

Aternity Replay: See Every Interaction. Resolve Faster. Improve Experience.

Transform IT Support with Contextual Experience Replays at Scale

The Cost of Blind Spots

IT teams are under constant pressure to resolve digital experience issues quickly, yet they often lack the visibility needed to understand what users actually encountered.

Traditional session replay tools are limited to single web apps and require prior instrumentation, leaving gaps in multi-app workflows and device context. When users report problems, support teams are forced to rely on vague descriptions or attempt to reproduce complex issues, costing time, productivity, and end-user trust. Without a way to see the full user journey in context, IT struggles to resolve tickets efficiently, leading to higher support costs.

See Every Interaction, Solve Every Issue

Aternity Replay transforms how IT teams diagnose and resolve user issues by providing a retroactive view of every user interaction across selected web applications, captured directly from the device.

Unlike traditional tools, Aternity delivers full system context alongside visual replays, showing how performance, device health, and network conditions intersect with user behavior.

IT and application support teams can instantly see what the user experienced without requiring reproduction, reducing escalations and dramatically improving resolution times.

Key Benefits

Replay Every Interaction, Across Any App:

Aternity Replay captures user interactions across multiple web applications on the device, without prior instrumentation. Support teams can review what the user saw, even after the issue occurred, accelerating root cause analysis.

Full Context for Faster Troubleshooting:

Go beyond “what happened” to understand “why.” Replay includes CPU usage, memory spikes, Wi-Fi health, and other device telemetry to pinpoint root causes with precision.

Reduce MTRR and Escalations:

Empower Level 1 and 2 agents with immediate access to visual playback and telemetry, reducing reliance on user descriptions and reproductions. Resolve issues faster, escalate fewer tickets, and restore productivity sooner.

Uncover Hidden Experience Gaps:

Beyond break/fix, Replay reveals friction in workflows and unreported issues. IT can proactively identify recurring patterns and optimize the digital experience across the workforce.

Why Aternity Replay is Different

Feature	Aternity Replay (Device Based)	Traditional Session Replay (App Based)
Scope	Cross-app, Full System Context	Single App Only
Retroactive Visibility	Yes	No
Device & Network Data	Yes	No
Reproduction Needed	No	Yes

Results That Matter



Retroactive device-level replays eliminate time-consuming reproductions.



Integrated with telemetry to cut mean-time-to-resolution (MTTR).



Trusted by leading enterprises across industries to elevate employee experience.

See What Users See. Resolve Issues Instantly.

To learn more or schedule a demo, please visit riverbed.com/products/end-user-experience-monitoring.



About Riverbed

Riverbed, the leader in AIOps for observability, helps organizations optimize their user's experiences by leveraging AI automation for the prevention, identification, and resolution of IT issues. With over 20 years of experience in data collection and AI and machine learning, Riverbed's open and AI-powered observability platform and solutions optimize digital experiences and greatly improves IT efficiency. Riverbed also offers industry-leading Acceleration solutions that provide fast, agile, secure acceleration of any app, over any network, to users anywhere. Together with our thousands of market-leading customers globally – including 95% of the FORTUNE 100 – we are empowering next-generation digital experiences.

Learn more at riverbed.com.