



Veego Active Mobile App

Solving Home Connectivity Related Problems in Real-time

For Telecom users, ISPs and CSPs, interacting with customer care through service representatives can be inefficient and expensive. However, as consumer behavior undergoes radical changes and with the impact of social media channels, customers can now gain full control over their subscribed services. Moreover, customer experience represents the new growth currency for internet operators. Veego Active Mobile App is the ideal way for internet providers to meet evolving customer expectations.

The Veego Platform



Benefits of the Veego Active Mobile App



Veego Active is a radical mobile self-care app that provides subscribers the ability to control their interaction with Telecom customer service

Improved customer experience: Home Connectivity related problems are resolved faster and in real time, increasing customer satisfaction and improving customer experience. The more independence of accessibility telecom operators will provide to customers, the more positive the customer response. With the Veego Active Mobile App, customers can control, manage and access the services – increasing customer satisfaction.

Proactive, outbound care: Approximately 80 percent of all customer care centers are engulfed by simple or non-revenue generating queries. Internet providers can significantly reduce this cost, if they can divert the customer calls from their customer care call centers and provide them with Veego's simple, and easy-to-use self-care app.

Immediate resolution: When something goes wrong, connected home users expect immediate support. Veego Active mobile app provides immediate overview and action and a satisfactory resolution that generates customer advocacy.

Customer feedback: This has two benefits for the internet provider. The customer can raise their own request. As customers often experience network and service failures before the provider's own fault-reporting systems identify a problem, this is a very valuable source of information. Moreover, there are gains in the context of customer satisfaction surveys. Service providers can also use them to collect real-time customer feedback.

Drive personalized, outbound customer engagements: Veego Active Mobile App will become the customer's window into the telecommunication sector. It can be used to drive further customer engagement, provided it is personalized, with a secure interaction.

Far more than just an application, Veego Active Mobile App is a true answer to all home connectivity consumer needs. It will enhance the internet experience for users and reap rewards for providers too.

