

## The journey from real user monitoring to real user experience

See what it takes to make your customer's digital experience better

Your customer has completed

their journey. What was their experience? That's an entirely different question. Speak to us to learn how to understand and optimize digital experience.

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You can easily see all user journeys across your application in an augmented journey map! Now you know not only what's happening on a page, but also how it's impacting the entire journey. Just as well, you can easily see all users journeys across your application in one augmented map!

Detecting struggles that are not related to performance, such as zig-zagging on a screen, dead clicks and unexpected screen rotation, tells you a great deal about your customers' experiences! You understand how performance and experience impact revenue to better prioritize efforts. So how come you are ignoring

You lack the ability to replay sessions. How can you properly understand what your users are experiencing? (Are page performance scores really enough?) <section-header><text>

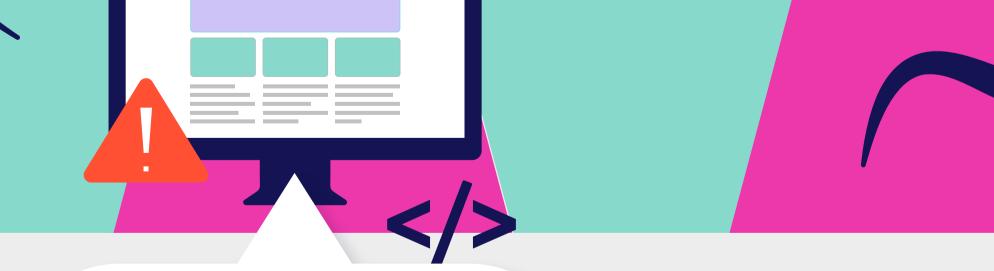
errors that lead to abandonment?

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Google is now taking into account core web vitals that determine where your site appears in search results. Good thing you are constantly monitoring Largest Contentful Paint, Cumulative Layout Shift and First Input Delay and improving them.

> You should have taken into account the mobile device type and OS version when measuring performance. How could you have missed that?

**Start** your journey to better CX insights here!



Understanding how long it takes a page and its resources to load is key for driving experience. You're on the right path!

LCP

FID

CLS

{CSS}

2.5 sec 4.0 sec

100 ms 300 ms

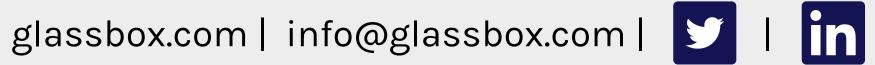
0.1 0.25

Poor

Good

Good





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