

Business Problem

Our homes are full of connected devices and we expect them to be fully functioning at all times, but that isn't always the case.

Call center wait times can be long, leaving customers without functioning devices for hours.

Customers expect their CSP to know if a device has failed, tell them if there's a problem, and help them fix it without a technician visit (if possible).




In addition to the customer satisfaction hit when problems happen, there are real logistical costs when the customer can't fix a problem on their own – equipment returns, technician visits, and reverse logistics can really take a bite out of profit margins.


About Us

AwareX is transforming the way Service Providers interact with their customers. AwareX's Digital Customer Engagement Suite currently supports over 8 million end customers in 20 countries, enabling our service provider customers to achieve more profitable consumer and enterprise relationships by reducing the cost of support, increasing add-on revenue, and driving greater customer satisfaction.

We were founded and are led by telecom veterans who are passionate about customer experience and understand the complexities and challenges faced by CSPs in meeting the ever-growing expectations of their end customers. We developed our cloud-native Agora Engagement Platform to enable CSPs to quickly deploy world-class digital journeys – immediately reducing traffic to the call center and satisfying customers.

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Network Experience Management

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The Solution

AwareX's Network Experience Management solution addresses these problems. It monitors all customer equipment leveraging your OSS, providing a dashboard and notifications of equipment problems via any customer channel. In addition, self-repair instructions and videos can be provided via any channel.

Benefits

- Increased retention of customers as they appreciate the high level of service they receive.
- Decreased support costs as fewer customers are calling the call center.
- Lower logistical costs via fewer equipment returns.

Customer Experience

You are in the office but really you want to be home to watch the big match, so you set the TV to record the game for you. You get an alert that your home router is offline, you look in the app, push the reboot button and the device restarts, restores service, and the game will be recorded.

