

THE INCOGNITO SUBSCRIBER PORTAL



EMPOWER SUBSCRIBERS WITH RESIDENTIAL SELF-CARE

**REDUCE SUPPORT COSTS AND ENHANCE EXPERIENCES
WITH AN ACCESSIBLE SUBSCRIBER SELF-CARE PORTAL**

SOLUTION BENEFITS:

1

Integrate seamlessly with third-party frameworks and SSO solutions

2

Promote and fulfill revenue-generating service add-ons

3

Eliminate administrative impacts to reduce support costs

4

Reduce customer frustration with self-care capabilities

5

Cater to power users and non-technical customers

HOW CAN YOU ENABLE INSTANT ISSUE RESOLUTION WITHOUT ESCALATING COSTS?

Customer experience management in home settings is a complex and costly challenge. Drawn-out, substandard customer service practices are not good enough — but fast issue resolution involving support calls and truck rolls is expensive. Many residential subscribers prefer to take care of their own problems instead of waiting for customer

support, however, some users don't have the technical aptitude required to perform configuration changes within the home network.

What if you could satisfy support needs while containing costs with a self-care portal catered to power users and non-technical customers?

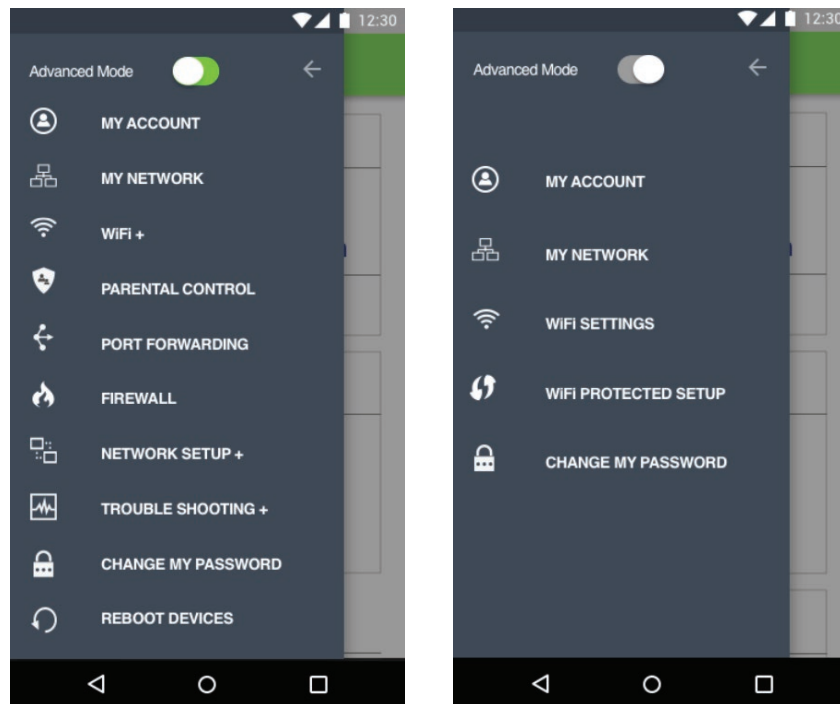


Figure 1: A configurable dashboard gives subscribers the flexibility to choose between Advanced and Simplified views to meet their technical aptitude. Shown above, the mobile version.

Give Subscribers the Control They Want with Flexible and Intuitive Self-Care Capabilities

The Incognito Subscriber Portal gives users the ability to choose how much control they want within the home network, providing Simplified and Advanced self-care UI options that subscribers can adjust based on their technical aptitude. By segregating functionality, non-technical subscribers can easily adjust basic functions such as WiFi SSID names and passwords while tech-savvy users gain the flexibility to configure advanced features such as firewall settings, port-forwarding, and parental controls. Seamlessly integrate the Incognito Subscriber

Portal with your deployed B/OSS to gain a flexible and future-proof platform that automates many customer experience management steps. *Use the Incognito Subscriber Portal to:*

- Provide instant, hands-off resolution for customer service issues
- Reduce the volume of calls to the customer support line
- Improve subscriber experiences with easy-to-understand configuration options
- Customize the user experience with adaptable settings and modular functionality
- Promote and fulfill service add-ons to increase revenue potential

The **Incognito Subscriber Portal** architecture is customized based on your business preferences, giving you more choice over how end-users are able to adjust home network settings in both the Simplified and Advanced views. In addition, you can use the portal's design to routinely promote new service add-ons to any user that logs in.

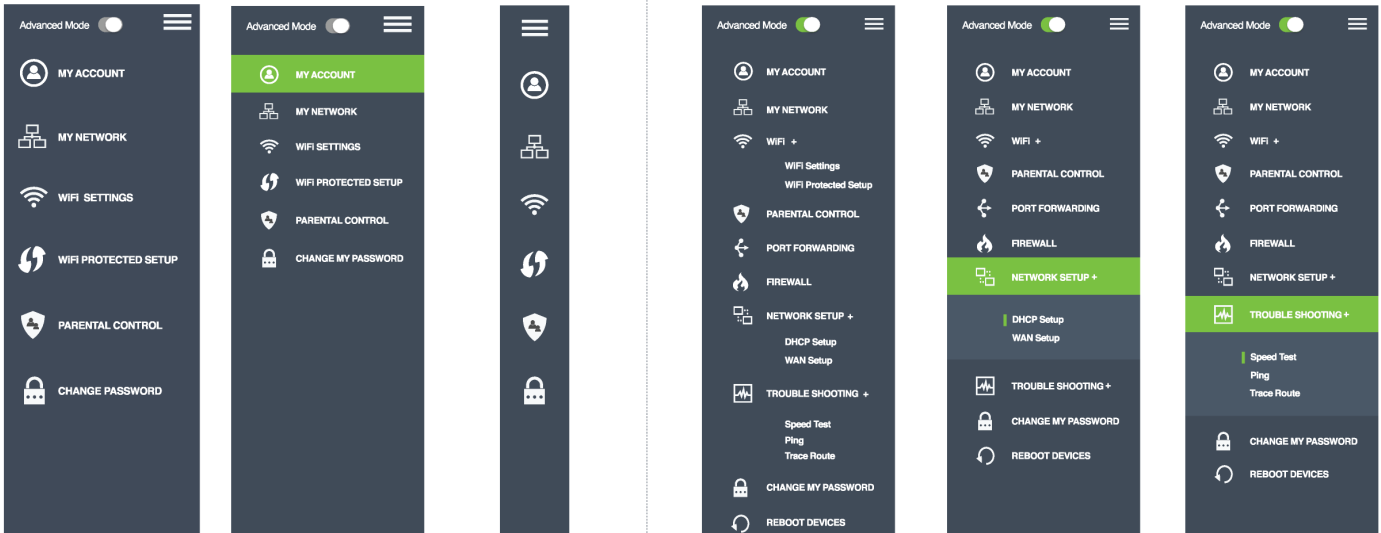


Figure 2: Modular functionality gives service providers the flexibility to add new service functions as they are required.

KEY CAPABILITIES:

Enhance Customer Satisfaction with an “Always Available” Communication Channel

Why drive call volumes and frustrate subscribers by making them wait on the phone to resolve a simple issue? Offer an intuitive platform for users of any technical aptitude so they can set up WiFi SSID names and passwords, view usage statistics, and make other home network configuration changes — all without contacting a customer service representative.

Empower Users of Any Technical Skill To Control The Home Network

Make common tasks easily accessible for non-technical users while enabling power users with full control over every network element. With Simplified and Advanced views, the Incognito Subscriber Portal gives users the freedom to choose what settings they feel comfortable controlling. Users can switch between Simplified and Advanced views with one click.

Customize the UI to Enforce Your Brand

Customize everything from menu position to font style and beyond. The Incognito Subscriber Portal allows service providers to decide exactly what the subscriber sees and how they see it. Modular functionality allows service providers to add new service functions as they are required, while additionally deciding which features are available to the subscriber in both the Simplified and Advanced views.

Easily Integrate with Existing Back-End Platforms

Avoid multiple logins or integration errors with a single solution that integrates with third party portal frameworks. Utilize your existing billing and back-end processes, including single sign on (SSO) solutions, to provide a seamless customer experience for all your users.

KEY CAPABILITIES:

Reduce the Frequency of Customer Support Calls

By empowering users with an easy-to-access self-care portal, you'll reduce the frequency of support calls for simple tasks such as configuring WiFi settings and resetting network passwords. This frees up time for customer service representatives to focus on the more complex issues that occur within the subscriber premises.

Increase Revenue with Additional Sales Through a Direct Marketing Channel

Intelligently advertise new services, add-ons, special offers, and bundles within the Incognito Subscriber Portal UI, and then automate the provisioning steps after a service package is purchased. By integrating the platform with your billing and provisioning systems, you can expedite the purchasing and fulfillment of new services to gain additional revenue.

THE INCOGNITO PHILOSOPHY

Broadband service providers worldwide use Incognito products to solve their device provisioning, network intelligence, resource management and service activation challenges. In addition to helping you increase operational efficiency and monetize IP-based services, Incognito also delivers:

Flexible Modular Solutions.

Get software solutions that fit your needs, not the other way around. Our extensive toolkits and experienced integration experts ensure that you can easily integrate any Incognito solution into your existing systems.

Customer-Centric Approach.

Be heard. We listen to and take your suggestions seriously. That's why 80% of new product features are a direct result of customer feedback.

Support Services.

We're committed to your success. Our experienced professional services team can design custom solutions to suit your needs, while our support team is available 24/7 to answer your questions.