

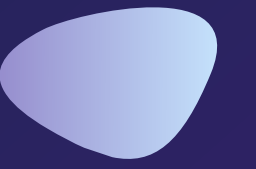
Quick Intro to **Performance**



DEM* & aligning teams for CX

*Digital Experience Monitoring

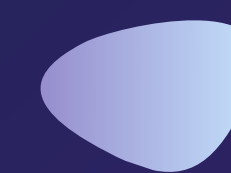




Think Ahead.

From this ...



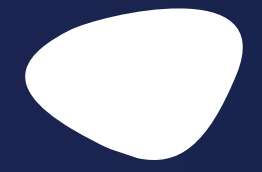


Think Ahead.

To alignment



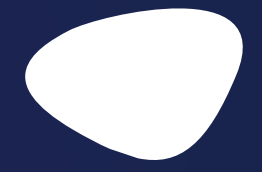
Two challenges



Think Ahead.

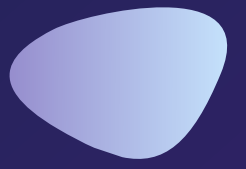
- Organization · Culture
- Modern App complexity

How DEM helps



Think Ahead.

- DEM is **key for Alignment**
- Platform **for all** stakeholders
- *and* **for each** role / team



Think Ahead.

The whole application experience **picture**

the Wide



Think Ahead.

Key user action overview

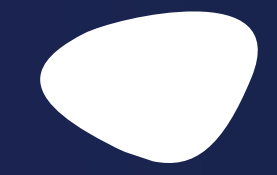
My web application

- 1 😊 Excellent apdex rating
- 1 😊 Good apdex rating
- 0 😐 Fair apdex rating
- 0 😞 Poor apdex rating
- 1 😞 Unacceptable apdex rating

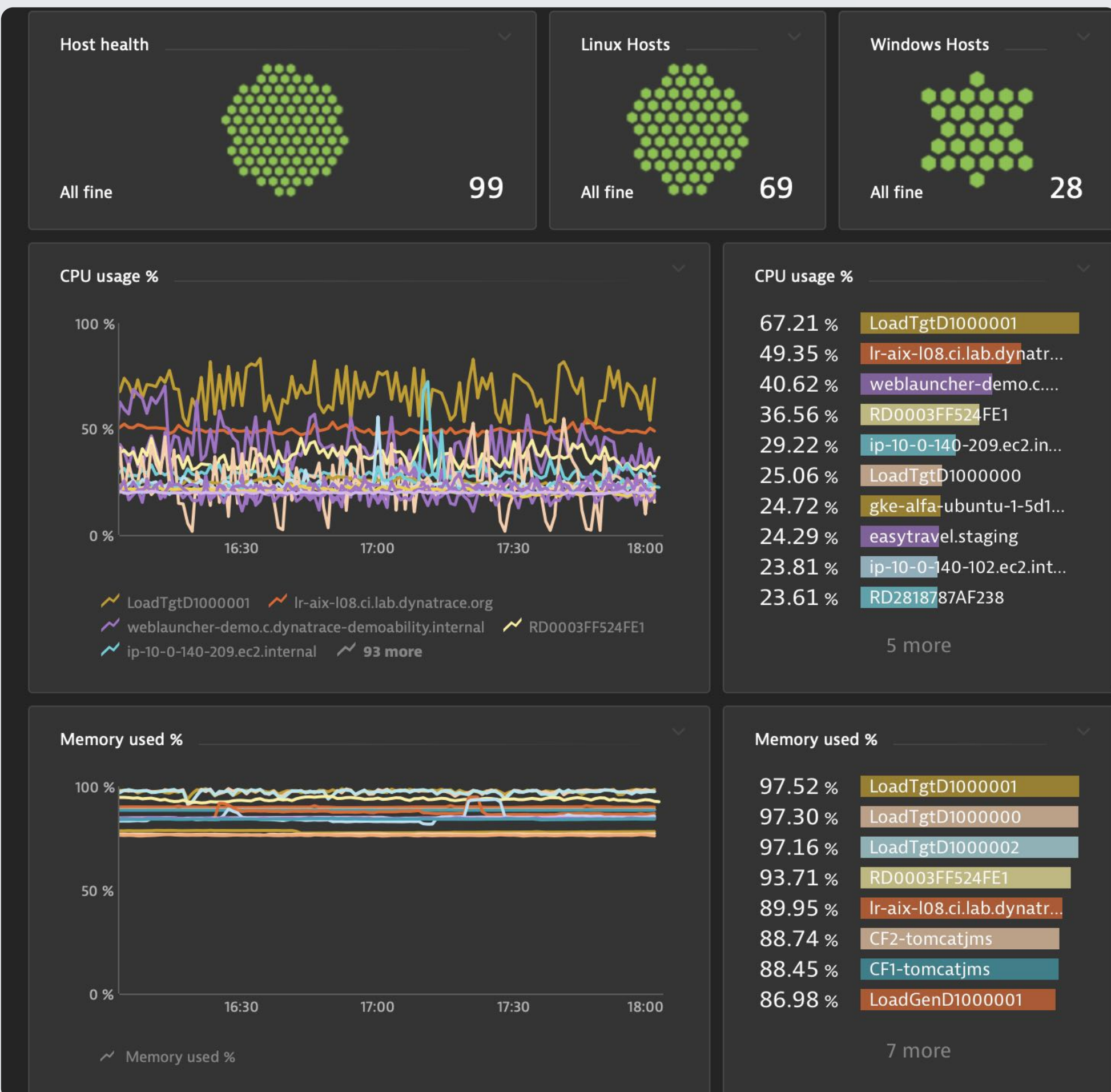
3 Key user actions

- End-to-end
- Shared model
- Same metrics

the Deep

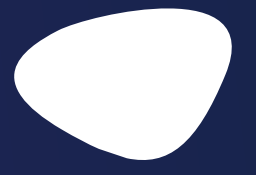


Think Ahead.



- Fit for purpose
- Drill-down
- Customizable

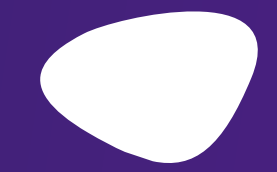
the Important



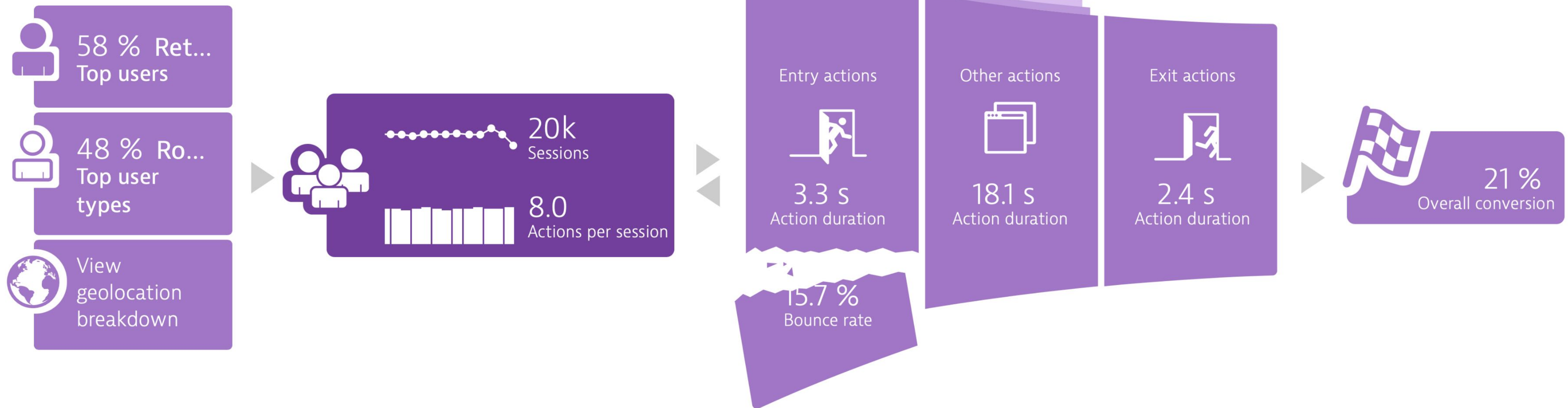
Think Ahead.

- Actionable information
- Insights powered by AI
- Beyond “graphs & stats”

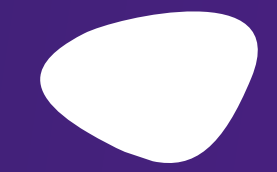
Behavior






Think Ahead.

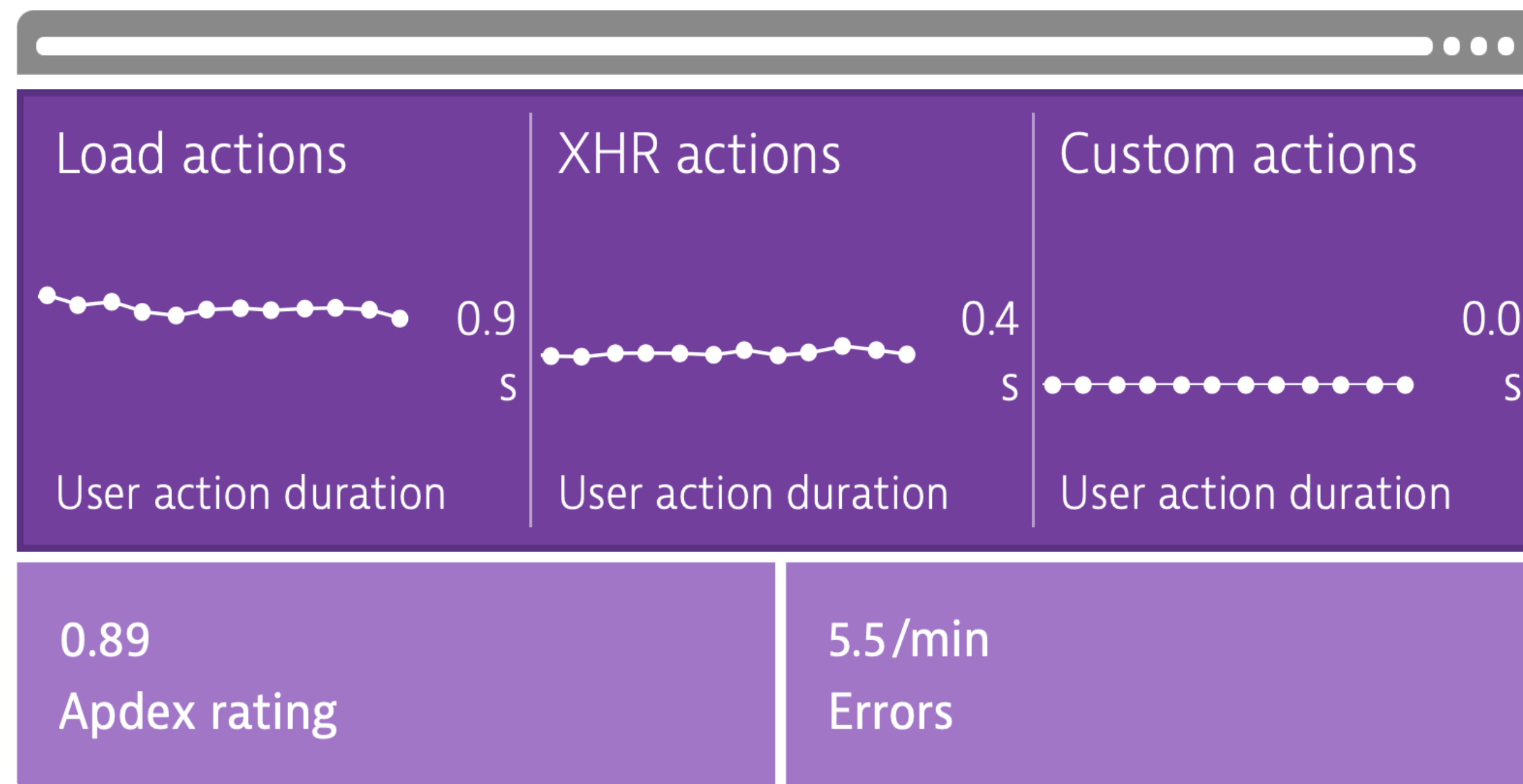


Performance



Think Ahead.

-  32% Chrome
Top browser
-  93% Real users
Top user type
-  View geolocation
breakdown



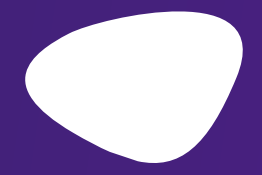
Resources

- 29.4/action
3rd party/CDN resources

- 0.0/action
Resources

2
Services

Optimization



Think Ahead.

1.68 min MF easyTravel ...
1.34 min gcp easyTravel ...
1.32 min azure easytrav...
1.32 min azure easytrav...
1.1 min easyTravel Cus...

7 more

2.24mil hipstershop.Pr...
2.12mil azure easyTrav...
1.88mil gcp easyTravel...
1.86mil DB1
1.63mil Requests to u...

7 more

676k JourneyServic...
648k gcp JourneySe...
487k azure Journey...
341k MF JourneySer...
332k Authenticatio...

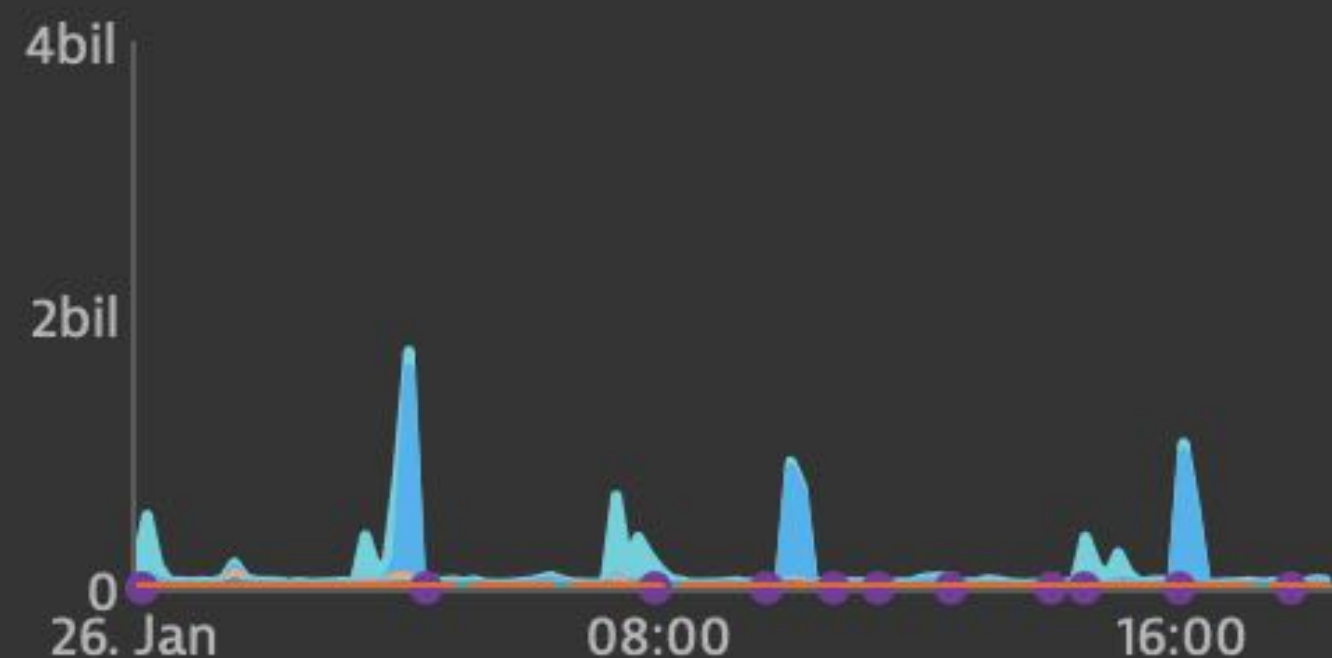
7 more

100 % Requests on local...
100 % Requests on local...
100 % Requests on local...
100 % Requests on local...
100 % Requests on local...

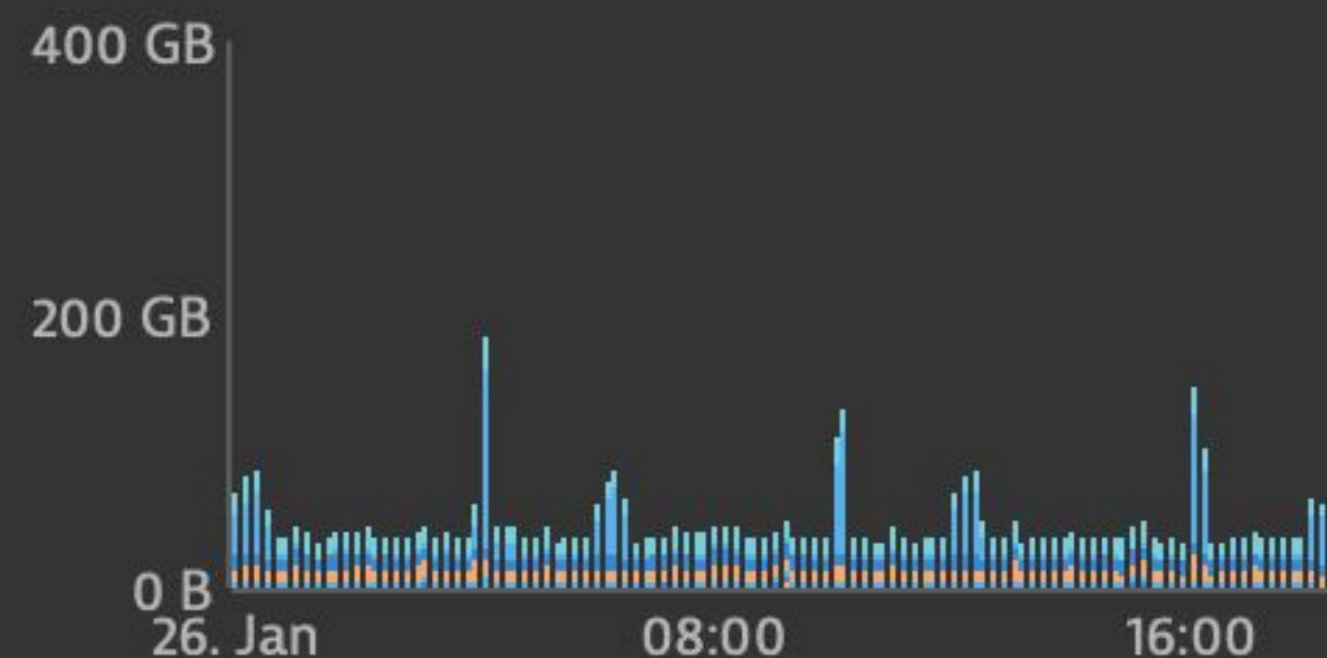
7 more

Add Links to Thread analysis, CPU Analysis and Memory Allocation

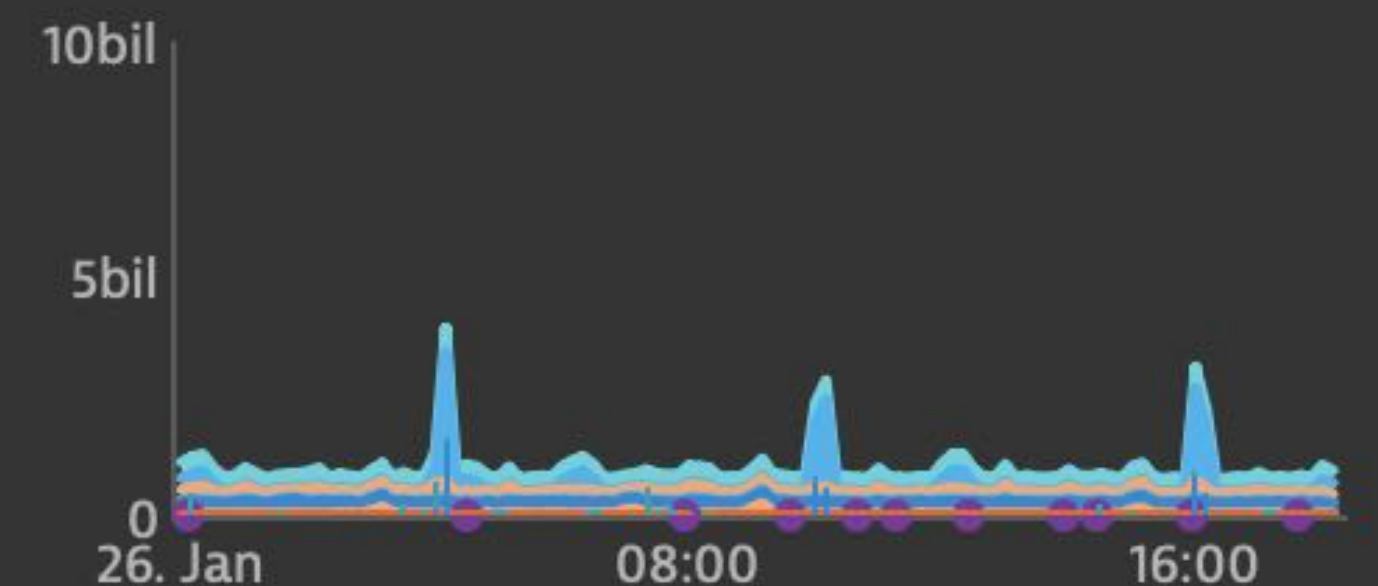
JVM total CPU time by ThreadGroup (builti...



Process memory allocation bytes API



Process memory allocation/survived object...



Process memory allocation objects count

Issue resolution





 19 s
Session duration

 14877538687910QDTC5AT...
Real user identifier

 Web application
Application type

 www.angular.easytravel.c...
Application name

 Satisfying
User experience score


 2
Actions with errors

 Windows 7
Operating system

 1366 x 768
Screen resolution

 Chrome 40
Browser

 United States, North Ame...
Geo location

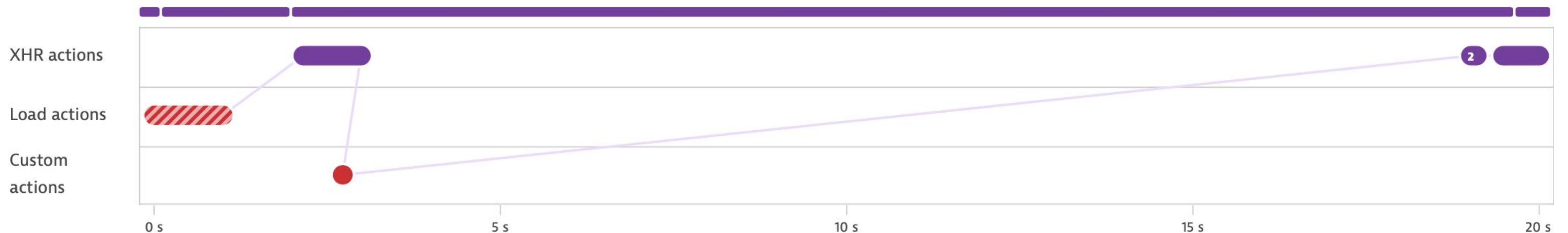
 204.97.208.18
IP address

 Sprint
ISP

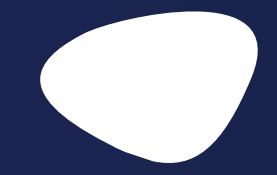
8 Session properties [Adobe eVar 1: Bagdad](#) [Failed Search: No packages found](#) [Adobe page type: journey](#) [View all 8](#)

Analysis

[Timeline](#) [Session Replay](#)

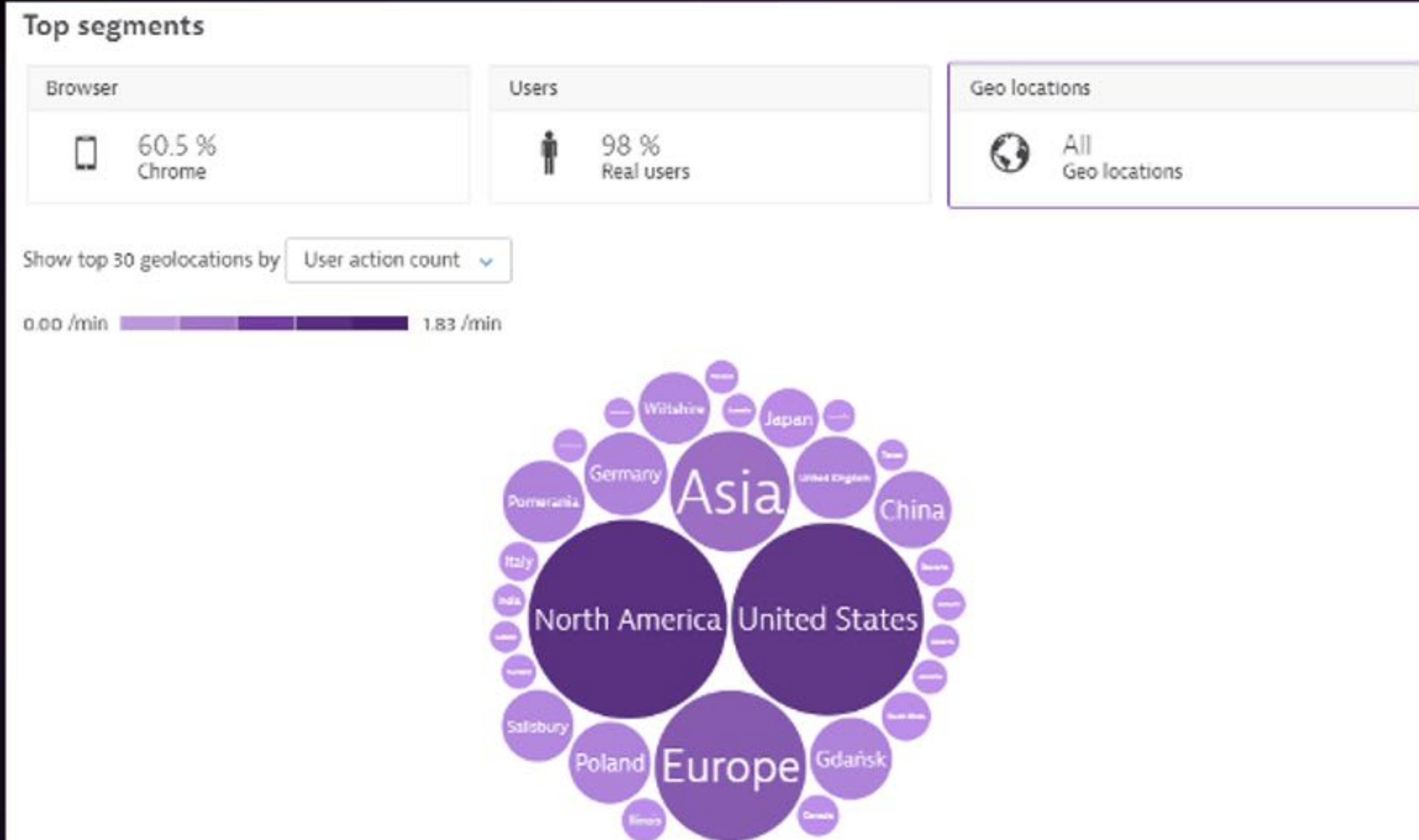


the Automatic



Think Ahead.

Release for a key demographic?



Release to improve user experience?

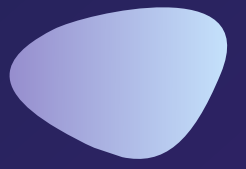
Apdex rating



Release at times with least activity?

Peak activity intervals



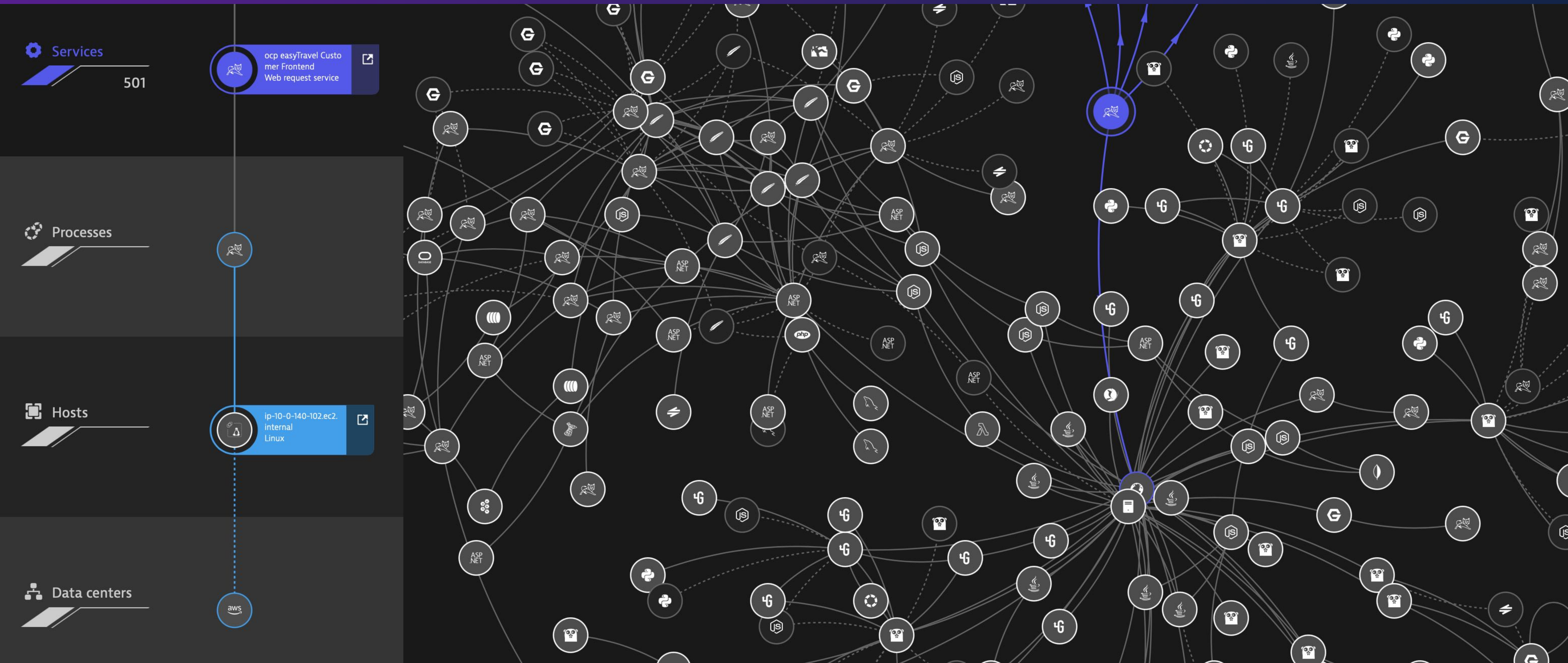


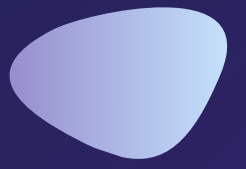
Think Ahead.

Why don't
we have this

Modern Complexity


Think Ahead.

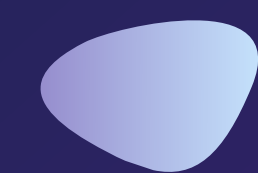




Think Ahead.

Plot twist:

Not just a
dashboard



Think Ahead.

Dynatrace is an APM & DEM leader



Observability



Automation

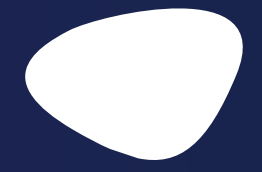


Intelligence



Security

Selected **Features**



Think Ahead.

- Synthetic monitoring
- Real user monitoring
- Session replay

▶ **DEM** is paramount
to aligning for **CX**

thanks!



performance



dynatrace