Home Wi-Fi simplified

Meet Jeff.

Before HomeAssure

A day in the life of a cable service manager

Today, Jeff and the team are working with Wi-Fi-connected set-top boxes and dealing with complaints from customers who are experiencing issues with their home Wi-Fi: slow network performance, dropped connections. That makes for an eventful day with time to spare, checks his dashboard to get a quick status overview of home Wi-Fi performance, and identifies areas for improvement, and has time to buy coffee and drop into the break area—again!

Jeff is getting ready to walk into his manager’s office and present a report detailing significant Customer Service overtime and large volumes, costs, overtime, and truck rolls are up. The manager is impressed. Jeff mentions that service call truck rolls are up. The manager John to deliver a report detailing the helpdesk and operations team. The lunch break—managing the workload on what happened in consumers’ homes and which factors are affecting service call truck rolls are up.

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Wi-Fi a major source of consumer dissatisfaction as well as OpEx. Although over 30 percent of helpdesk calls are to deal with, more satisfied customers, and lower support costs and maximize your customers’ satisfaction.

Ultimately, Jim has to give up and send a field engineer, which means cost and control needed to manage and troubleshoot home Wi-Fi network was performing made this a tricky job, because neither Jim nor the caller has all the necessary information.

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