

A circular inset image showing a woman with her hair in a bun, wearing a light blue button-down shirt, leaning over a white desk. She is looking at a laptop. On the desk, there is a colorful patterned mug, a silver kettle, and some jars. The background shows a kitchen area with a window and a microwave.

Solution: Digital Home Experience

Product: Key Performance Indicator Dashboard

An intelligent view of your network performance

Proactively manage the customer experience and enhance quality of service using the Key Performance Indicator Dashboard

Key Performance Indicator Dashboard benefits:

1. Create key performance indicators using simple scripting
2. Configure the dashboard to deliver the right information to the right user
3. Real-time alerting and scheduled reporting capabilities
4. Real-time metrics provide accurate understanding of network performance as it's happening
5. Universal KPIs that align your organization

Deliver network intelligence across your organization

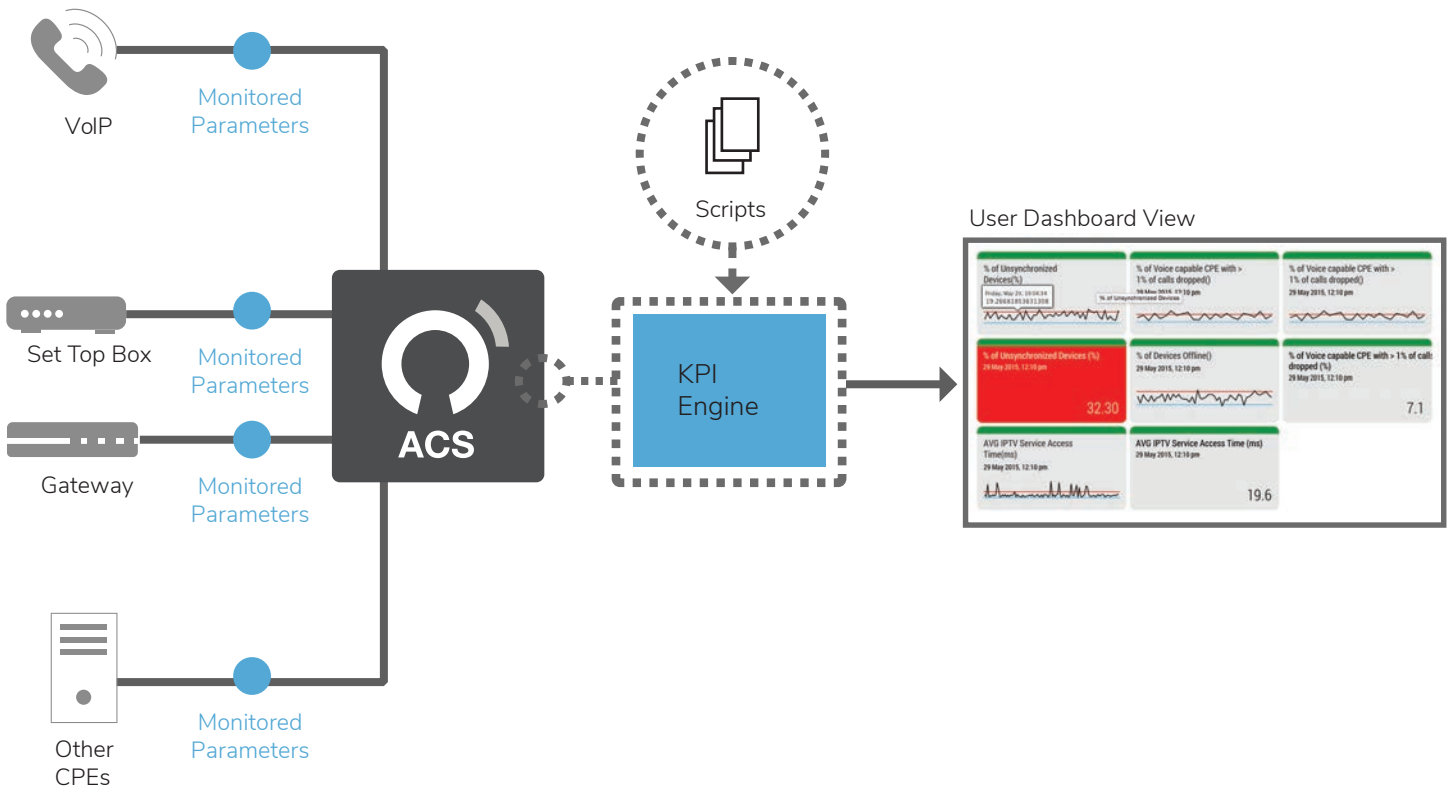


Figure 1: The Key Performance Indicator Dashboard from Incognito automatically extracts monitored device parameters from your CPE as well as third party sources, and processes it into useful performance metrics.

It can be difficult for service providers to measure an individual subscriber's quality of experience (QoE) using only macro network statistics. To meet this challenge, you need service delivery intelligence from the network edge, generated from inside the customer premises.

With the Incognito Key Performance Indicator (KPI) Dashboard, you can visualize network performance using customizable key performance indicators. KPIs enable operators to monitor and manage network performance and more importantly, consistently deliver exceptional QoE. Customizable KPI widgets and dashboards let you easily identify service issues and proactively improve service quality.

The Incognito KPI Dashboard enables key performance metrics to be automatically collected and presented in real time or on-demand. While previously you may have had to understand multiple data sets to get a comprehensive view of network performance, KPI Dashboard allows you to use scripting to combine many data points into a single, usable business metric that is aligned with how you want to measure service quality. KPIs are therefore not just a measure of a single activity — they are a measure of how successfully you have delivered your service to the customer.

There's a KPI for that

The needs of every organization, service, and user are different. No matter your needs, you can make better decisions by defining and measuring metrics on your network. Use KPIs to define specific benchmarks that match strategic and organizational goals and share them across different groups in your organization to demonstrate how you are meeting your targets.

KPIs can measure possible issues on your network and present this data in a format that allows network administrators to immediately take action. Each KPI can be defined with a threshold that triggers an alert to a dashboard or generates a message to the necessary user once it is reached.

Examples of service management KPIs that are leading indicators of service issues include:

- # of calls dropped (VOIP)
- # of overruns/underruns (IPTV)
- # failed device discoveries (Broadband)
- # operations older than 24 hours (Broadband)
- # DSL link retrains in the last 24 hours (Broadband)



Figure 2: Gain both real-time and historical views for each of your KPI metrics.

Define thresholds and use Javascript to create more complex KPIs that require computational logic — for example, finding the percentage of dropped calls by dividing the number of dropped calls by the number of total calls. Configure these scripts to run continuously or on a schedule, as required.

KPIs can be presented on a dashboard in the form of a graphical widget such as a graph, chart, table, or integrated into a report or alert system. This provides administrators with a robust environment for creating and deploying KPIs across the organization.

Deliver the right information to the right user

Every user has a different need when it comes to information on the network:

- Network administrators need a real-time dashboard showing current performance that alerts them immediately to changing conditions, such as dropped calls, IPTV quality, and device management status
- Network planners need to understand overall and regional service quality performance to prioritize capital investments
- Product managers need a reliable view into the customer experience for their services
- Customer service representatives (CSRs) need to be able to understand network trends and individual service issues when troubleshooting with a customer

Only Incognito offers a flexible KPI Dashboard with enhanced reporting, delivering network intelligence across the organization in an appropriate and actionable format. KPIs can be defined as public or private to allow sharing of key business metrics across the organization. Defining user dashboards ensures that your organization shares a common view of network and service performance.

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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KPIs need to be more than just numbers on a weekly report, they should be visible to operational teams when they need them. To avoid information overload, Incognito KPI Dashboard provides graphical widgets to be combined into user-specific dashboards, providing the right view of relevant information to each user. By presenting relevant information in a usable way, the organization can make better decisions and act more quickly.

You can build a comprehensive picture of your customers' experiences and how it impacts your business by correlating KPIs from devices with churn and support incidents to identify leading indicators of customer issues. For example, you can cross-reference KPI data with internal information to proactively engage customers with chronic connectivity or service issues, and then use that information to boost NPS and reduce churn risk.

Make better decisions based on real data

It's essential to accurately measure the performance of devices and services on your network in order to deliver the best possible quality of experience to customers. Gain actionable intelligence by defining and sharing KPIs across your organization. Get the full picture of service assurance by adding service information from the network edge to your existing customer relationship management data to track trends and make more informed, data-driven decisions.