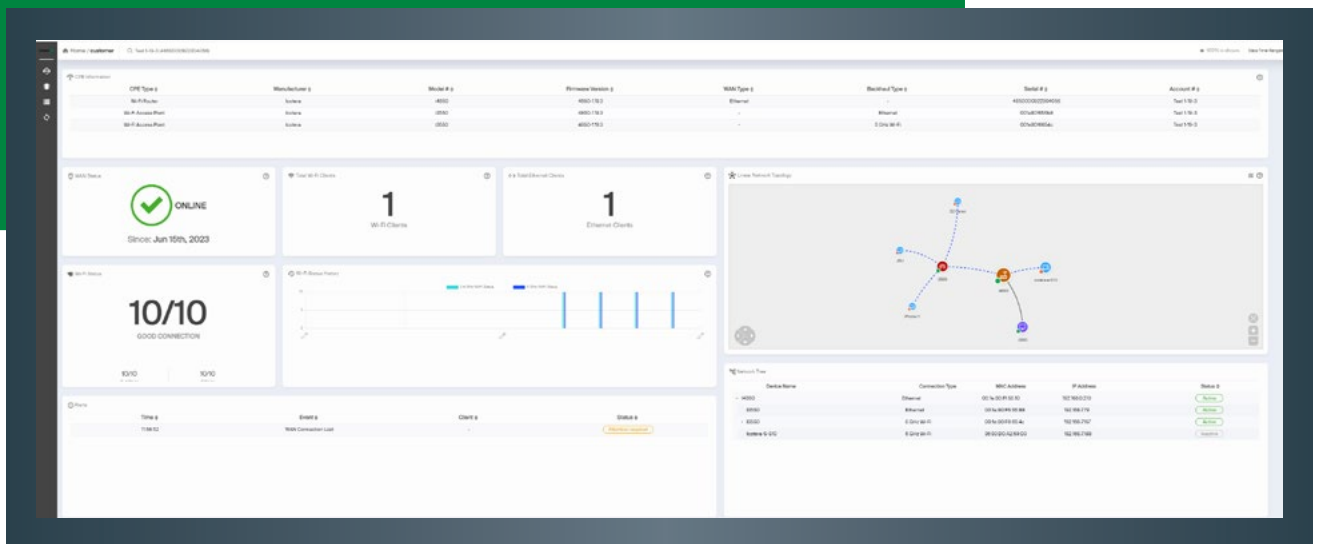# IN-HOME REAL TIME NETWORK MONITORING

including in-home end-user devices

- Valuable insights through real time network monitoring
- Flexible widgets based on advanced algorithms
- Quicker troubleshooting
- Reduce and shorten support calls
- Increased customer satisfaction

Intuitive overview on alerts and device status, improves efficiency and speeds up root-cause analysis.

New level of ISP support

ICONS is an in-home monitoring tool for ISPs enabling 1st, 2nd and even 3rd line supporters to troubleshoot customer issues efficiently.

Through intelligent insights based on advanced algorithms, ICONS makes it possible to reduce the time on support calls dramatically. With a real time view directly on customer CPEs and even end-user devices, ICONS is helping support-personnel to efficiently solve issues with the customer on a one-call basis. Using the Time-Picker functionality helps the supporter to look for periodic problems and efficiently identify the root cause.

Icotera

Dynamic widgets for customised dashboards

ICONS is a widget based system, where dashboards are designed to match the different expertise levels. The support supervisor creates the user groups; their rights and even the design of the dashboard.

1st, 2nd and 3rd line supporters do not have the same technical insights and hence should not be presented to the same type of data. While the 1st line supporter prefers intuitive data and color coded graphs, the more experienced 2nd line supporter needs a more detailed view on network- and Wi-Fi metrics to do an in-depth troubleshooting.

3rd line supporters like senior network engineers, will typically look at overall trends and global network performance and need data supporting that.
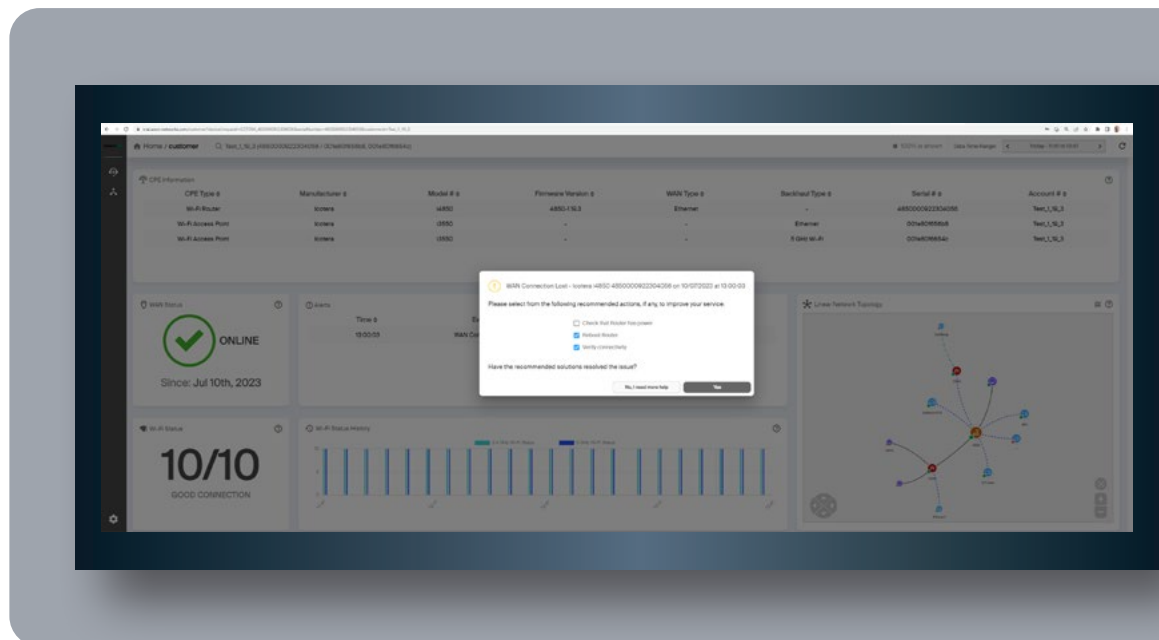
When an issue is resolved, data is collected to build a knowlegde database for advicing other supporters. Future option is to do CPE-adjustments automatically before the issue appears.

Wi-Fi network analysis

From the very moment a customer calls the support desk, time is a critical factor. Often the customer is already frustrated about his in-home network and waiting time on rebooting and random troubleshooting is not the way to go. It's crucial quickly to acknowledge or politely reject the issues by having the right data available and have a convincing and professional approach to the customer.

Insights also help reduce the amount of units replaced by support because the root-cause was not identified and a replacement of the CPE was the only way out. Handling, shipping and refurbishing of units typically take a big part of the revenue.