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1. What do we mean by Workspace intelligence?

Citrix helps organizations turn employee experience into competitive edge by providing the technology workers need to take control of their workdays and gain the space to think more creatively and be more purposeful. When organizations truly unleash human value, they become more adaptive, more innovative, more successful.

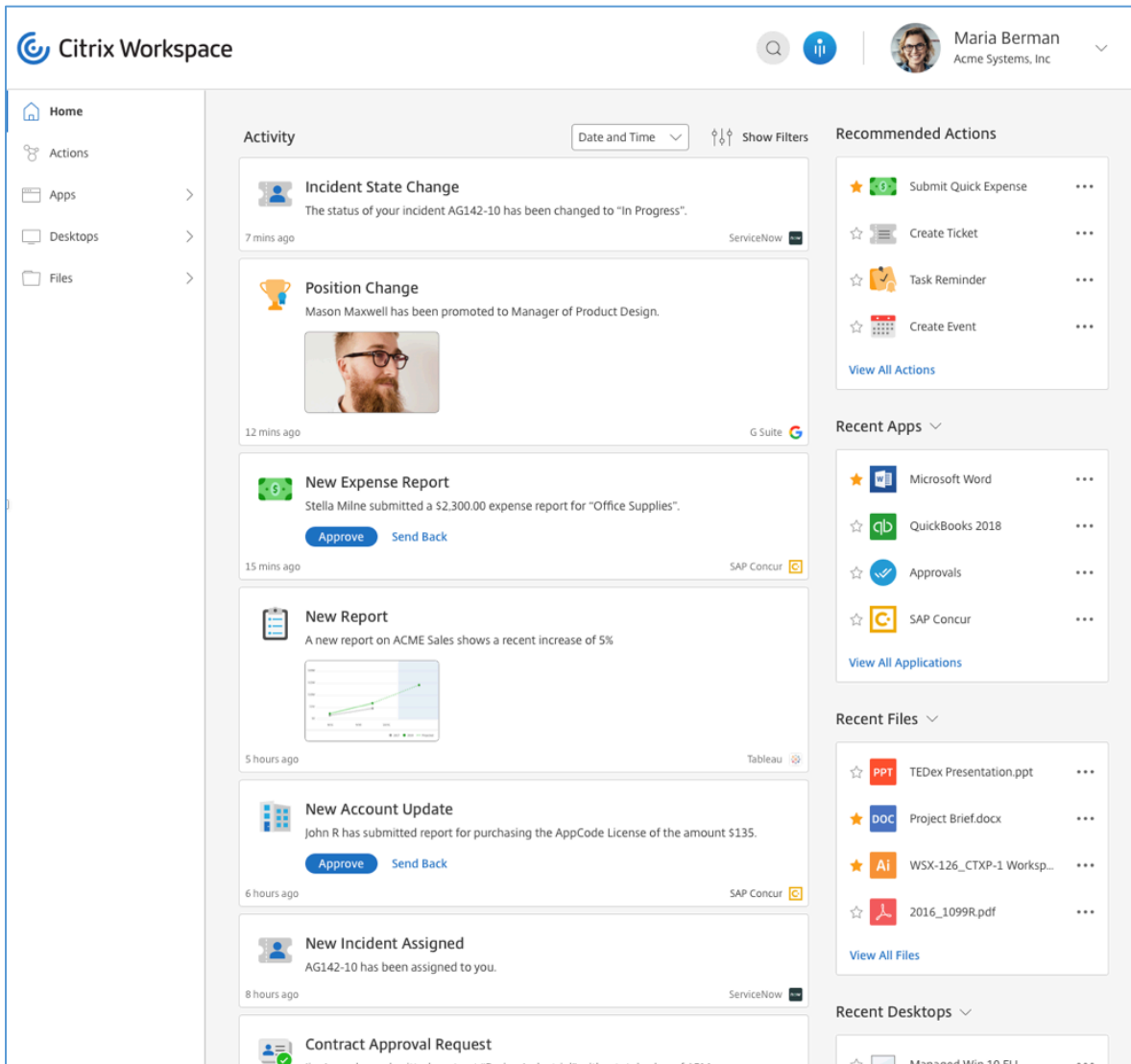
Citrix Workspace is the solution for better work – a single digital space that unifies all assets and activities people need to do their best work and help their organizations gain an edge.

A customized interface organizes essential data, tasks, and tools into a personalized flow so people can focus fully on their work. Seamless connectivity with existing tools means people can keep working in the ways they prefer – and embrace new apps with ease. Machine learning intelligently filters and automates routine tasks so the entire organization can direct its efforts toward what matters: creating, innovating, and adapting seamlessly to continually changing business needs.

You still have access to all of your applications, desktops, and files along the left-hand side (Figure 1), but now an intelligent feed focuses and facilitates work by reducing noise and organizing information into a prioritized, personal flow. It delivers content, actions, and insights to end-users, pulled from connected applications. Guided actions will be available from your most commonly used SaaS apps like Concur, Salesforce, Microsoft, SAP, Tableau, G-Suite and more. In fact, in 2019 we’ll support over 100 out-of-the-box microapp integration templates with leading SaaS vendors.

For an interactive tour of the end-user features, see [this quick tour of Citrix Workspace](#).

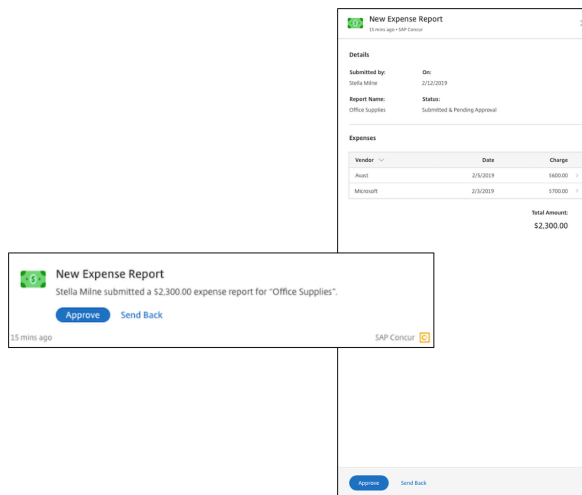
For an interactive tour of admin interface, see [this admin tour](#).



(Figure 1)

2. What is a microapp?

Leveraging publicly available API's within SaaS, web, legacy, & homegrown applications, we can allow users to view information and – more importantly – perform actions without requiring a full launch of the application or the need to switch your screen. This results in the streamlining of routine tasks for frequently performed actions and provides users the ability to perform those actions within their Workspace App without having to toggle away. Workflows are presented to the end user via **microapps** in their **intelligent feed** by pulling content, actions, and insights from connected applications, allowing end-users to interact with systems of records directly within their Citrix Workspace.

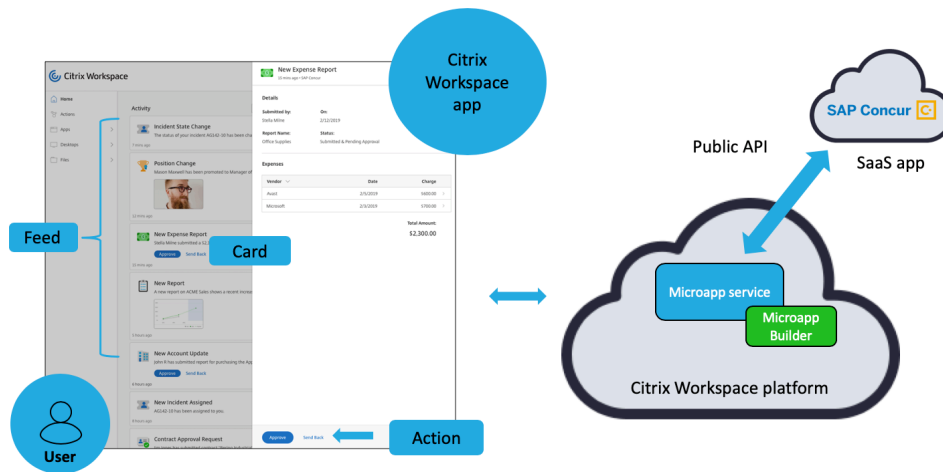


(Figure 2)

3. How does Workspace intelligence work?

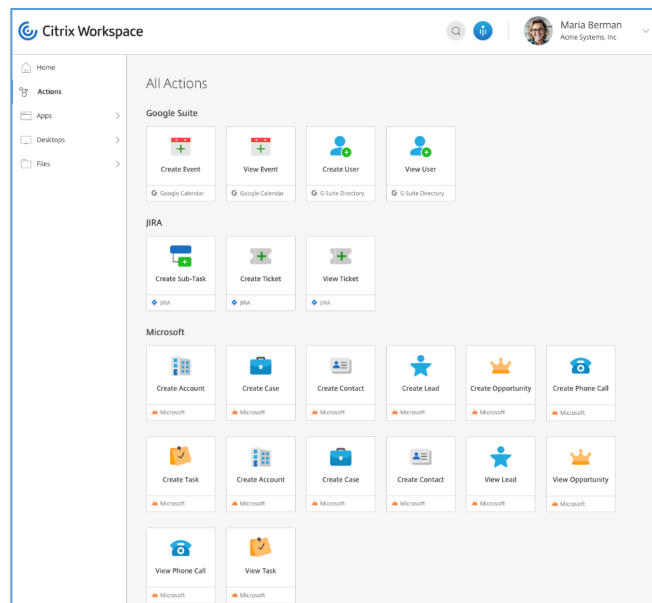
Citrix Workspace intelligence capabilities can be turned on using the new Citrix Workspace microapp service. Similar to all the other Workspace services, the microapp service will be available through a single pane of glass, located in the Citrix Workspace unified management console.

The microapp service will debut with over 100 pre-built microapp action templates while giving IT Admins an option to customize new microapps for other legacy, on-premises, and SaaS applications using the microapp builder interface. The microapp service will sync with the applications and bridge the gap between the actual application and the microapp. Below you can see a simple reference architecture.



4. What if I want to take a microapp action that's not in my feed?

Although Workspace intelligence capabilities can help automate and guide workers through their day, there may be actions like requesting Paid Time Off or creating a meeting using G-Suite that don't show up in your real-time feed. Going back to Figure 1, in the upper righthand corner you can see "Recommended Actions" and "View All Actions". By clicking, you will be taken to an "Actions Page" showing all of your available actions. This page further illustrates how simple and easy it is to interact with an entire suite of enterprise applications without ever having to leave your Workspace app.



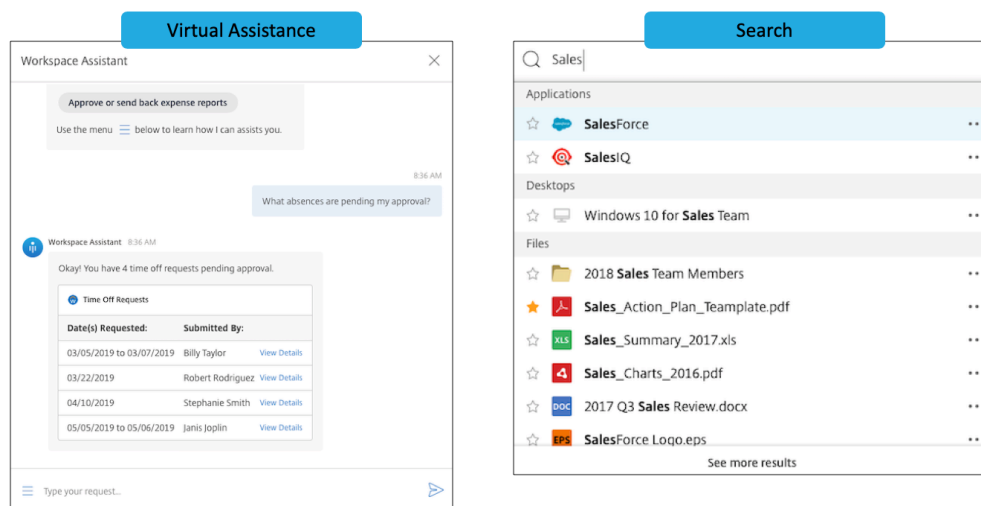
(Figure 4)

5. What are some other ways that Citrix Workspace can improve employee experience and productivity?

*“When asked how confident they would be that they could find a piece of work from 12 months ago in their company’s document storage environment, **26% said they wouldn’t be able to in just 5 minutes, and 14% said they would need much longer.**”*

Workers need help finding stuff and Citrix Workspace can help in a couple of ways.

Citrix Workspace introduces virtual assistance and search. Using machine learning and automated intelligence, virtual assistance and search can help users find what they’re looking for, saving valuable time. Virtual assistance can automate tasks and functions such as calendar scheduling, email reminders and more.



6. How will the new Citrix Workspace intelligent features work with my existing Citrix infrastructure?

Today, your Citrix infrastructure may still be entirely on-prem, you may have already made the move to the Citrix Workspace platform (cloud) or like many, you may be somewhere in-between using a combination of on-prem and cloud-based Citrix solutions.

The Citrix Workspace microapp service is part of the Citrix Workspace platform of services that’s delivered via a cloud-based management and control plane.

Here’s the good news. We realize our customers are all on different paths towards cloud transformation. There are numerous advantages to transitioning your Citrix infrastructure to the cloud, but we also fully support a hybrid approach that would allow our customers to leave their current on-prem Citrix infrastructure in place while still taking advantage of one or many of our cloud-based Workspace services. It’s totally up to you.

7. When can I buy Citrix Workspace new intelligent features? How much will it cost?

The new Citrix Workspace capabilities including the Microapp service are scheduled for general availability Q4 2019.

The Citrix Workspace Microapp service will be included in all Workspace packages including Workspace Premium, Workspace Premium Plus and a new entry level Workspace packaging coming soon. Existing Workspace Premium and Premium Plus customers will receive the Microapp service entitlement once the service is generally available. The Microapp service is a new tile that will appear on the Workspace management dashboard alongside other service tiles.

8. Which identity providers can I use?

One of the critical ecosystems Citrix supports is identity. Citrix has enabled choice in this category by empowering our customers to bring the identity — or identities — they've validated and invested in as the best choice for their business. By providing our customers with choice in identity providers, they can deliver a secure, unified, single sign-on experience to Workspace designed to provide a best-in-class experience for their end users. Currently, customers may choose from solutions like Active Directory, Azure Active Directory, Citrix Gateway, and Okta to be their identity providers. We'll continue to focus on customer choice for identity, with plans to support more providers in the future.

9. What device types and operating systems will support Citrix Workspace?

The new Citrix Workspace capabilities are delivered to the user through the same Workspace app they're using today. This means that all of the same devices and operating systems are supported including both mobile and desktop form factors such as iOS, Android, Windows, Mac, Chrome and HTML for access through any available web browser.

10. Does Citrix Workspace work with other communication platforms like Microsoft Teams and Slack?

Yes, initially a user will be able to send notifications and actions from Workspace app to a Teams channel or user.

11. How can I learn more?

Please visit the Citrix Workspace product page [HERE \(https://www.citrix.com/products/citrix-workspace\)](https://www.citrix.com/products/citrix-workspace) where you can sign up for an exciting webinar on workspace intelligence, co-hosted with Forrester Research.