

Netskope DEM Insights Agent

[Data Sheet](#)

Performance posture, problem resolution, proactive diagnostics

The challenge

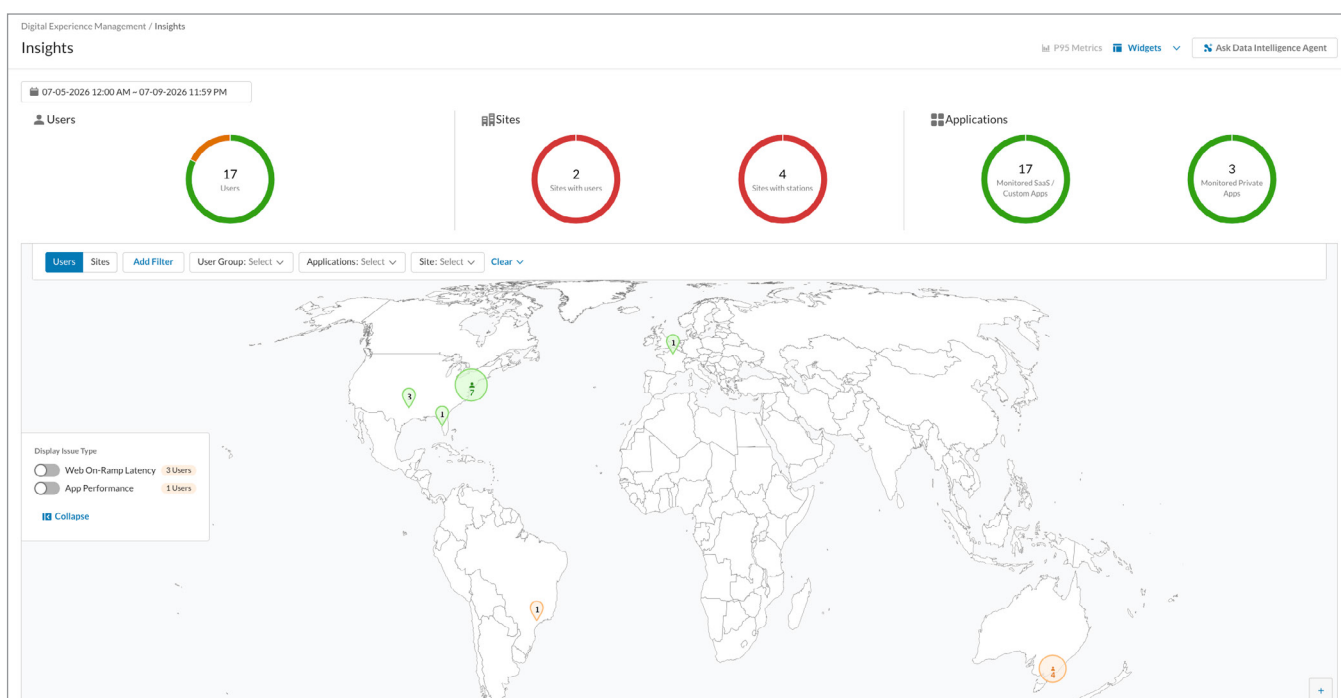
I&O teams must maintain digital experience across hybrid users, SaaS, and complex infrastructure. However, reliance on fragmented telemetry and manual correlation delays root cause identification and limits visibility into performance trends. Detection takes too long, and the problem will grow as AI-driven adoption multiplies.

The solution

Netskope DEM Insights Agent analyzes large volumes of telemetry and highlights issues with clear narratives. It identifies critical issues, showcases causes, and provides contributing factors across devices, networks, applications, groupings, and ISPs. It provides teams and leadership with a simplified summary of performance, supports evidence-based root cause analysis, and highlights main drivers of user experience or AI performance degradation.

Strategic advantages

- **Automated incident identification:** The DEM Insights Agent highlights the factors with the greatest impact on user experience across the organization, helping teams identify performance issues faster and prioritize their investigation.
- **Accelerated troubleshooting:** Instead of manually analyzing telemetry data across multiple dashboards, I&O teams can immediately see which contributing factors are causing experience degradation and begin targeted investigations.
- **Improved user productivity:** Faster identification and resolution of user experience issues results in organizations maintaining optimal performance for critical applications and workflows (both user and agentic AI initiated), which improves overall user satisfaction and productivity.



How it works

- **Central dashboard**

Get a global view of digital experience across your organization based on role-based access control permissions.

- **Quick summary**

See the total number of monitored users, office sites, and apps within a selected time frame.

- **Smart filters**

A filter menu helps administrators to refine the data and issues to focus on key issues.

- **Visual map**

The Insights Map presents a geographic visualization of users or sites, with color-coded indicators representing experience status and counts per region.

- **Metric widgets**

Display telemetry across user groups or device performance, Wi-Fi quality, ISP latency, and offer capabilities and configurable views to examine data points.

- **Action controls**

Click to expand charts, interact with individual metrics, and analyze the exact causes of tech issues.

Capabilities

Unified experience view: Combines user performance data into one clear view, giving executives high-level summaries and allowing I&O teams to access specific, detailed breakdowns whenever necessary.

Impact prioritization : Identifies issues affecting specific business units, helps teams focus on high-priority problems, and isolates primary causes like network delays, hardware strain, and slow software performance.

Incident insights interface: Provides a dashboard that highlights current issues, trends, and disruptions, showing exactly how office networks, devices, apps, internet, and Wi-Fi systems are impacting employee work.

Faster resolution and integration: Reduces troubleshooting time by showing teams exactly where to start, and includes standard data sharing tools to export these insights directly into your existing corporate reporting platforms.



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