CAVISSON
QUALITY | PERFORMANCE | AVAILABILITY

NetVision

Powerful Online Customer Experience (OCX) Management Platform

Cavisson NetVision is powerful and a comprehensive solution to ensure exceptional online customer experience via monitoring responsiveness and ease of interactions with online assets. NetVision offers great insight into customer responsiveness and ability to record and replay entire user session along with interactions to determine any anomalies within the application that may affect user experience or revenue. Leading fortune 500 companies rely on Cavisson to boost their customer experience and digital transformation initiatives.

Integrated Product Suite

NetVision is an integrated suite of products, offering four distinct functionalities that complement each other.

- ❖ Synthetic Monitoring (SM)
- ❖ Real-User Monitoring (RUM)
- ❖ Online Customer Experience (OCX)
- ❖ Customer Feedback (CF)

Why NetVision?

NetVision is the best in its class, product suite for online customer experience and performance monitoring that caters to four distinct requirements around synthetic monitoring, real-user monitoring, online customer experience, and customer feedback. With NetVision enterprises get:

- ❖ An **integrated product suite** with powerful features covering various measurement aspects.
- ❖ An **extremely powerful machine learning** based anomaly detection and alerting.
- ❖ A **sophisticated pattern matching for root case analysis** fueled by Cavisson's propriety big data engine.
- ❖ **Real-time insights on performance, availability, conversions and revenue**, alerts and actionable analysis of issues
- ❖ A powerful mechanism to collect **real-time customer feedback** to fix and enhance application performance for **creating an exceptional buying experience.**
- ❖ To **drill down to the root cause of a bad user experience** via tight integration with NetDiagnostics and NetForest. NetDiagnostics integrates seamlessly with all four products within NetVision.

Synthetic Monitoring (SM) – Key Features

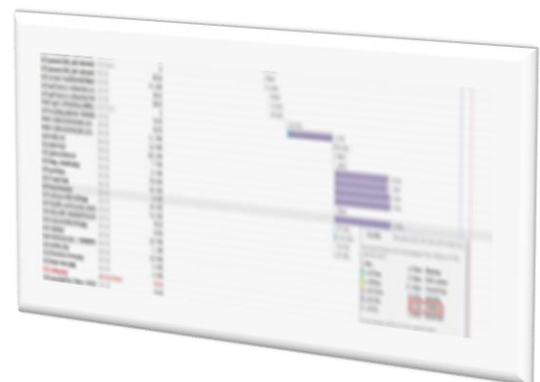### *Monitor Multi-channel Applications from Multi-location*

Measure multi-page workflows simulating complete customer navigation path including form data submission and user-actions (clicks), and record scripting of tests. Benchmark against your competition and baseline your performance for each critical page through scheduled reporting. Real time alerts for any degradation in performance or availability.

Analyze Performance Issues in Real-time, before it Impacts Your Customers

Drill down to analyze performance issues against baseline/trend and pinpoint the root cause for performance degradation. Full resource waterfalls and page performance load times from the browser timing and navigation APIs.

Configure Service for 24/7- Availability Monitoring

Agents located at many data centers across US. Add or delete locations as per need for various jobs.

Real-User Monitoring (RUM) – Key Features

Monitor Multi-channel Applications for Performance and Business Metrics

Overall and channel wise visualization of page views, page load metrics, revenue and conversion. Slice & dice millions of data point by browser, location, OS, device, etc. Gather baseline performance and monitor deviations from the baseline to get alerts even before customer complains.

Page and Resource Navigation, and Timing Data

Monitor navigation timing (- duration of various phases of a page loading and its resources). View waterfall model for any page to analyze any performance issue. Customizable aggregation engine to summarize performance data for quick reporting and on-demand analysis.

Analyze Performance Issues vis-à-vis baseline trends

Drill down to analyze performance issues against baseline/trend and pinpoint the root cause for performance degradation. Comparison reports to compare timing and size of resources for any page.

Dig into Back-end Issues via Integration of RUM with NetDiagnostics

Seamless tracking of network request from front-end to backend server to get insight into backend issues. Monitor tier/service/class/method taking time and identify the hot spots.

Online Customer Experience (OCX) – Key Features

Monitor Customer Navigation Paths through User Session Capture & Replay

Replay user session capture as-is experienced by user, including dynamic content and users clicks and page scrolls. Visualize what user did during the session via running commentary on user actions during the course of session replay. Easy identification of pages of interest using events and navigating directly to those pages without going through all sessions.

Applications supported: Web, Mobile – Hybrid, Native

Dig into Back-end Issues via Integration of OCX with NetDiagnostics

Seamless tracking of page request from front-end to backend server to get insight into backend issues. Correlate customer experience with db queries, class methods causing delays, exception if any in the backend. Track Ajax requests/ responses and correlate it with what customer is experiencing on the web page / view.

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Powerful Data Visualization

- o Funnel Visualization: Visualize conversions/drop outs along the business process and potential reasons.

- o Session Filtering: Find interesting sessions out of millions using events, custom data, session data, performance, etc.

- o Reports: Standard and custom reports, scheduled reports.

Customer Feedback – Key Features

### *Improve Customer Experience by Enabling an Integrated Feedback Channel*

Capture customer feedback of his experience in context of a web page. Capture web page with sections highlighted for which customer wants to provide feedback. Enable customer to hide private data like credit card, phone, address, etc.

Powerful Data Visualization

Configure alerts to customer support team whenever a new feedback is available. Enable support personnel to replay session with single click to better understand customer concerns.

- o Session Filtering: Filter sessions with customer feedback and replay

- o Reports: Standard and custom reports, scheduled reports on customer feedbacks.

Real-time customer feedback, create loyalty
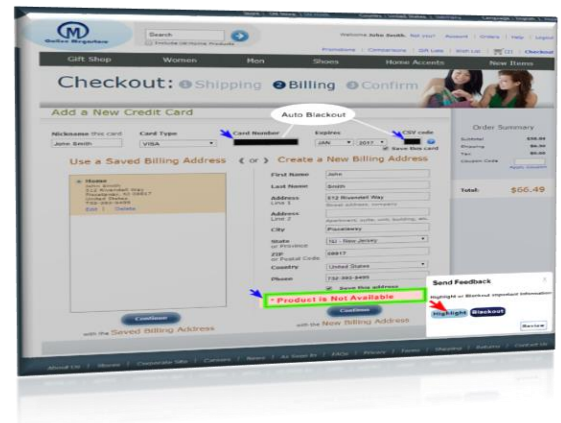
Cavisson Systems is a leading provider of user experience, and business efficacy management platform for mission critical applications. World's leading enterprises including retailers, network providers, financial institutions, rely on our product suite for performance, quality, and availability of their enterprise systems and applications. Cavisson platform mitigates risks and reduces probability of losing business opportunities by maximizing up-time, and optimizing response time for users to ensure seamless transactions and exceptional buying experience. Using Cavisson platform for performance testing and monitoring, enterprises can:

- ❖ Detect and isolate issues early in the application lifecycle, and
- ❖ Alert and diagnose issues quickly anywhere across the enterprise.

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