

Foglight® User Experience Management

Complete monitoring of mobile and web user experience

When you can effectively monitor the user experience, you not only ensure your end users are getting the high quality of experience (QoE) they deserve, you also enable the business to grow revenue and minimize abandonment on customer-facing websites. Foglight User Experience Management allows you to ensure your customers are able to complete their transactions, from online purchases to managing their bank account online.

MANAGING END USERS FROM THE IT PERSPECTIVE

Synthetic transaction recording —

Record and play back transactions from remote locations on a fixed schedule to measure and report on response time and availability service levels.

Page load, end-to-end and network times —

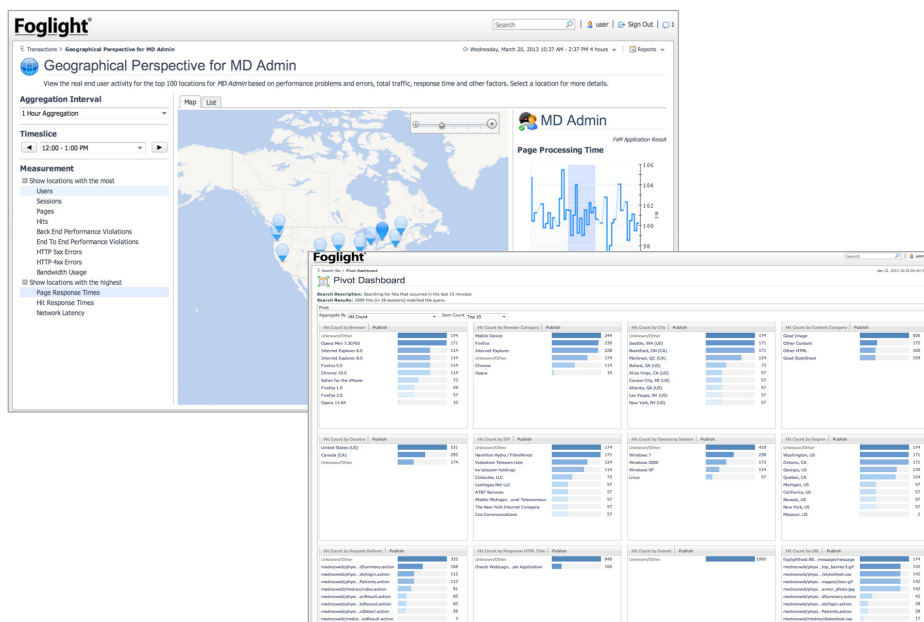
Get accurate page response times and breakouts of back-end time, network time, DNS lookup, page object times, etc. based on combined monitoring from within the browser and on the network. Record every request to, and response from, the web server or application server farm.

JavaScript/AJAX errors and analysis —

Capture JavaScript errors and performance, and isolate issues to individual page elements.

Performance-based service levels —

Access details on baseline response times and get alerts when baselines violate defined service levels.



Foglight® User Experience Management captures extensive performance and content data for analysis and troubleshooting of both response time and functional issues.

“Foglight allows us to diagnose what has gone wrong without even having to talk to the customer. That’s really powerful ...”

*Jobpartners,
leading European HR
software provider*

BENEFITS:

- Customers are able to access online services and complete transactions without experiencing errors or excessive wait times
- IT personnel can manage SLAs more effectively by detecting, isolating and resolving availability and response-time issues before they impact end users and the business
- Internal end users can experience improved productivity and efficiency through the improved capture, analysis and understanding of problems they encounter

SUPPORTED ENVIRONMENTS

User Experience Management can be used for any application, including enterprise, packaged and custom applications.

Foglight provides synthetic capabilities for both Web and rich contents.

Web/application server performance — Ensure OLAs are not being breached by monitoring your web and application servers for conditions related to configuration, CPU load, the number of services running on the server, and the number of users accessing the server.

SOAP transaction monitoring — Analyze traffic between existing SOAP consumers and SOAP providers.

MANAGING END USERS FROM THEIR PERSPECTIVE

Contextual forensics and replay — See the exact same information in your browser that end users see on theirs. Content inspection and replay allow you to troubleshoot web transactions based on what the user did, and how the system responded.

User session alerts and analysis — Segment hits and pages for monitoring, alerting, and playback, enabling notification when business-critical pages are called, load slowly or when content is out of expectations. Search for sessions based on keywords.

Problem reproduction for the help desk — Assemble and e-mail a replay of a complete user session with one click, providing additional information when submitting an incident to your service desk system.

User context for back-end code traces — Optionally combine with Foglight for Java or .NET to link all code traces back to the associated user session with our patent-pending TransactionDNA technology.

Transaction conversion analysis — Use Foglight to bring transparency to the functional errors and slowdowns that inhibit conversion rates. Link directly back to the user session for technical evidence supporting your findings.

HIGHLY SCALABLE BIG DATA ANALYTICS

Enterprise-scale data processing appliance — Capture, store and analyze all performance and content details for every click by every web user. Scale to support high volume, high granularity data for millions of transactions per minute.

Geographic performance and volume — Monitor user-response time and throughput by location or other logical grouping.

Attribute search and pivot dashboards — Easily slice and dice data in dashboards with pre-defined dimensions. Automatically pivot data to understand common attributes in errors and slowdowns. Find and export only the data you want into spreadsheets for easy analysis.

ABOUT QUEST

Quest helps our customers reduce tedious administration tasks so they can focus on the innovation necessary for their businesses to grow. Quest® solutions are scalable, affordable and simple-to-use, and they deliver unmatched efficiency and productivity. Combined with Quest's invitation to the global community to be a part of its innovation, as well as our firm commitment to ensuring customer satisfaction, Quest will continue to accelerate the delivery of the most comprehensive solutions for Azure cloud management, SaaS, security, workforce mobility and data-driven insight.

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