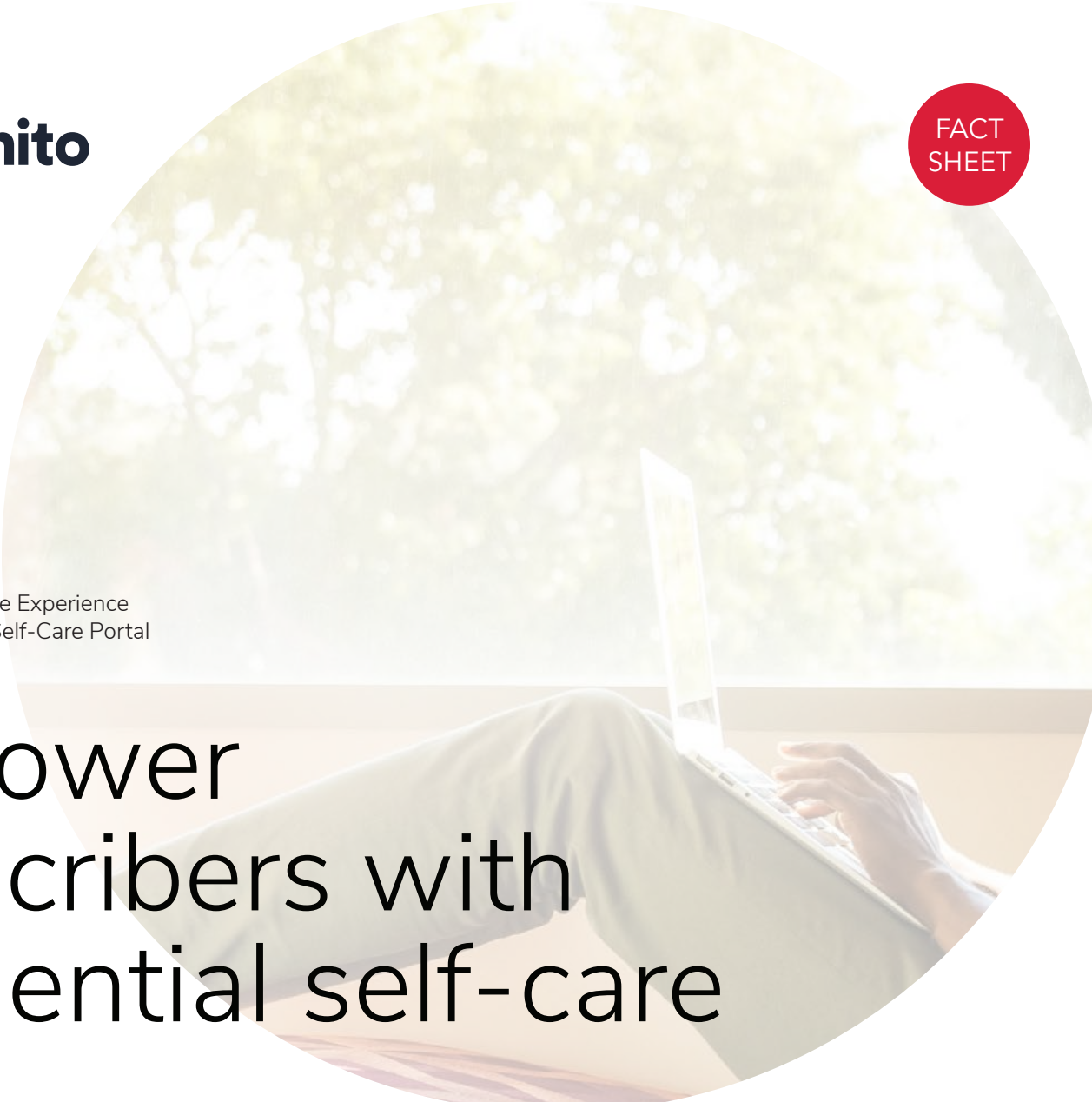


**Solution:** Digital Home Experience  
**Product:** Subscriber Self-Care Portal

A circular background image showing a person sitting on a couch, using a laptop. The scene is brightly lit, suggesting a sunny day outdoors with trees in the background.

# Empower subscribers with residential self-care

Reduce support costs with the Subscriber Self-Care Portal to enable rapid resolution of common technical home broadband issues

Subscriber Self-Care Portal benefits:

1. Reduce customer frustration with self-care capabilities to resolve common technical issues
2. Empower both power users and non-technical users
3. Integrate within existing self-care portal frameworks as an extension for proactive troubleshooting options
4. Reduce calls into customer care and technical support
5. Promote and fulfill revenue generating service add-ons
6. Extends with Incognito Auto Configuration Server as an optional module



## How can you enable instant issue resolution without escalating costs?

Technical support in the digital home is becoming increasingly complex to provide and even costlier to support, often resulting in long calls to customer care and inevitably an expensive truck roll. 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 technical self-care resolution options?

### **Give subscribers the control they want with flexible and intuitive self-care capabilities**

The Incognito Digital Home Experience solution features a Subscriber Self-Care portal offering technical self-care capabilities that give home 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 personal 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. The result is happier customers, improved customer care, and lower technical support costs.

The Incognito Subscriber Self-Care Portal extends the Incognito Auto Configuration Server which can be integrated with existing OSS/BSS systems to automate customer problem resolution processes.

- Provide fast resolution of technical issues by home users
- Reduce the volume of calls to the customer support line
- Improve digital home user 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
- Integrate with existing self-care portal frame works and third-party SSO solutions



The Incognito Subscriber Self-Care Portal architecture is customized based on your business preferences, giving you more choice over how 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.

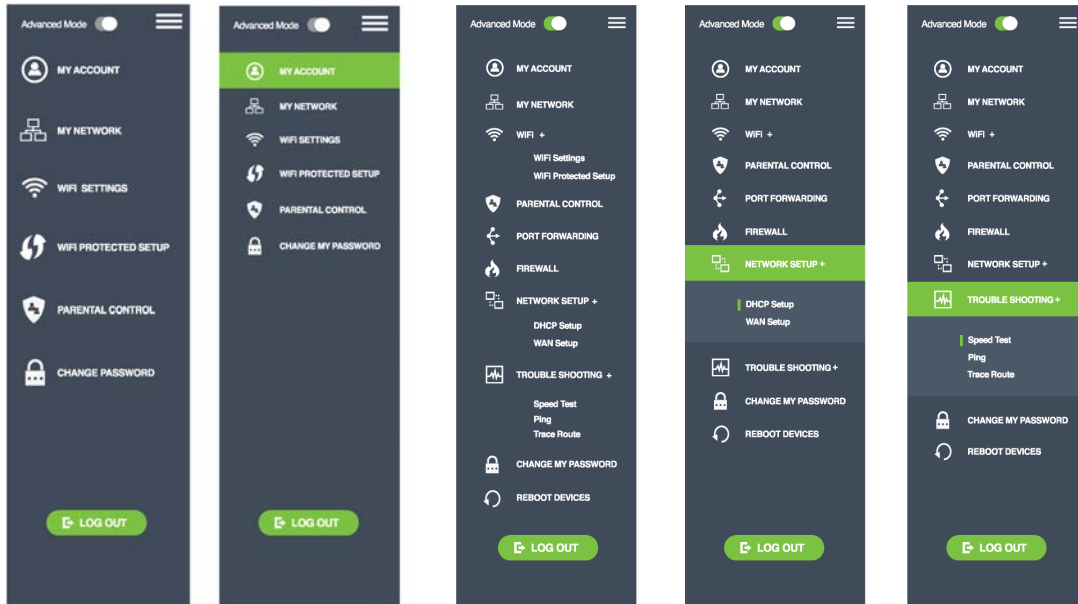


Figure 1: Modular functionality gives service providers the flexibility to add new service functions for non-technical users (left) and advanced users (right) as required.

## 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? The Incognito Subscriber Self-Care Portal provides 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 available, the Incognito Subscriber Self-Care Portal gives users the freedom to choose what settings they feel comfortable controlling. Users can switch between the two views with one click.

### Customize the UI to enforce your brand

Customize everything from menu position to font style and beyond. The Incognito Subscriber Self-Care 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 SSO solutions, to provide a seamless customer experience for residential broadband customers.

## 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**

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

## About Incognito Digital Home Experience solution

The Incognito Digital Home Experience solution uniquely empowers CSR personnel and the home network residential user to proactively troubleshoot and resolve home network experience technical issues. It decreases the time it takes to resolve customer calls to the help desk by improving first call resolution rate with better digital home and device insights, reduces operational costs with less truck rolls, and improves customer satisfaction with ongoing service quality management and real-time KPIs. The solution comprises Incognito Auto Configuration Server, SmartCSR, Subscriber Self-Care Portal, Service Quality Manager, and Key Performance Indicator Dashboard.

## About Incognito

Incognito Software Systems Inc. provides software and services solutions to help global service providers manage and monetize broadband services. Over 300 customers worldwide, including Cox, Claro, Globe, Foxtel, and SingTel, leverage Incognito solutions to fast-track the introduction of innovative broadband services over fiber, LTE, and cable technologies, while delivering a great customer experience. The company is a division of the Volaris Group, an operating group of Toronto-based Constellation Software Inc.

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