Average vs Wow!

Round 1: Analytics

Guesswork
If your customer support staff don’t know what’s going on in your customers’ home networks, there’s no way they can act effectively.

Data-based
With network data and insights, your support team can act on facts, not on a hunch.

Inefficiency
Manual business processes are difficult to scale. What’s more, they make your customer care more expensive and time-consuming.

Optimized
With workflow technology, you can optimize and scale your customer care and deliver new solutions fast.

Unawareness
When you can’t extract insights from the data generated by your customers’ home networks, you’ll never understand why problems arise.

Knowledge
Feed your home analytics data into autonomous care and support functions, and you can identify and resolve issues fast.

Reactivity
If you only find out about problems when your customers call your helpdesk, it’s too late; they’ve already had an unsatisfactory experience.

Proactive
With machine learning and automated KPI monitoring, you can detect and resolve problems before your customers notice anything’s wrong.

Round 2: Optimization

Manual
Without automation, you’ll waste money and time handling repetitive and redundant processes manually.

Automated
Integrate open APIs and web services with your OSS/BSS and you can streamline the deployment of different solutions on different devices to suit your customers.

Round 3: Flexibility

Round 4: Insights

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And the winner is…Wow!