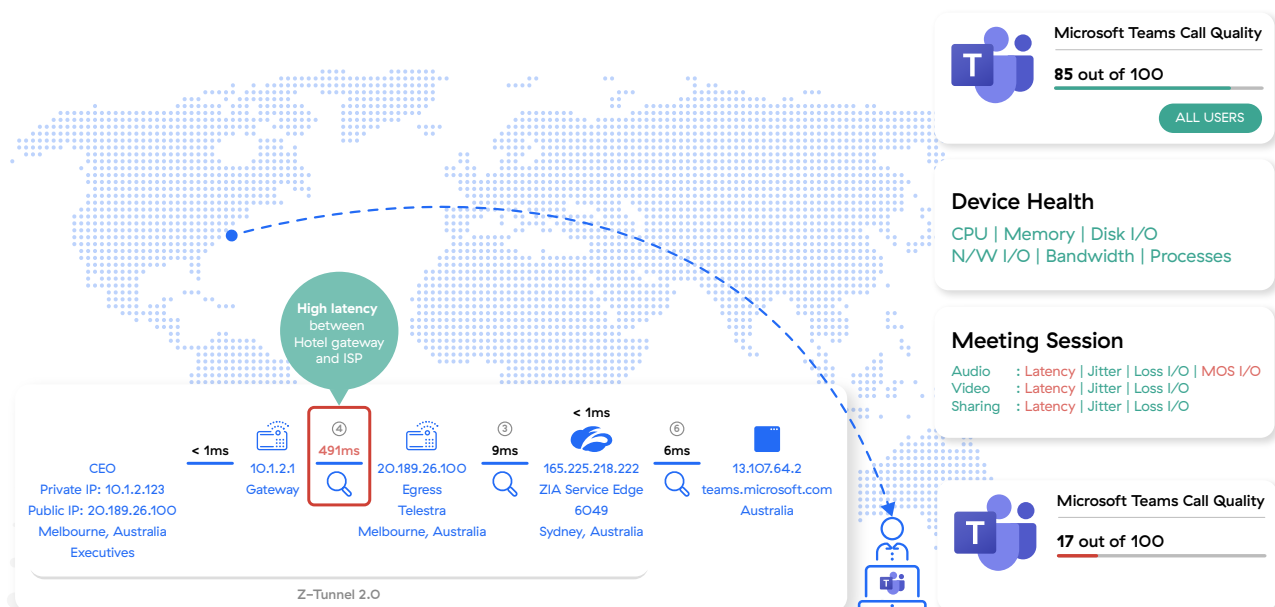
ZDX key benefits for service desk teams:



Rapidly isolate root causes of poor end user experience

ZDX consolidates many IT operational tools (traceroute) and displays them through a single pane of glass. This reduces service desk teams' burden to learn complex analysis tools. With ZDX, service desk teams can quickly expose network problems from user to applications (e.g., Zoom/M365 call quality, Box, Salesforce, custom applications, etc.) to identify their root causes.

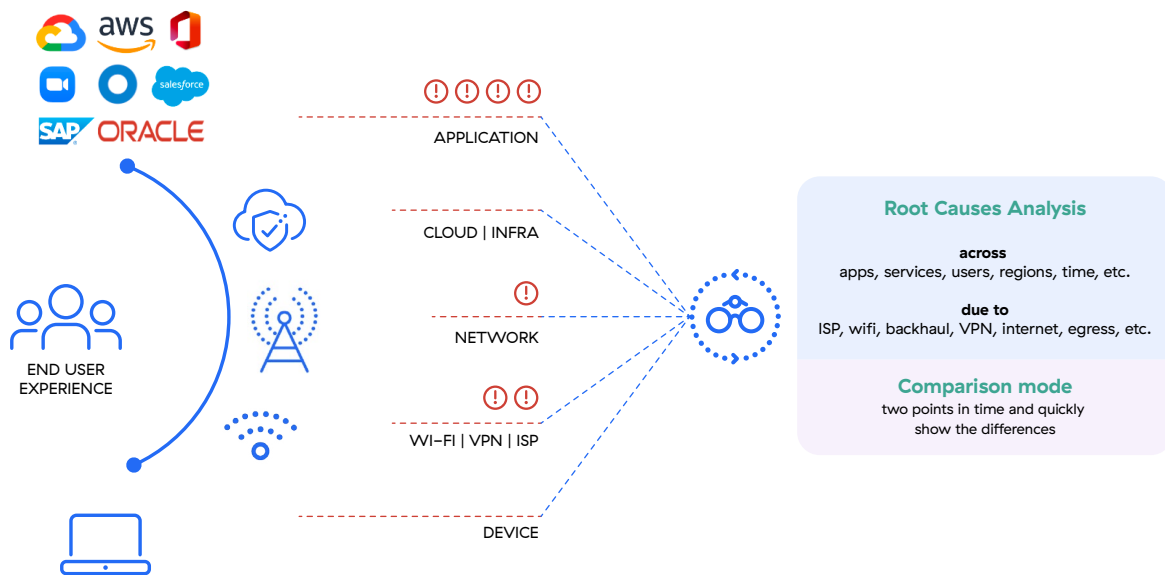
ZDX provides insights network teams need to fix issues and reduce the mean time to detection and resolution (MTTD/MTTR) without compromising security principles. With ZDX, service desk teams can identify if Wi-Fi at a hotel is congested, local DNS resolution is slow, or the network is dropping packets. Service desk teams can also dive into device and software inventory without logging into each device or multiple monitoring tools, saving them time. They can see the latest operating system, patches, and software versions all from within ZDX. To further simplify troubleshooting, alerts can be extended using APIs to any tool that supports Webhooks (e.g., ServiceNow). Through ZDX, service desk teams can resolve complex end user performance problems in minutes without multiple tools.



Service desk quickly troubleshoots & resolves poor user experience

Reduce time to root cause analysis with ML-based insights

To further speed up analysis from hours to seconds by instantly exposing root causes, ZDX has ML-based analysis. ZDX ML-based insights facilitates collaboration by focusing on digital experience issues while reducing alert fatigue. It does this by gathering, correlating, and analyzing data holistically, eliminating the need for specialized IT skills.



ZDX ML-Engine automates root cause analysis

With ZDX, organizations can now fully monitor the SaaS, cloud, and on-premises applications' experience simply and intuitively from the end-user perspective. ZDX restores visibility across the complete connection and quickly isolates user experience issues. ZDX delivers holistic, end-to-end user experience monitoring across any network, helping IT teams streamline troubleshooting and improve user productivity.

Unlock superior digital experiences as part of the Zscaler Zero Trust Exchange Platform and easily activate ZDX to expand digital experience management to all your users.

[Request a Demo](#)

zscaler | Experience your world, secured.™

About Zscaler

Zscaler (NASDAQ: ZS) accelerates digital transformation so that customers can be more agile, efficient, resilient, and secure. The Zscaler Zero Trust Exchange 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 SASE-based Zero Trust Exchange is the world's largest inline cloud security platform. Learn more at [zscaler.com](https://www.zscaler.com) or follow us on Twitter @zscaler.

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