

DEX Agent Benchmarking Study

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How many people are working in the HR department?
How many devices are using more than 1 monitor?
Show me the version of each browser used in the organization
Is it possible to know if a device is in a sleep state
What is the most common cause of slow logon in my organization?
What is the most common cause of poor Teams call quality in my organization?
How many devices have slow logon issues which could be caused by auto-startup applications?
What is the most common cause of system crashes in the organization?
Has there been an increase in devices taking more than 2 minutes to boot in the last 2 weeks?
How many devices constantly have boot times above 3 minutes?
How many applications have more than 3 crashes a week on average per user?
Analyze the failed connections happening in the environment
What should I focus on to improve my VDI experience?
What is the ratio of Windows 11 devices across Windows devices?
How many licenses were reclaimed in the last month?
How many disk cleanup automations were executed in the last 7d?
What device models offer the best experience?
Was there any unauthorized web application access within 1 hour of occurrence?
Are more than 95% of endpoints having an anti-virus running on their devices?
Are more than 95% of endpoints having a firewall running on their devices?
Is more than 95% of device compliant?
Are there any hardware concerns impacting user experience?
Give me the list of devices that have not rebooted in the last month
Is the experience better when working from remote or from the office?
How many automatic remediation about pwd expiration have been executed in the last 2 weeks?
What is most common cause of memory issues in my organization?
How many devices have memory issues which could be caused by too many open browser tabs?
How many devices have videocall quality issues which could be caused by network transmission rate?
How many devices have disk queue length issues which could be caused by disk type?
Are more than 5% of endpoints experiencing frequent Wi-Fi disconnects?
How many computers have battery issues and should be replaced?
Who is experiencing application page load time over 10 seconds?
Have any applications reported crashes in the last 24 hours?
Were there fewer than 10 application freezes reported today?
Which virtual machines have problems
What insights can you provide on my virtual machines
Can you check for any running binaries that are consuming a high amount of memory and propose a plan to fix it?
What are the DEX collector versions installed on the devices?
Are we currently facing issues with msixexec.exe?

What is the DEX score of my organization?
How many employees have a frustrating experience?
How many critical alerts are currently raised?
Create an alert for devices with less than 23GB of free space
How many underusing users are there per application?
Which devices should I consider replacing?
What application has the lowest number of users in the last 30 days?
What is the most used device model in the organization?
How many employees had videocalls in the last month?
How many devices were underused in the last 7d?
% of users that have used adoption guides per application?
What is the overall completion rate of application walkthroughs in the last 7d?
What is the average drop-off rate of application guides?
On which page we don't have any guide available, but users are spending the highest amount of time?
How can you help me reduce IT costs?
Can you integrate with IT chatbots?
How much did I save thanks to automation in the last 2 weeks?
What is the success ratio of automation over the last 30d?
Is the overall employee sentiment on IT interactions positive (>70%)?
How many users have reported complaints about IT in the last 3 months?
What department has the highest rate of dissatisfaction?
What is the % of messages sent via employee campaigns that were read in the last 4 weeks?
What is the average IT sentiment score of the company?
How many employees have technology performance issues, but are satisfied with IT, nonetheless?
How many personas do I have in my organization?
How has my DEX score evolved over the last month?
What dimensions of my IT negatively impacts the most the experience in my organization?
Which application has the poorest experience?
Is my organization's digital experience above industry benchmark levels?
What industry has the highest level of digital experience?
What OS platform offers the poorest experience?
Is VDI offering a better experience than physical devices?
Is my ERP the best one in the industry in terms of Digital Experience?
What OS has the highest satisfaction rate?
Can you help raising proactive tickets?
What is the most common cause of slow boots in my organization?
How many devices have CPU issues which could be caused by a long uptime?
What country has the highest number of open alerts?
According to the DEX score, what requires my attention?
What should I focus on today?
Do I have more issues today than a week ago?
Can you offer an employee self-service portal features?
What country had the biggest number of executed remediation in the last 2 weeks?

Was there any unauthorized software installation within 1 hour of occurrence?
Was there any unauthorized software execution within 1 hour of occurrence?
Can you offer a way to track device compliance?
How many computers are showing CPU usage consistently over 90%?
What is the percentage of endpoints with an average memory usage of less than 30%?
Are there endpoints experiencing disk queue length greater than 2?
Are more than 20% of endpoints experiencing network latency above acceptable levels?
Are more than 10% of endpoints reporting system crashes?
Which application has a significant degradation in application startup time in the last 7 days?
Are there applications with a transaction duration that is not considered good?
Give me the devices used by John
Find all java versions installed on all machines older than java 16
Share the details of the DEX score of devices with the model "Mac14,2"
Give me the user with the highest number of system crashes and the main cause behind this issue
Help me troubleshoot failed logon in my organization
Can you send IT outage communication?
How can you help me reach out to employees to inform about an IT outage?
Can you send a survey to employees to check their satisfaction about their devices?