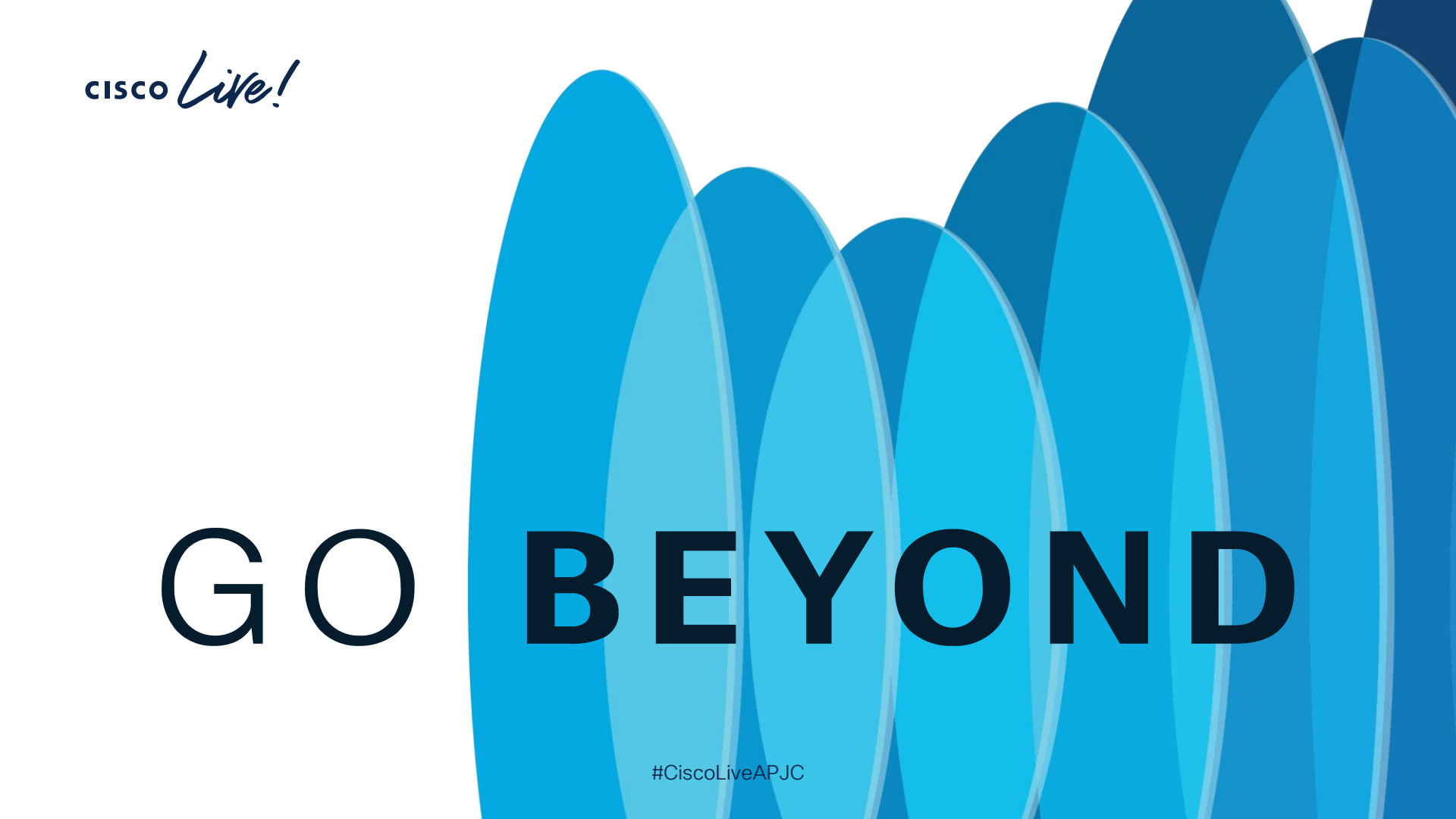
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Digital Experience Assurance:

Using ThousandEyes to identify the root cause of outages and degradations

Angelique Medina, Head of Internet Intelligence @bitprints
Mike Hicks, Principal Solution Analyst @apnoau

BRKAPP-2160

Cisco Webex App

https://ciscolive.ciscoevents.com/ciscolivebot/#BRKAPP-2160

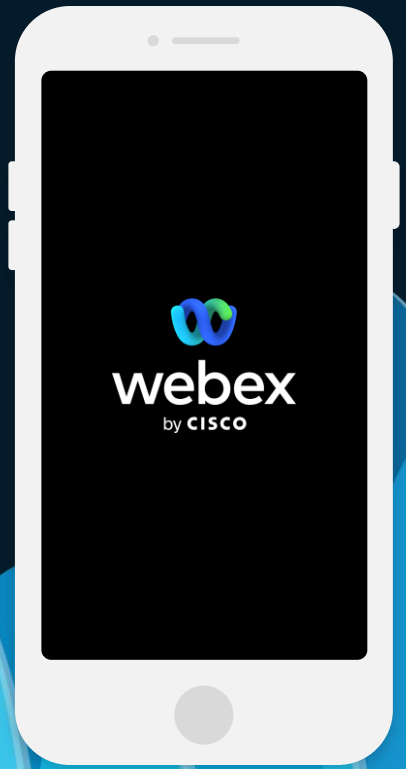
Questions?

Use Cisco Webex App to chat with the speaker after the session

How

1. Find this session in the Cisco Live Mobile App
2. Click “Join the Discussion”
3. Install the Webex App or go directly to the Webex space
4. Enter messages/questions in the Webex space

Webex spaces will be moderated by the speaker until November 15, 2024.



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Agenda

- Service delivery complexity
- Misconceptions and mixed signals
- Identifying the issue
- Applying the insights
- Summary

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App and service complexity is exploding…

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Delivering on digital experience

Availability

Is the site or service reachable and available?

Performance

Page load, TTFB, total transaction time, first contently paint.

Functionality

Is the site functional? Do all components load and allow interaction?

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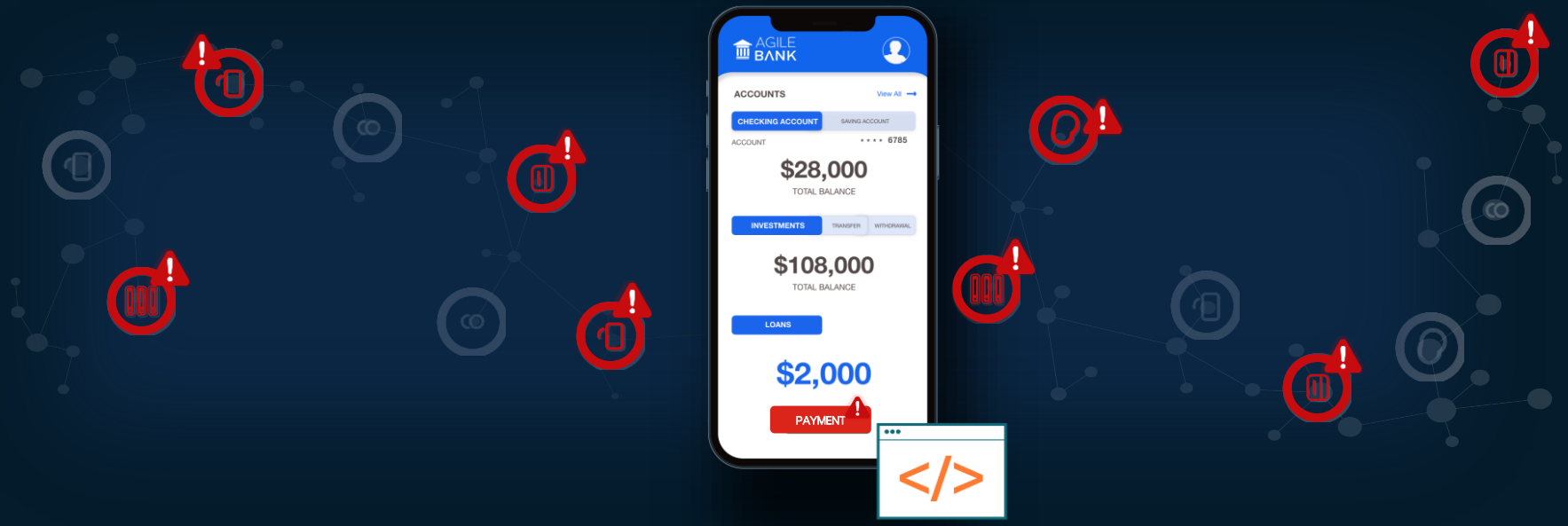
Typical focus is application side optimization, but...



Your App

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Reality Check: Internet is the Experience X-Factor

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Reality Check: App Dependencies are Growing

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Step 1: DNS – Where are we going?

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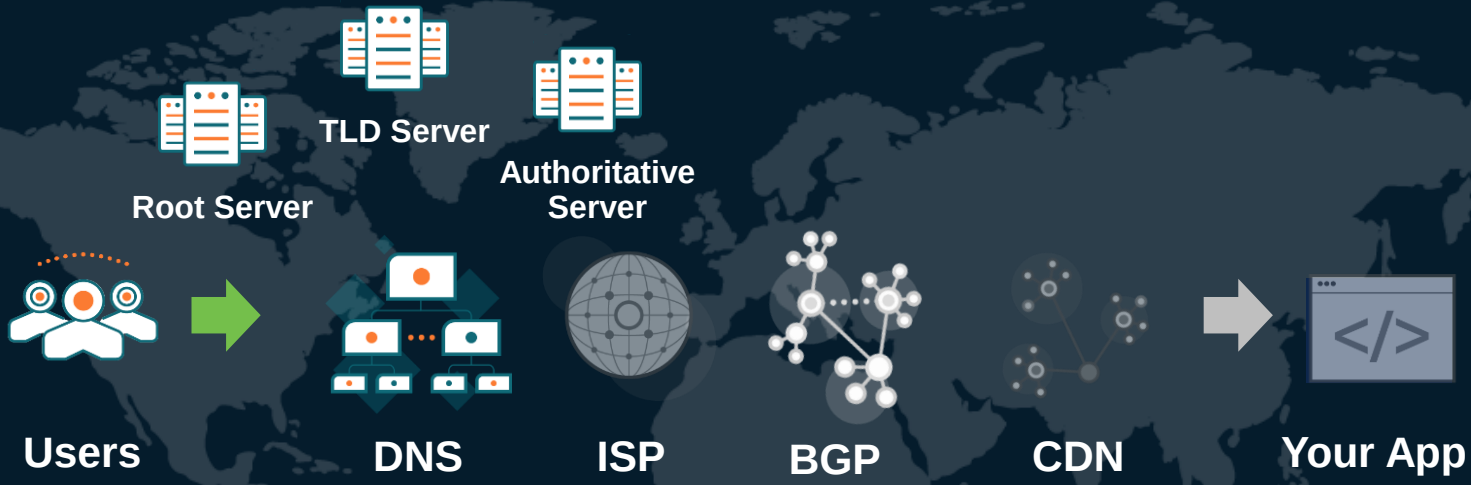
Step 1: DNS – Where are we going?



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Step 2: How do we get there?

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Step 3: CDNs – Do we have to go far?

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Step 4: Rinse and repeat for service and APIs calls

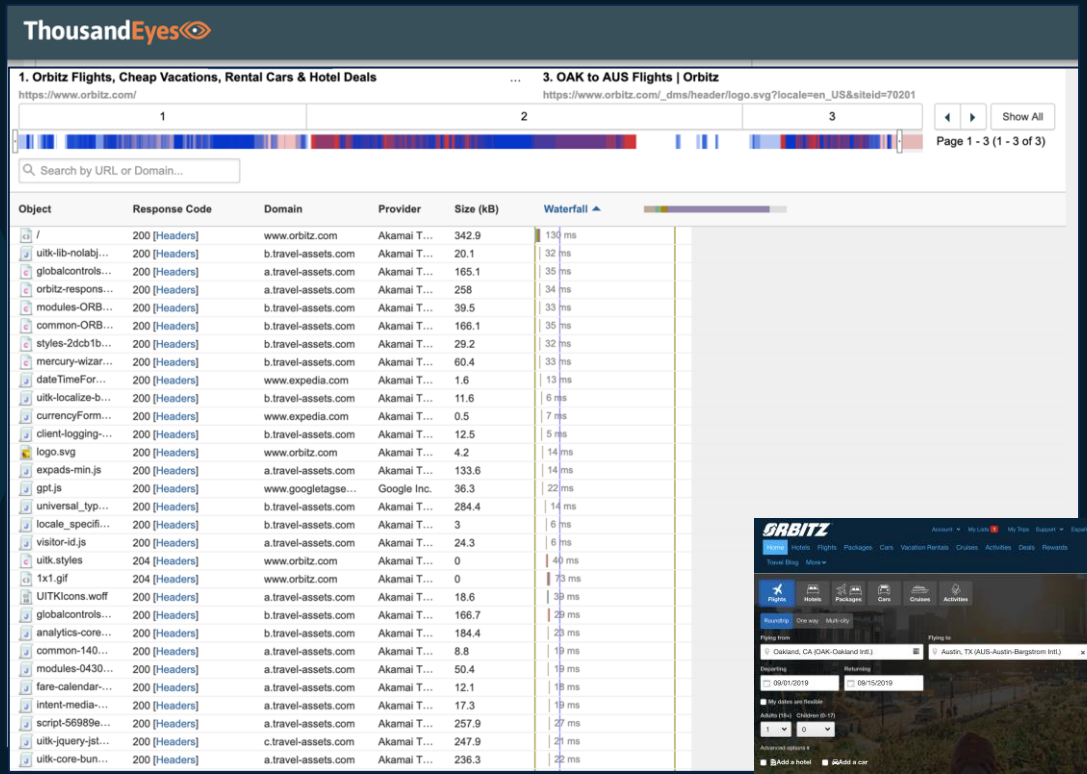
SaaS Apps

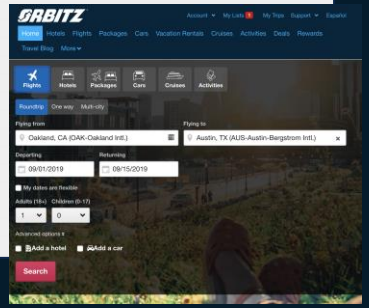
Data Center

Your App

Cloud APIs

Backend Services





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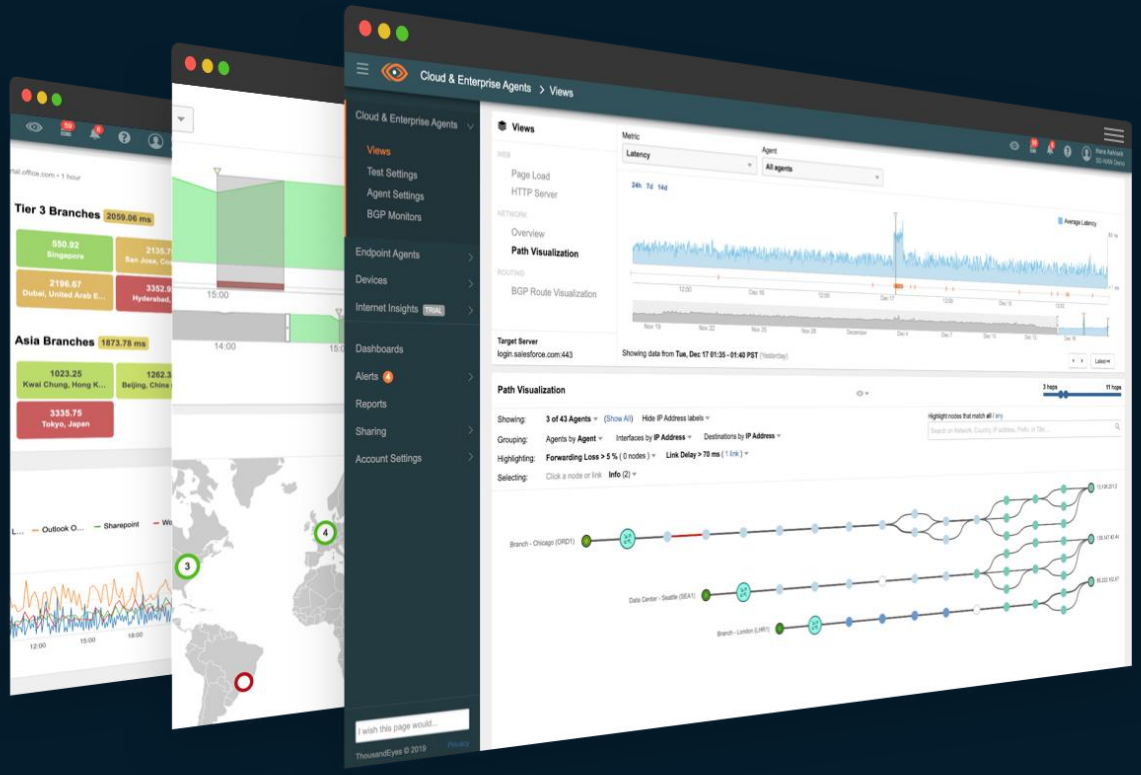
ThousandEyes insight into end-to-end connectivity

Visibility from any user to any app over any network – especially the Internet



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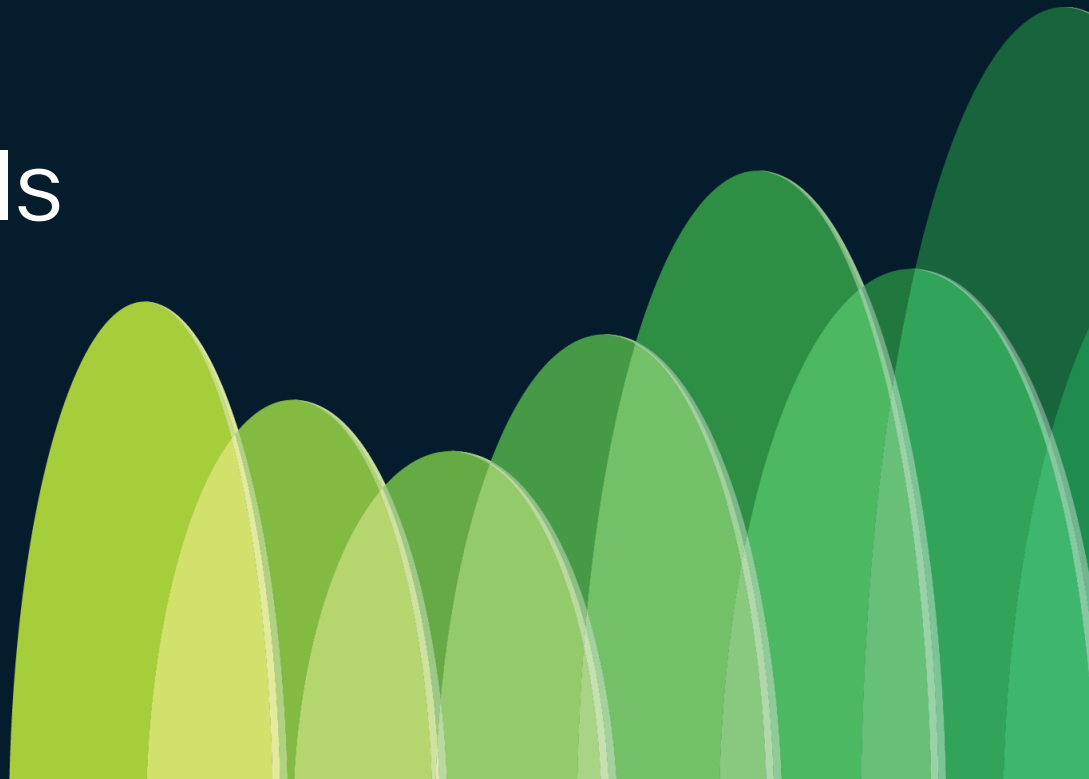
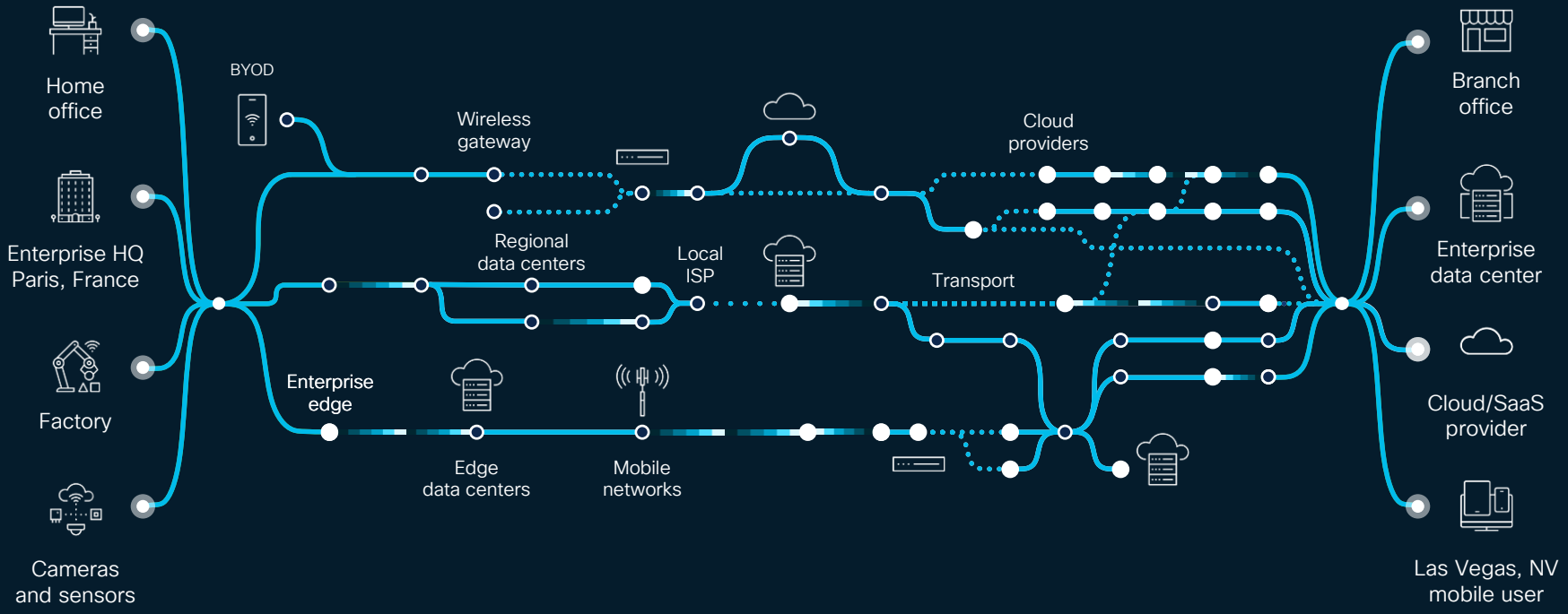
Misconceptions and mixed signals



What could possibly go wrong?



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Let’s get oriented!

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Complete your surveys in the **Cisco Live mobile app**.

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Continue your education

- ThousandEyes outage map: www.thousandeyes.com/outages
- Internet research: www.thousandeyes.com/research

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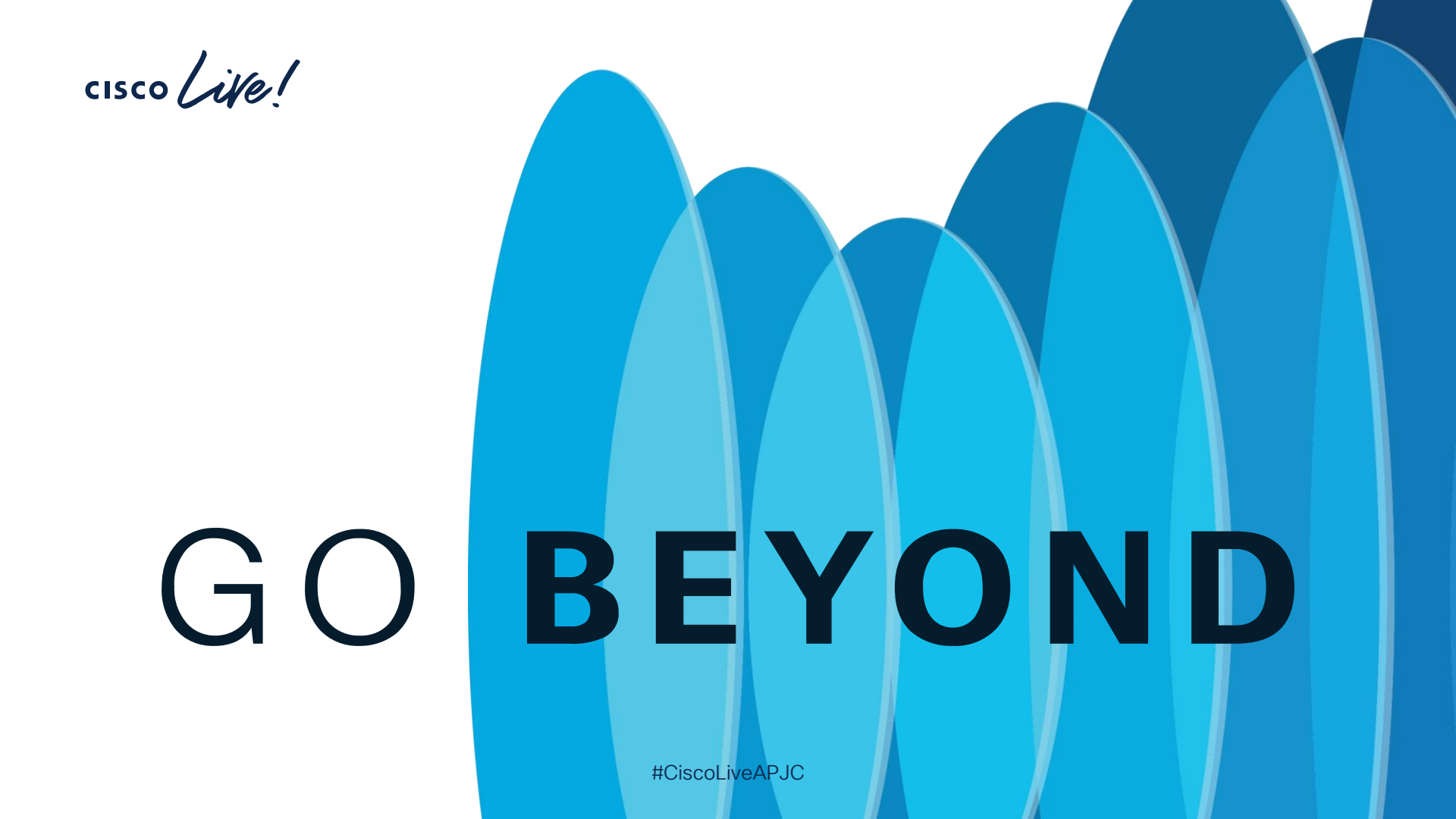
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