

IMPROVE SUBSCRIBER QOE IN COMPLEX WIFI NETWORKS

ENSURE THE BEST WIFI SERVICE QUALITY IN HIGH-DENSITY ENVIRONMENTS

Highlights:

1. Enhance subscriber QoE with automatic WiFi parameter changes
2. Improve troubleshooting with increased visibility into the customer network
3. Quickly deploy WiFi extenders and update provisioning information
4. Minimize customer care costs with automated QoS notifications



The Challenge

Subscribers today expect to be connected at all times with exceptional service quality. For communication service providers, this means extending support to complex residential and commercial WiFi networks — but how can you guarantee a high quality of experience (QoE) in a complex environment that you can't see or control?

Businesses, multiple dwelling units (MDU), or even larger urban homes may require multiple WiFi extenders that rely on the Multimedia over Coax Alliance (MoCA) group of protocols or similar to ensure a strong signal throughout the premises. Delivering a consistently high customer experience in this kind of high-density environment is a challenge. Subscribers may frequently experience poor QoE from WiFi issues, such as interference from neighboring access points. In fact, it's estimated that more than 80% of customer care phone calls relate to WiFi issues caused by:

- Forgetting or needing to change a password
- Signal blockage within the premises
- Interference from nearby access points
- Interference from non-WiFi signals

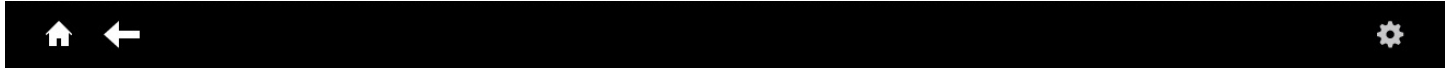
Customer service representatives (CSRs) spend a long time trying to figure out the source of service quality problems and may need to send out a technician to investigate or solve the issue, further escalating support costs. In high-density environments where there is a higher probability of interference, finding and updating the best WiFi parameters for each device can be time-consuming, and may not be successful for long, with frequent manual updates required.

Regardless of whether poor WiFi service quality is your fault or not, subscribers will be upset if the problem is not resolved quickly. If patchy reception continues, at best you will experience higher support call volumes and increase OPEX; at worst it will lead to additional customer churn as subscribers try their luck elsewhere.

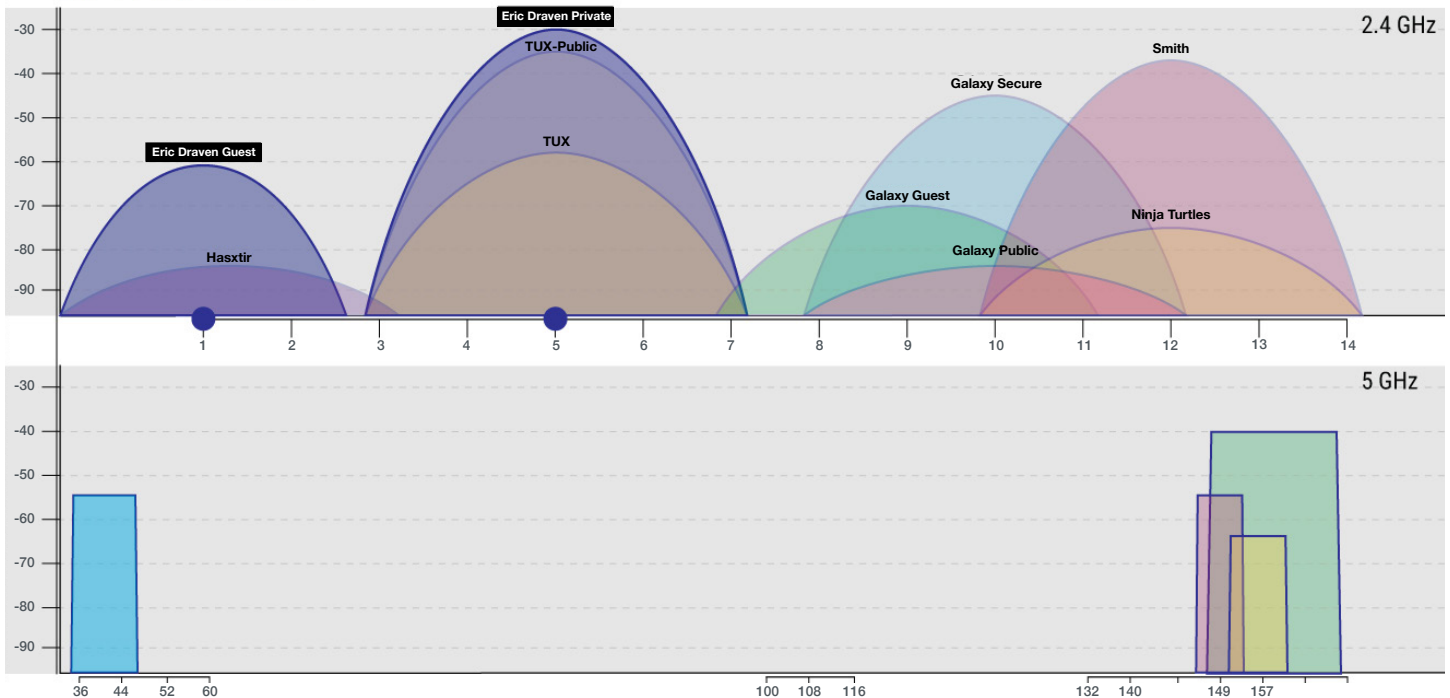
Service quality problems are just the beginning. Providers do not generally have visibility into home WiFi networks and it can be a tedious, manual process to make a simple change — such as a password update — across all connected devices in complex networks, resulting in errors, increased calls to the support center, and unhappy subscribers.

Solution

Enhance your subscribers' quality of experience in high-density areas with a remote device provisioning and monitoring solution optimized for WiFi devices. Incognito Auto Configuration Server lets you provision and monitor customer premises equipment (CPE), measure key performance indicators for service quality, and automatically detect the best WiFi parameters to minimize service disruptions. This could include channel selection, notifications if power is not being transmitted, switching to a higher band, or turning off unnecessary radio signals. Incognito Auto Configuration Server is a vendor-agnostic solution that works with TR-069, OMA-DM, and legacy devices to provide an end-to-end provisioning and management solution.



WiFi ANALYZER



Detect interference affecting WiFi service quality and automatically select the best channel

WiFi Analyzer Toolkit

Ensure subscribers have the best WiFi reception at all times with automatic channel and interference detection. Automatic channel selection ensures that the best signal is used for WiFi, so that interference — including neighboring WiFi — does not interrupt or impact service. This simplifies an otherwise complicated manual process that would need to be performed regularly, particularly in multiple dwelling units (MDUs).

Advanced Proactive Analytics

Solve quality of service (QoS) problems before the subscriber is affected with advanced analytics, key performance indicators, and alerting procedures. Discover in an instant where QoS problems are occurring on your network with easy data retrieval and report generation. Remote device monitoring capabilities not only improve the customer experience but also

help reduce support costs with proactive problem solving, further reducing the need for lengthy calls to the help center. Receive automatic alerts for critical QoS issues — for example, when all channels are busy — to solve problems before customers are affected.

Intelligent Responses to Customer Network Changes

Incognito Auto Configuration Server uses advanced scripting to detect any changes on the WiFi network and push out changes to other devices. For example, if a password is updated on one device, the change can be automatically pushed out to other WiFi devices on the network. Filters can be applied if necessary. Likewise, new devices added to the network are automatically detected to receive provisioning information, ensuring a true plug-and-play experience for subscribers.



Better Intelligence. Better Solutions. Better Experience.

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