

VMWARE WORKSPACE ONE INTELLIGENCE FOR CONSUMER APPS

Q. What is Workspace ONE Intelligence for Consumer Apps?

A. VMware Workspace ONE® Intelligence for Consumer Apps is a service that empowers organizations with consumer-facing app data that helps them make data-driven decisions to resolve issues faster, increase conversions, and reduce churn. By analyzing and correlating mobile app performance, organizations can maximize mobile revenues, improve engagement, and increase retention.

Q. Does Workspace ONE Intelligence for Consumer Apps replace Aptelligent?

A. VMware acquired Aptelligent in 2017. Functionality from Aptelligent has been migrated into Workspace ONE Intelligence. Workspace ONE Intelligence provides insights, app analytics, and automations specifically for enterprise mobile apps, not for customer-facing apps.

Q. Is Workspace ONE Intelligence for Consumer Apps offered as part of Workspace ONE Intelligence?

A. Workspace ONE Intelligence for Consumer Apps is a standalone offering separate from Workspace ONE Intelligence, and focuses on insights and app analytics specifically on consumer-facing apps. Workspace ONE Intelligence provides app analytics for enterprise apps.

Q. How is the Workspace ONE Intelligence for Consumer Apps service accessed?

A. Before Dec 31st, 2019, customers will gain access to the Workspace ONE Intelligence for Consumer Apps service through the Workspace ONE Intelligence console on cloud.vmware.com. Email invites will be sent out to Account Owners to set up their account in the new system and invite other users. In the interim, customers will have access to the Aptelligent console while final migration items are completed. Once all customers are transitioned to Workspace ONE Intelligence, the Aptelligent legacy console will be discontinued.

Q. Is Workspace ONE or Workspace ONE Intelligence required to use Workspace ONE Intelligence for Consumer Apps?

A. No. Workspace ONE Intelligence for Consumer Apps is a standalone offering independent of Workspace ONE and Workspace ONE Intelligence.

Q. What capabilities are included in Workspace ONE Intelligence for Consumer Apps?

A. Workspace ONE Intelligence for Consumer Apps provides deep insights and troubleshooting of performance issues for consumer-facing mobile apps on mobile platforms like iOS and Android. Capabilities include service monitoring, crash monitoring, performance trends, alerts, breadcrumbs, crash trends, and customizable dashboards. To learn more about these capabilities, visit <https://www.vmware.com/products/workspace-one/intelligence-consumer-apps.html>

Together these capabilities help organizations automatically capture and interpret consumer-facing app data to resolve issues faster, increase conversions, and reduce churn.

Q. How is Workspace ONE Intelligence for Consumer Apps licensed?

A. Workspace ONE Intelligence for Consumer Apps is licensed on a per app per OS platform basis.

Q. Are there data usage limits in place for the amount of data sent to the Workspace ONE Intelligence for Consumer Apps cloud?

A. Data ingest limits are in place. An add-on is available to extend data ingest limits. Please contact your account representative for more information.

Q. Where can I find out more about Workspace ONE Intelligence for Consumer Apps?

A. To learn more, visit

<https://www.vmware.com/products/workspace-one/intelligence-consumer-apps.html>