

# Dynatrace Session Replay

Fast-Track Digital Success with a 360-degree view of your user experience



Session Replay is an essential part of a complete Digital Experience Monitoring (DEM) solution. By capturing the entire user session of every visitor to your website or application and providing 'video-like' playback, Session Replay enables organizations to realize perfect user experiences. Session Replay expands visibility into the actual mindset of your customers like never before, helping you to optimize their journey and increase conversions.



## The Challenge

Today's users expect high speeds, constant availability and predictable outcomes every time they experience your software. To make the best business decisions, you need a deep understanding of real user experience. And in order to remain relevant and competitive your software must work perfectly.

- Web metrics are meaningless to business unless they are put in context of the user
- Clicks don't tell the full story unless you can see what your end-user sees
- Client-side errors (Java Script) and performance issues should be prioritized by the number and extent of users affected
- No easy-to-understand, visual way to show peers and superiors when issues or errors occur if they can't be repeated

*Session Replay provides 360-degree session recording and visual playback for:*

- Real user experience and synthetic tests
- Mobile, web, and 3rd party SaaS applications
- Native support for single page apps and javascript frameworks

## Why Session Replay from Dynatrace?

Session Replay extends the power of Dynatrace to all applications in your enterprise with:



**360-degree capture, index and search** of all user sessions across every browser, device or interface with simplified playback in a movie-like environment.



**Full integration with Dynatrace best-in-class AI** to gain full insight into user intent and support problem analysis.



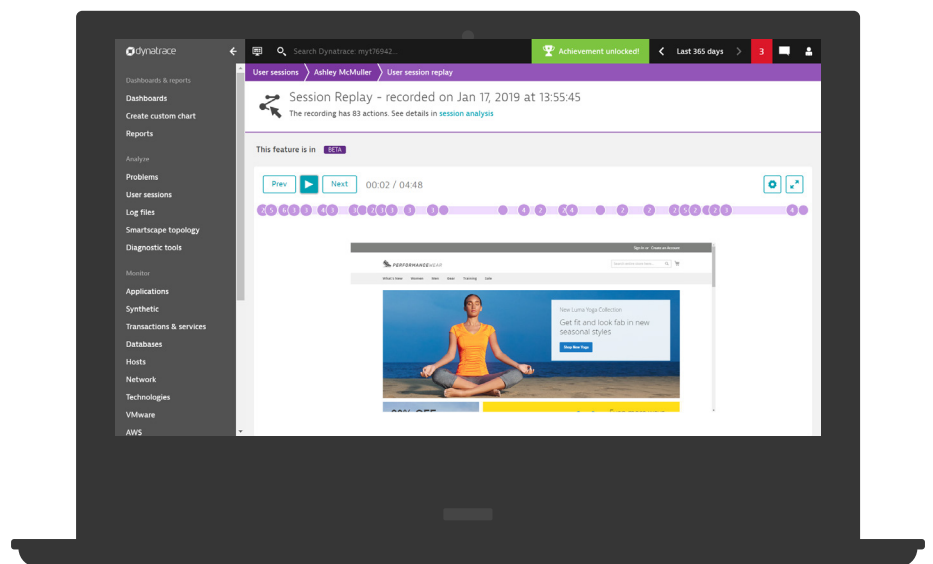
**Front-end to back-end** and everything in between; root-cause analysis for user experience issues down to the code level in seconds.



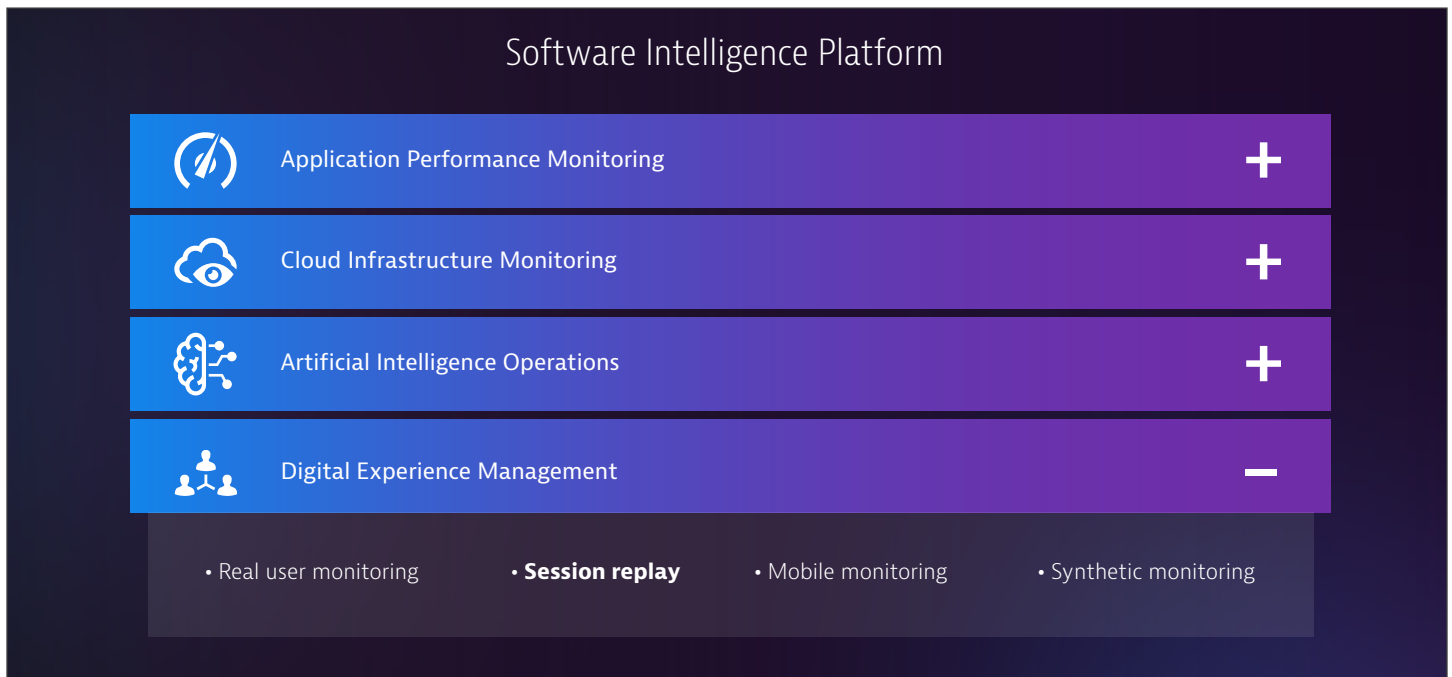
**Architected for modern public and private cloud**, mobile and single page applications, eliminating blind-spots found in traditional network-based approaches or point solutions.



**A complete approach** to DEM through a single, all-in-one software intelligence platform that meets all requirements for data privacy standards by masking sensitive information.



Session Replay is an essential component of a complete and modern DEM strategy for the Enterprise.



Dynatrace is the only all-in-one Software Intelligence platform to provide this complete, AI-powered DEM solution.

## Session Replay Benefits

- Accelerates time to market when fixing production critical errors
- Shortens mean time to resolution (MTTR) for issues
- Reduces costs and call times
- Increases customer satisfaction, brand confidence and loyalty
- Supports modern biz-dev-ops principles with short iteration times and immediate feedback and thus helps your own digital transformation
- Identifies relevant improvement feedback to UX and development
- Provides precise direct feedback cycles for developers, usability experts and business owners about problems, opportunities, errors, usability issues and customer interest

Dynatrace DEM let's you see applications the way your customers do. The unique combination of quantitative and qualitative analytics in one solution realize brings insights and a competitive advantage to your organization in today's digital economy. This user-centric approach to your digital business is specifically designed for use cases such as:

- Troubleshooting
- User Complaint Resolution
- Customer Support
- UI Enhancement
- User Behavior Analysis

Sign up for your 15-day free trial: [dynatrace.com/trial/](https://dynatrace.com/trial/)

"With Session Replay, seeing it all on one system is VERY beneficial — the fact that I can see if a user is struggling, then drill-down to see that there are 3 times the amount of javascript errors going on... that's where the real value comes in."

— Ecommerce Mgr, Major Vacation Cruiseline

Learn more at [dynatrace.com](https://www.dynatrace.com)

Dynatrace provides software intelligence to simplify enterprise cloud complexity and accelerate digital transformation. With AI and complete automation, our all-in-one platform provides answers, not just data, about the performance of applications, the underlying infrastructure and the experience of all users. That's why many of the world's largest enterprises, including 72 of the Fortune 100, trust Dynatrace to modernize and automate enterprise cloud operations, release better software faster, and deliver unrivalled digital experiences.

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