



Iterative Analytics

Benefits

- Increases operational efficiency
- Reduces inbound call rate, handle times, & call back rates
- Decreases incorrect truck rolls and drop shipments
- Proactively identifies issues vs. responding to customer concerns
- Automates remediation where possible
- Improves customer experience
- Reduces churn

Customer Challenge

Carrier Service Providers (CSP) are experiencing an ever-increasing volume of connected devices being added in the home. To assist subscribers and manage issues with these devices, CSPs are looking to programmatically identify issues instead of continuing the large manual review process to establish a group of devices with a similar concern. Providers want to move from a reactive environment, to proactively address home and network issues. Once identifying the issue and the resolution steps, establish an automated remediation process to resolve the issue, reducing costs and improving the customer experience.

Home Networks' Proactive Detection Solution

The Proactive Detection is a cloud-based solution that streamlines the process of troubleshooting office and network issues by aggregating device and customer data, transforming it into insights and displaying device and network health metrics both historically and in real-time. The solution is device agnostic and supports those devices conforming to the Broadband Forum (BBF) standards for device communication and interaction. Raw data insights, reports and metrics are secured by state-of-the-art firewalls and access to this information is limited to authorized users over authenticated and encrypted connections. Data is collected at regular intervals throughout the day and aggregated where the aggregations are stored for 12 months. The volume of collected elements is based on the plan selected.

The Proactive Detection dashboard visualizes device data over time for all subscribers, and operations personnel can monitor this data by multiple attributes, like service (such as VoIP), network element and location. The data is gathered using the BBF bulk data retrieval spec to optimize timing, obtain device insights and reduce impact to the devices. The Proactive Detection Service scales to support the largest deployments—expanding capacity transparently to meet your requirements.

While troubleshooting an issue, a user can track possible issue triggers over time and request an item be added to a watch list that evaluates a Key Performance Indicator (KPI) in real-time for a specific group. This data is shown in a time series that CommScope monitors for the group and notifies the Service Provider when a given KPI's threshold was met or exceeded. A dataset of the devices related to the issue can then be sent to the Customer for review and resolution.

Home Network Proactive Services

Optimization of the Metrics

Home Networks works with our customers to meet and review the KPIs regularly to optimize the KPIs and diagnostics as well as address new ones to be created. A review of the history of issues identified and the customer's resolutions is conducted. Once reviewed, a recommendation to add or modify the KPIs is provided based on the customer's use cases. Where appropriate, updates to the Notification Service would also be completed.

Use Notifications to reduce costs and improve the customer experience

Automated Notification Services are deployed with the Proactive Detection Service to:

- Create outage notification transactions per groups of devices when identifying devices meeting a predefined KPI. This enables SPs to both proactively address the issue as well as communicate out to the subscribers where appropriate to help set expectations and reduce inbound calls. This improves response rate times helping to improve overall customer satisfaction.
- Initiate updates from the Detection Service to the Service Provider's system(s) as an issue is resolved at the affected devices. Automatically updating the SP system(s) tracking the issue reduces operational costs of status calls into the support center, agents manually closing tickets and incorrectly dispatching resources to already resolved issues.

Reducing the time for issue resolution

Once remediation steps are established for an identified issue, Home Networks' Proactive Remediation Services can be configured to systematically resolve the issue. Proactive Remediation Services will automatically use the established group of affected devices to initiate a prescribed resolution process upon issue identification. The Service will automatically retry the prescribed solution if not immediately successful. If not successful after a configured volume, it will notify the CSP for further action. Paired with the notification Service, the issue can be both sent to the Customer's issue tracking system, resolved with the Proactive Remediation Service and then automatically closed having received the resolution Notification. Automated resolution reduces operational costs by decreasing calls into the support center and no touch resolution improves the customer experience.

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