veego

Veego Care

for Proactive, AI-powered Customer Success

With customer experience becoming increasingly significant for communication service providers, customer care and success departments are under growing pressure to address their subscribers' needs and demands in an efficient and appropriate way. Salesforce reports that an incredible 80% of customers value the experience a company provides just as much as its products and services. At the same time they feel less incentive to be loyal, especially if another brand provides similar products and a better experience.

Customer Success Representatives (CSRs) are the fore-front of a CSPs CX efforts, building the bridge between subscriber and operator, and carrying a large part of the responsibility to provide a positive Quality of Experience. Yet, CSRs are extremely limited in their options to provide flawless service, often restricted by lack of visibility into their subscribers' connected home, no real understanding of the root-cause of a connectivity issue, and no predictive intelligence that allows for proactive support.

The Veego Platform

Veego - the All-in-One Software Suite for Empowered Customer Care Agents

Veego Care stands for end-to-end visibility into the entire home-internet network, real-time identification and analysis of connectivity issues, Quality of Experience monitoring, and autonomous problem remediation and resolution.

Veego transforms CSRs' support efforts from reactive and de-escalating to proactive and intelligence-driven, actively reducing the number and length of support calls, truck rolls, and predictable churn.

Fewer and shorter calls

Less truck rolls

Less churn

Powerful AI and Data-Driven Analytics Packed Into One Intuitiv Dashboard

With having a CSR's needs and challenges in mind, the Veego Care dashboard provides end-to-end visibility and understanding of a subscriber's real-time home internet experience in just a few clicks.

While traditional support only looks at last-mile service quality, Veego provides a Quality of Experience (QoE) metric that considers the entire home topology and internet service delivery chain: server, WAN, router, LAN, devices, and user.

After identifying all connected devices and the apps running on them (device fingerprinting & app identification), the on the home-router residing Veego Agent.

Starting with identifying all connected devices and the apps running on them.

The Veego Agent monitors, identifies, and analyses root-causes of connectivity issues in real-time, calculates every household's quality score, and provides CSRs with efficient recommendations on troubleshooting and problem remediation.

Paving the way for an holistic and contextual approach to subscriber care and management.

Backed up by predictive AI, the Veego Care dashboard becomes the go-to solution for CSP's care and success departments that set themselves the goal to boost their subscribers' customer experience.

The Multiple Benefits of Veego Care

- Deflection of thousands of support calls.

- Real-time detection of server, WAN, router, LAN and device issues made available to CSRs, including contextual detection of low service quality like video buffering, slow browsing, game glitches, etc.

- Automatic analysis and location of faults in the service-delivery chain gives CSRs all the information they need to shorten support calls and prevent technician visits and hardware replacements.

- Delivery of effective recommendations to CSRs boosts first call resolution (FCR) rates and pleases subscribers.

- Subscribers can know right away what's wrong with their connection/device/service and that they're being treated BEFORE they pick up the phone.

- Proactive Care enhances subscriber engagement and boosts brand loyalty.