

# Netskope DEM Data Intelligence Agent

Data Sheet



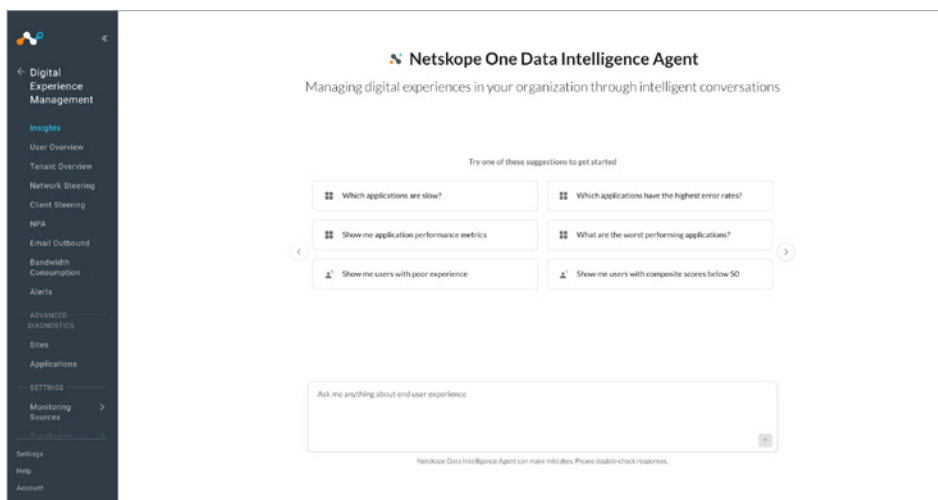
*Accelerate troubleshooting with intelligent, conversational DEM insights*

## The challenge

IT teams struggle keeping up with large volumes of performance telemetry, leading to delayed detection and resolution, poor support outcomes, and reliance on senior engineers. Agentic AI traffic intensifies performance challenges, making AI-driven solutions essential.

## The solution

The Netskope DEM Data Intelligence Agent accelerates troubleshooting and data discovery by combining large language models (LLMs) with DEM telemetry to deliver actionable insights through a conversational interface. It enables teams to query data, correlate signals, quickly identify experience issues, and accelerate remediation, reducing MTTD and MTTR.



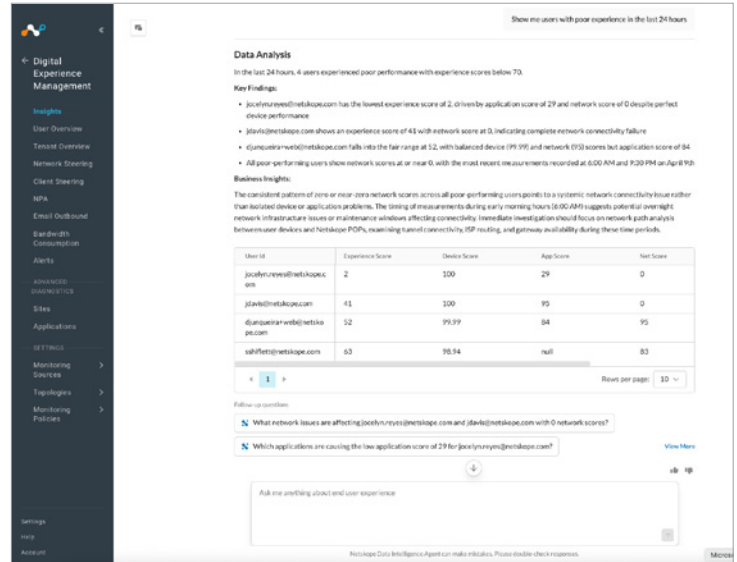
**Main dashboard:** With the integrated conversational interface, administrators can quickly assess digital health and identify experience degradations without the need for manual analysis.

## Strategic advantages

- **Accelerate time-to-resolution:** Centralizing and aggregating voluminous and granular datasets within a single tool allows the agent to identify the exact source of degradation in seconds, drastically reducing resolution times.
- **Optimize help desk efficiency:** Provide expert-level inferences that guide operators through triage, increasing first-call resolution rates without escalating to senior engineering teams.
- **Enhance data discovery:** Replace manual dashboard review with automated data summarization to give operations leaders a clear, evidence-based audit trail for every performance dip.

## How it works

- **Data summarization:** The agent integrates LLMs with DEM telemetry to transform large-scale granular metrics into actionable insights quickly.
- **Cross-signal correlation:** Correlate signals across users, devices, networks, and applications to identify hidden patterns and the true source of performance impacts.
- **Root cause analysis:** Simplifies complex troubleshooting using machine learning (ML) models to deliver a plain-language interpretation of the root cause of degradation.
- **Guided troubleshooting:** Produce contextual insights and logical inferences via an interactive conversational interface guiding technical teams through the triage process.
- **Digital experience executive summary:** Provides executive summaries to articulate digital experience and network performance posture.



**Conversation Interface:** Administrators can query performance issues in natural language, correlating cross-layer telemetry to surface root cause and deliver insights in seconds.

## Capabilities

Consistently and automatically distill streams of DEM telemetry into concise, human-readable summaries of network, user, and device state.

Connect a wide spectrum of network events to surface hidden patterns and provide deeper context into performance impact.

Use ML to identify performance issues, device, Wi-Fi, ISP, or application, with a clear, plain-language explanation of the root cause to simplify troubleshooting.

Go beyond raw data to reveal logical inferences and contextual insights, guiding technicians through the fastest path to resolution.



Interested in learning more?

Request a demo

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