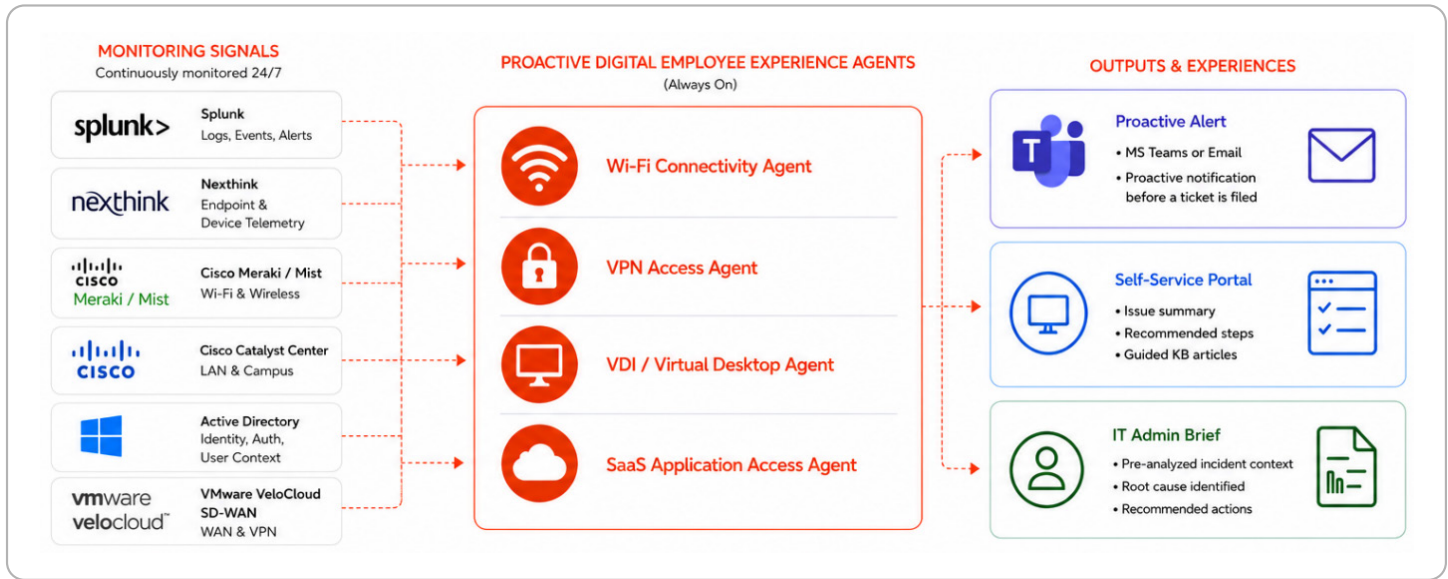


# Digital Employee Experience (DEX) Agents

Proactive AI agents that monitor employee connectivity signals 24/7, notify users before tickets are filed, and give IT pre-analyzed context when escalation is needed.



## What Each DEX Agent Does

Four focused agents for employee connectivity and access experience



### Wi-Fi Connectivity Agent

Detects poor signal, AP failures, and roaming issues



### VPN Access Agent

Detects tunnel failures, certificate expiry, and authentication errors



### VDI / Virtual Desktop Agent

Finds session failures and DNS issues in virtual desktop environments.



### SaaS Application Access Agent

Detects SSO failures, auth timeouts, and app unavailability

## Key Outcomes

Less ticket volume, faster RCA, and better employee experience



### Significant Ticket Reduction

Proactive detection plus guided self-service deflects common IT tickets.



### 3 Minutes to Root Cause

Customer proof point: VDI DNS issue found in 3 min after months of investigation.



### Zero Cold-Start Escalations

IT receives root cause, impacted user device, and recommended next steps



### Improved Employee Satisfaction

Employees get alerts and fixes before productivity is impacted.



### Reactive to Proactive

Catch issues before tickets are opened or employees notice impact.