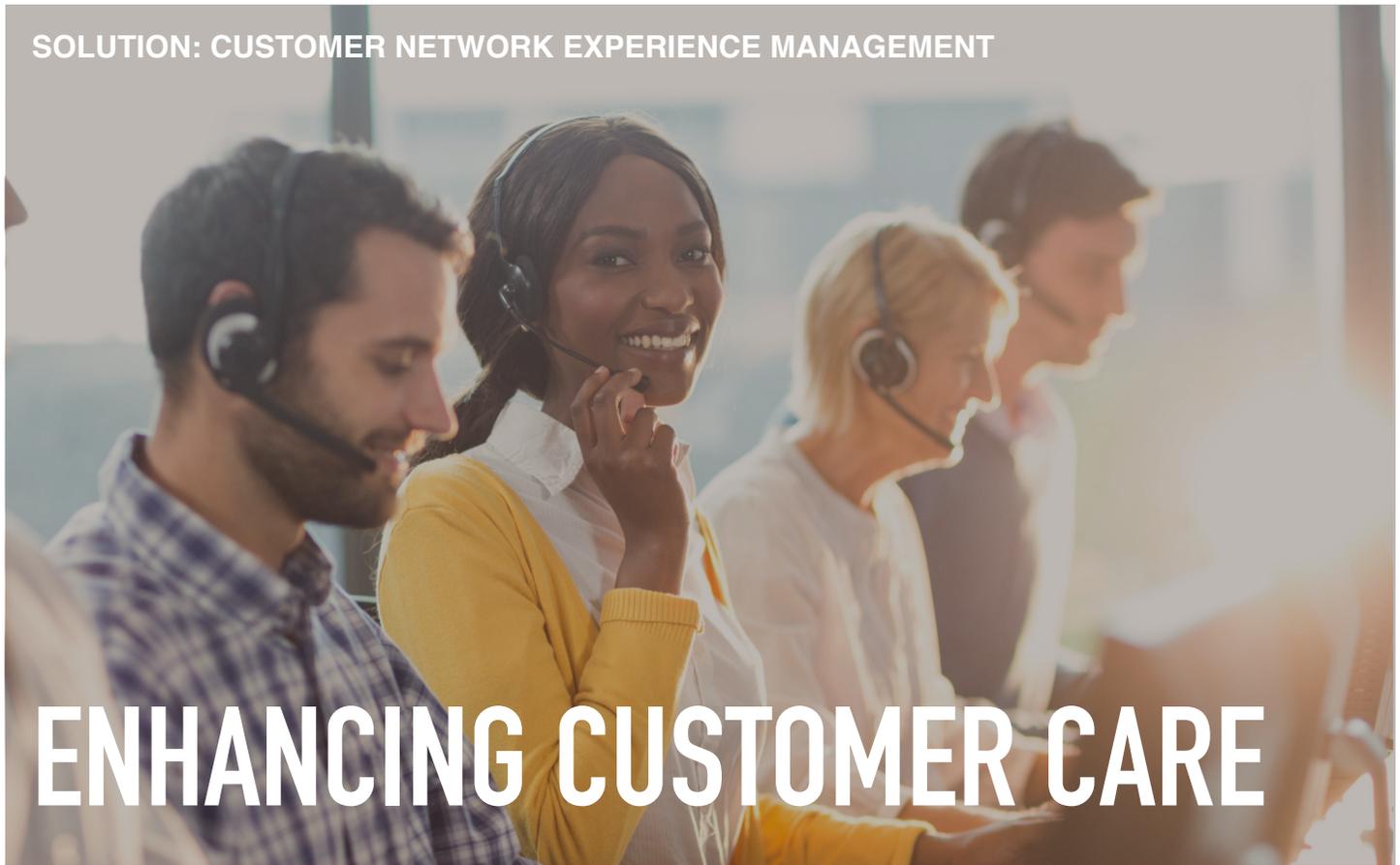# incognito ®

SOLUTION: CUSTOMER NETWORK EXPERIENCE MANAGEMENT

ENHANCING CUSTOMER CARE

BOOST LOYALTY AND RETENTION WITH SEAMLESS QOE AND SELF-CARE

SOLUTION BENEFITS:

1

Boost customer care with proactive monitoring, increased visibility, and faster issue resolution

2

Make data-driven improvements with network-wide data collection and per-subscriber insights

3

Lower OPEX with multi-channel subscriber self-care options

4

Deliver the same customer experience regardless of devices, standards, and access networks

EMBRACE THE NEXT GENERATION OF CUSTOMER CARE

Subscribers today want richer services, faster access, and expect a high quality of experience (QoE) at all times. For service providers, this leads to a network capacity crunch that can seriously affect service assurance and customer loyalty — not to mention profit margins.

How can you guarantee this high level of subscriber service quality and still remain competitive?

Give Your Subscribers An Unparalleled Network Experience

The Incognito Customer Network Experience Management solution moves beyond simple device management to streamline the entire lifecycle of broadband services. This end-to-end solution makes it easier than ever to onboard new subscribers, collect deep insights from the subscriber network, and proactively monitor service quality while extending services into new markets on any access network.

Incognito offers service providers unprecedented visibility into the customer premises network and wider QoE influences through proactive monitoring and KPI data collection. At the same time, the solution's remote device management, automated troubleshooting flows, utilization trending, and multi-channel management options enable faster issue resolution, lower costs, and a better customer experience.

Regardless of the network you deliver services over, you will be able to monitor and interact with a wide range of customer-premises devices in real-time. Incognito Customer Network Experience Management is a vendor and network-agnostic solution based on industry standards including TR-069, SNMP, OMA-DM, and various IoT protocols.

With automated processes, visibility into the customer premises network, and rich diagnostics and data collection, Incognito Customer Network Experience Management provides a central hub for subscriber (QoE) management, service quality management, and device management. This makes it easier to fast-track new residential and commercial revenue-generating services such as IoT, M2M, managed WiFi and optimization, and prepaid services.

It all adds up to a more fulfilling customer experience — without escalating costs. Embrace end-to-end service lifecycle management for cable, DSL, WiFi, LTE, and fiber, and create a true "plug-and-play" experience that exceeds subscriber expectations with Incognito Customer Network Experience Management.

KEY CAPABILITIES

Enhance QoE with Proactive and Reactive Service Assurance

Gain enhanced visibility into the customer premises network to enable faster problem resolution, distinguish between issues inside and outside the customer premises, and reduce the need for truck rolls for common issues, such as WiFi interference.

At the same time, proactively manage subscriber quality of service (QoS) issues with remote device monitoring and network-wide key performance indicators, or offer value-added services such as WiFi optimization.

Reduce OPEX and Empower Subscribers with Self-Service Capabilities

Dramatically reduce reliance on OPEX-heavy truck rolls and inbound phone calls.

Empower your subscribers with responsive web and mobile self-service portals where they can set up WiFi connectivity on their own devices, perform basic troubleshooting, and modify certain wireless parameters without contacting a customer service representative (CSR).

Streamline Issue Resolution

Further enhance the subscriber experience with streamlined troubleshooting for non-technical CSRs. The SmartCSR module combines a fully configurable root-cause analysis flow with an integration platform that pulls data from multiple OSS/BSS sources to offer guided troubleshooting for well-known issues. Resolve customer issues faster with enhanced visibility that makes it easier to distinguish between problems inside and outside the customer premises.

Utilize Data Analytics for Smarter Planning

Leverage the data on your network with real-time reporting on a per-device and network-wide basis. Data collection enables you to understand your subscriber usage habits, improve service quality, and even create more targeted marketing and sales strategies for the future.

Simplify Device Management

Protect subscribers from device issues by ensuring that their devices always have the latest firmware and correct configurations. Simplify mass updates with scheduled service windows that reduces downtime for customers.

THE INCOGNITO SOFTWARE PHILOSOPHY

Broadband service providers worldwide use Incognito software 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.