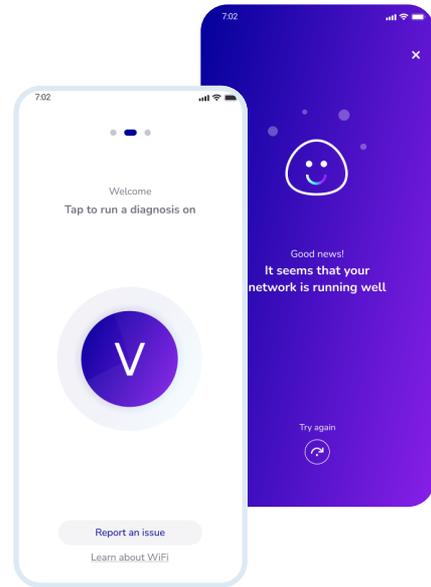




Veego Active

The breakthrough mobile app that enables subscribers to monitor and control their home network and internet service in real time



Internet access is no longer a convenience, but a must-have. Subscribers want the power to know and control what's going on in the home network at every moment. When unavoidable problems strike, they want solutions right away!

Delivering convenient control over the home internet right into the palms of subscriber hands, **Veego Active** builds loyalty and prevents churn.

No need for customer care is the best customer care

Interacting with subscribers through Customer Care is inefficient, expensive, and fraught with frustration. CSPs dislike the excruciating effort and cost of servicing the incessant barrage of service calls. Subscribers avoid the time and effort that accompany interactions with Customer Care.

Veego Active, the ultra-friendly mobile app, enables subscribers to monitor their own home networks and resolve quality issues themselves, so they don't have to call Customer Care to enjoy good internet service.

Empowering users builds loyalty

Monitor quality of experience at every moment - Provide a continuous, easy-to-understand pictorial of the quality of the home network. Enable users to see the quality of every connected device and app to know who is suffering and why, who is dominating resources, who is interfering, etc.

Fix problems autonomously - Remediate many home internet problems, sometimes even before subscribers notice them. Optimize the internet service at all times.

Help users solve their own problems - When something goes wrong, proactively inform users about the nature of the problem, its location, and what to do about it. Push helpful alerts and friendly notifications right to their smartphones.

Fewer calls to Customer Care - Deflect many tedious, time-consuming calls to Customer Care by giving users the power to address many home-internet issues themselves. Tell them when they need to make a support call, to whom, and why.

Speedier, more effective Customer Care - Put users and Technical Support Reps on the same page during the call by providing TSRs with the accurate status of conditions and analysis of issues, speeding up resolution.

Upsell opportunities to improve CX - Offer actual solutions – devices, packages, and services – that will boost enjoyment of the internet experience of each specific home.

Education - Help users understand their internet and WiFi use with timely tips and helpful explanations.

Who is home? - Know when the children are home as their mobile phones automatically connect to the home router.

Prioritization - Prioritize internet sessions by giving an important conference call more bandwidth than a competing YouTube stream.

Make it your own

Veego Active can be white-labeled and integrated with the CSP's own app and can be customized with APIs from the Veego Datapack Library.

Boost brand loyalty

A vital component of digital customer engagement, **Veego Active** enhances the internet experience of home subscribers while delivering significant cost and resource improvements to the perceptive CSP. Word gets around – that's the viral way to attract new subscribers.

Veego quantifies and perfects the personal experience of every internet user at every moment in every connected home

