



Experience Insights (DEM)

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Packaging

Category	Features	Essentials	Advantage
Secure Access	Secure Internet Access (SIA) <ul style="list-style-type: none"> SDWAN DIA integration Secure Client (license included) <ul style="list-style-type: none"> Roaming Security (DNS, Web and Firewall-as-a-service) 	✓	✓
	Secure Private Access (SPA) <ul style="list-style-type: none"> Secure Client (license included) <ul style="list-style-type: none"> ZTNA client VPN-as-a-service for private apps ZTNA clientless 	✓	✓
Foundational Security	DNS protection	✓	✓
	Firewall-as-a-service for layer 3 & layer 4 controls of web and private apps	✓	✓
	Secure web gateway (proxy web traffic, URL filtering, content filtering, advanced app controls)	✓	✓
	CASB - Cloud app discovery, risk scoring, blocking, cloud malware detection; tenant controls	✓	✓
	Remote Browser Isolation (License for risky traffic only)	✓	✓
	Secure Malware Analytics (sandbox)	Limited	Unlimited
Additional	Experience Insights (Digital Experience Monitoring)	✓	✓
Advanced Security	Layer 7 Firewall-as-a-service		✓
	IPS protection		✓
	Data Loss Prevention (DLP) for web applications		✓
	Remote Browser Isolation (License for all traffic)		✓
Support	Cisco 24x7 SWSS Enhanced support access via email and phone (required SWSS Enhanced attach, optional SWSS Premium upgrade). For details, click here .	+	+

Introducing Experiencing Insights

Core SSE



Secure Web Gateway (SWG)



Cloud Access Security Broker (CASB) and DLP



Zero Trust Network Access (ZTNA)



Firewall as a Service (FWaaS) and IPS

Cisco delivers the core and more in a single subscription...



DNS Security



Multimode DLP



Advanced Malware protection



Sandbox



Talos Threat Intelligence



VPN as a Service



Digital Experience Monitoring



Remote Browser Isolation

Add-on solutions



SD-WAN



XDR



Duo MFA/SSO



CSPM

Core Benefits

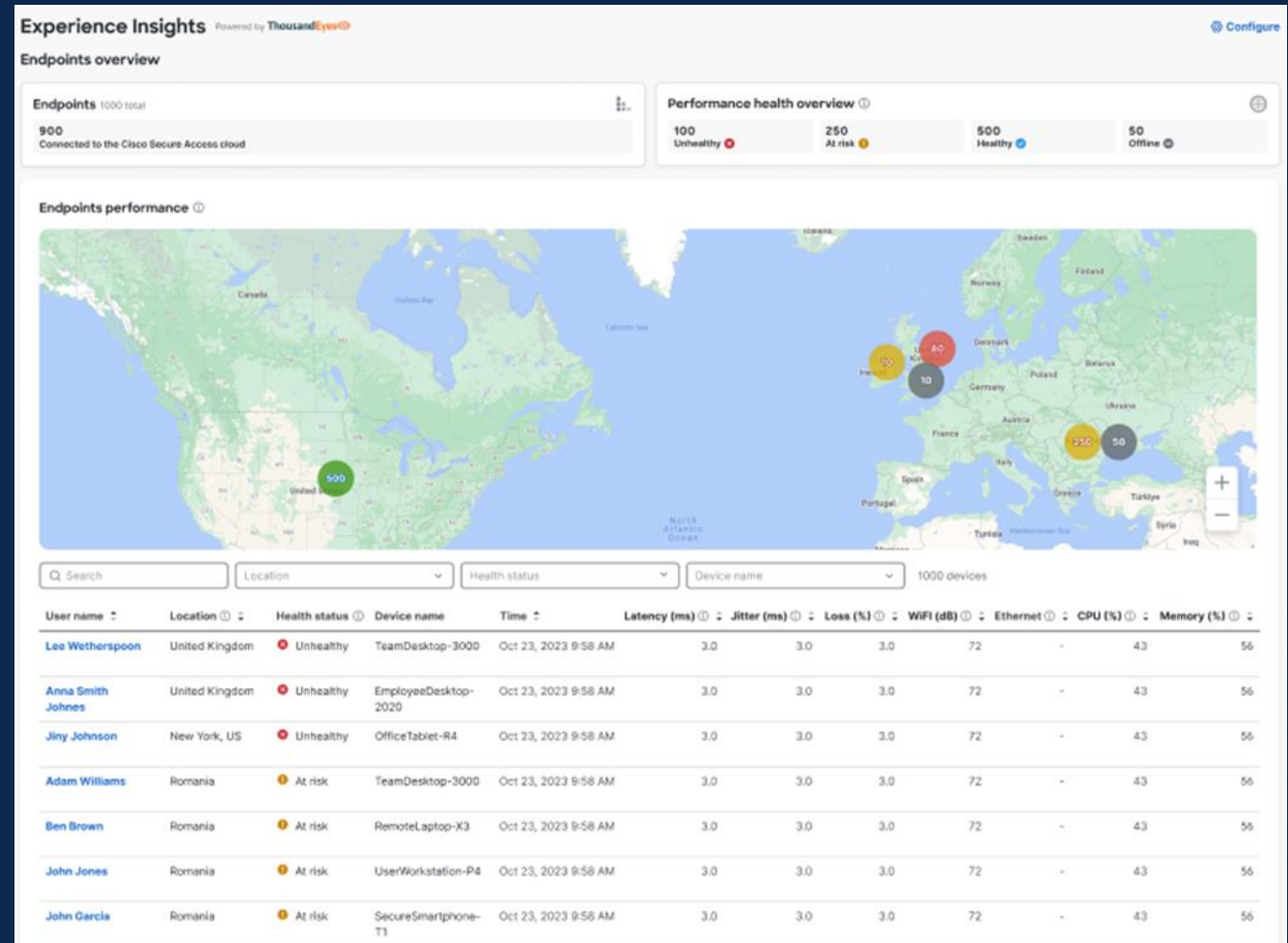
- Better monitoring for hybrid environments
- Increase End-to-End visibility
- Simplifies the troubleshooting experience
- Single dashboard experience
- Performance monitoring for:
 - Endpoints
 - Networks
 - Top SaaS Applications
 - Collaboration Tools
- Endpoint/Synthetic Tests
- AI Insights
 - AI Assistant

Benefits Deep Dive



Single Dashboard Experience

- Monitor agents worldwide with a Thousand Eyes embedded endpoint agent
- Part of the Secure Access Dashboard
- Simplified view of endpoints health



Single Dashboard Experience

Common SaaS applications Performance ⓘ

Search **US (Pacific Northwest)** Status 20 applications

Status	Application	URL (Domain)	Response Time ⓘ	Response Code	Description	Time	Location
✓	AWS	aws.amazon.com	180 ms	200	OK	Apr 8, 2025 7:31PM	US (Pacific Northwest)
✓	Azure	portal.azure.com	497 ms	200	OK	Apr 8, 2025 7:31PM	US (Pacific Northwest)
✓	Bing	www.bing.com	199 ms	200	OK	Apr 8, 2025 7:31PM	US (Pacific Northwest)
✓	Box	www.box.com	48 ms	200	OK	Apr 8, 2025 7:31PM	US (Pacific Northwest)
✓	Confluence	confluence.atlassian.com	72 ms	200	OK	Apr 8, 2025 7:31PM	US (Pacific Northwest)
✓	DocuSign	www.docusign.com	126 ms	200	OK	Apr 8, 2025 7:31PM	US (Pacific Northwest)
✓	Dropbox	www.dropbox.com	367 ms	200	OK	Apr 8, 2025 7:31PM	US (Pacific Northwest)
✓	Figma	www.figma.com	46 ms	200	OK	Apr 8, 2025 7:31PM	US (Pacific Northwest)
✓	Gmail	mail.google.com	116 ms	200	OK	Apr 8, 2025 7:31PM	US (Pacific Northwest)
✓	Google Docs	docs.google.com	75 ms	200	OK	Apr 8, 2025 7:31PM	US (Pacific Northwest)
✓	Google Drive	drive.google.com	145 ms	200	OK	Apr 8, 2025 7:31PM	US (Pacific Northwest)
✓	Google Workspace	workspace.google.com	63 ms	200	OK	Apr 8, 2025 7:31PM	US (Pacific Northwest)
✓	Jira	jira.atlassian.com	79 ms	200	OK	Apr 8, 2025 7:31PM	US (Pacific Northwest)
✓	Microsoft 365	www.office.com	107 ms	200	OK	Apr 8, 2025 7:31PM	US (Pacific Northwest)

Simplify Troubleshooting

Reduce Mean Time to Resolution

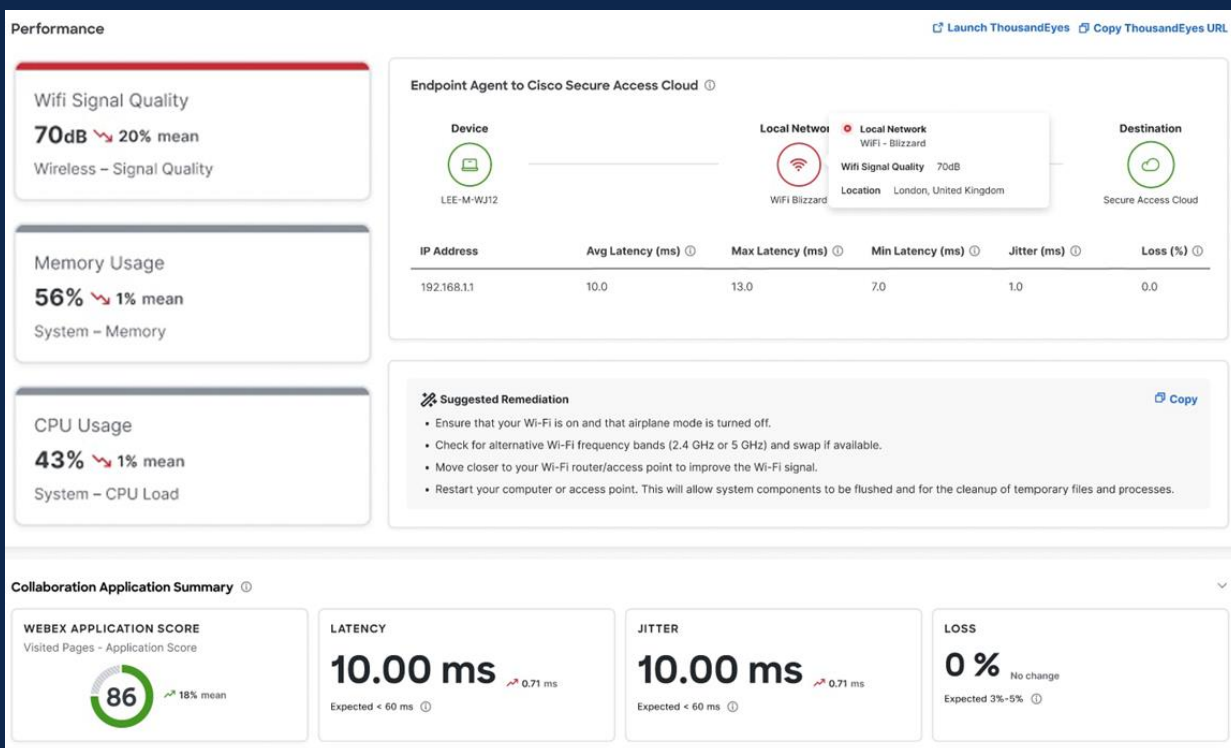
Ability to identify root cause without end users log collection.

See issues without user interaction

Remotely review issues with network, applications, and endpoints without end user interaction.

Catch issues quickly

See issues without user generated reports for proactive troubleshooting.



Endpoint Tests

A.K.A. Synthetic Tests

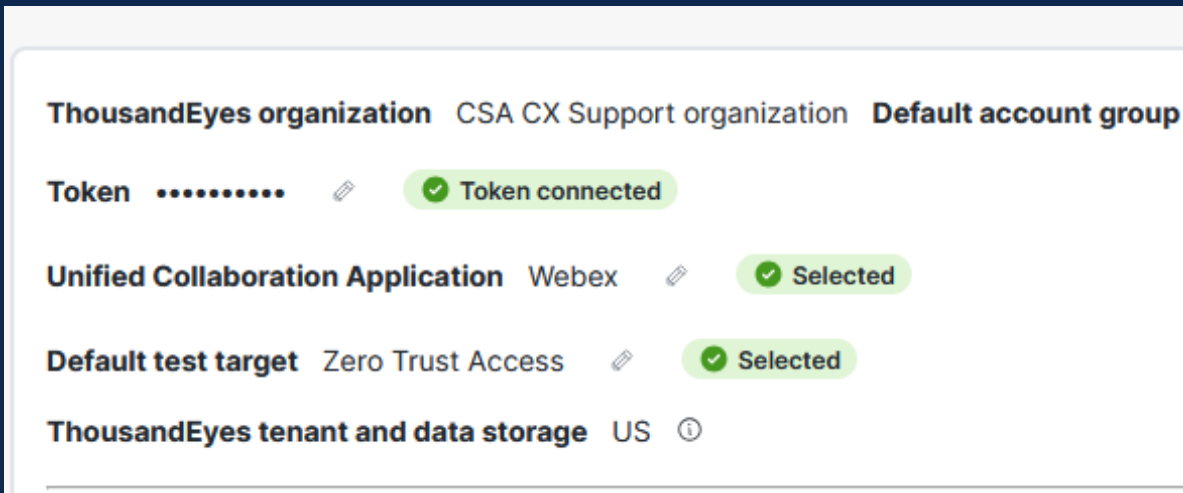


Endpoint Tests

License type	Number of scheduled tests	Number of dynamic tests	Test data retention
ThousandEyes Endpoint Embedded (default)	1	1	4 days
ThousandEyes Endpoint Essentials	3	1	14 days
ThousandEyes Endpoint Advantage	9	1	30 days

- Works via the TE agent installed on users machine.
- Please be aware of your entitlement as it changes the amount of tests available.
- Need more tests?
- Limitation: 150,000 agents for one test

Remotely Test Reachability



- Collaboration Applications
 - WebEx
 - Zoom
 - Teams
- Test Targets within Secure Access
 - Zero Trust Access
 - RAVPN
 - SWGRoaming Module
 - Custom Target
 - Private resource
 - Public Application

Peak Traffic Estimation

- High Network Traffic
- Peak Bandwidth = $A \times N$
 - A=Agent bandwidth for a single test (in KB). Peak bandwidth is 97.1KB per agent.
 - N=Number of agents. By default, all agents are included in the default test
- Mitigation Strategies

Remotely Test Reachability

Endpoint license usage

The number of endpoint tests you can run is based on your ThousandEyes license. For tips to increase test capacity, see [Help](#).

License type	Tests per endpoint	Active/total licenses	Usage
Embedded	2 tests	0 / 150	<div style="width: 0%;"></div> 0%
Essentials	4 tests	0 / 150	<div style="width: 0%;"></div> 0%
Advantage	10 tests	62 / 150	<div style="width: 41%;"></div> 41%

2 Endpoint tests

2 Running



0 Disabled



Search by test name

<input type="checkbox"/>	Status	Test name	Test type	Target
<input type="checkbox"/>	Running	slowness	Scheduled network	192.168.1.2
<input type="checkbox"/>	Running	test google	Scheduled HTTP	https://google.com

Default Endpoint tests

2 Running



0 Disabled



<input checked="" type="checkbox"/>	Status	Test name	Test type	Target
<input checked="" type="checkbox"/>	Running	Cisco Secure Access (DO NOT EDIT) <small>Default</small>	Scheduled network	proxy-8282216.zpc.sse.cisco.com
<input checked="" type="checkbox"/>	Running	Cisco Secure Access (DO NOT EDIT) <small>Default</small>	Collaboration app	webex

Remote Test Results

High latency ⓘ
0

High jitter ⓘ
0

High loss ⓘ
2

Username	Device Name	Location	Agent Version	Latency	Jitter	Loss	Test Time
user1	IVANGONZ-RAVPN-	Wichita, Kansas, US	1.236.3	—	—	100 %	Apr 10, 2025 03:11:10

Agent
IVANGONZ-RAVPN-

Connection

Gateway
10.10.1.1

Internet

Applications
192.168.1.2

AgentConnectionGatewayInternetApplications

IVANGONZ-RAVPN-

Model	VMware7,1	Agent Score	100%
Manufacturer	VMware, Inc.	CPU	1.3%
OS Version	Microsoft Windows 11 Pro	Memory	69.2%
Kernel	10.0.22000		
Endpoint Agent Version	1.236.3		
Public IP Address	8.21.15.165		
Private IP Address	10.10.1.104		
DNS Servers	10.10.1.5		

Powered by ThousandEyes

Remotely Test Reachability

Name *
DNS Resolver Test

From * **To ***

Select agents Private resources
Specify one or more agents. Custom target

208.67.222.222
Specify an IP address or Web URL.

Protocol * ⓘ **Port ***

Auto-detect 443

Test interval *

1 min

- Can configure network or HTTP test
- Specify agents for troubleshooting

AI Insights and the AI Assistant



These cards display potential performance issues in your environment as reported by ThousandEyes endpoint agents. To begin your investigation, click the AI Assistant button to ask questions of the AI.



Healthy devices

No device latency issues have been detected.

[AI Assistant](#)



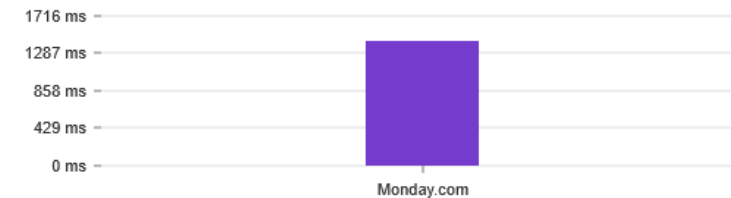
No unhealthy devices by region

Our analysis indicates there are no regions that have more than 50% unhealthy endpoints.

[AI Assistant](#)

Low-performing SaaS applications

Secure Access tracks the top 20 commonly used SaaS applications in the industry. The following SaaS apps are experiencing the greatest latency, which can impact end-user productivity.




[AI Assistant](#)

AI Insights

Summary potential issues, Lowest Performing Apps, Access Cisco AI Assistant

Cisco AI Assistant

 New thread


Today

what are the SaaS applications wit

what are the SaaS applications wit

Previous 30 days

what are the SaaS applications wit

 You

what are the SaaS applications with the worst performance?

 AI Assistant

There is no data available to identify the SaaS applications with the wor

Recommendations

Can you provide the health status of devices in North America?

How many devices are located in Europe?

What is the current license usage for Experience Insights?



Add a rule or ask the AI Assistant a question

The AI Assistant may make mistakes. Confirm informa

AI Assistant



