

Customer Experience Management

Exceed Expectations

PERFORMANCE MANAGEMENT

Easily access data and develop the insights needed to optimize network performance.

CUSTOMER EXPERIENCE MANAGEMENT (CEM)

A dedicated module enables users to create projects based on continuously collected trace files



Benefits

- Customer specific detailed radio data, enables advanced troubleshooting
- CDR data bridges the gap between network OSS delivered data and the actual customer
- Build a seamless user experience

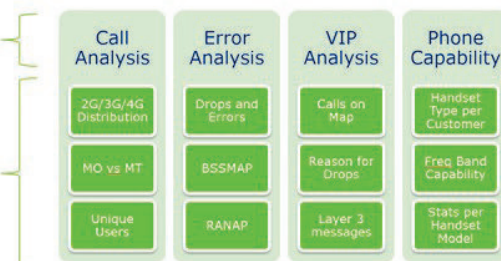


Monitor and analyze the customer experience

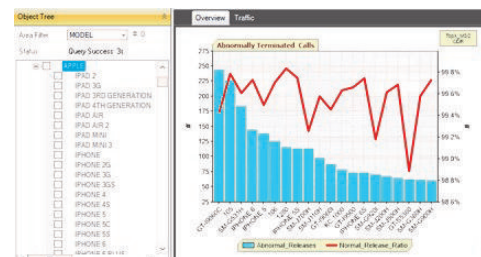
Drill from PLMN to individual IMSI's or Handset showing key usage and performance metrics. Price excludes additional server hardware.

Analysis

Info Elements



Make customer complaints a starting point for investigating. Visualizing it's activity in multiple domains enhances problem solving and decreases the amount of time needed to fix any issues that may arise .



Handset Distribution - Brand

