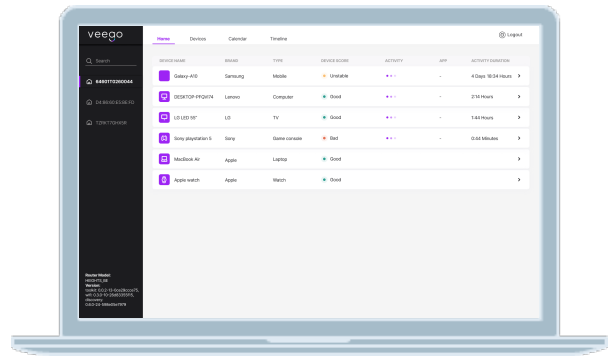# Veego Care

AI-powered Customer Care that constantly perfects customer experience and reduces support cost and friction

Whenever support is required, Customer Care is the bridge between subscribers and the CSP. Yet Technical Service Reps (TSRs) are severely limited in their options to provide flawless, efficient support. Limited by lack of visibility into subscribers' connected homes, they require too much time and often lack the expertise to understand the root cause of the issues that prompt support calls. As a result, subscribers become frustrated and dissatisfied with their internet service.

Veego Care reduces the number and length of support calls, truck rolls, router replacements, and reasons for churn.

Winning on the frontlines of Customer Care

Providing TSRs with acute visibility across every home network, **Veego Care** continuously monitors and measures the quality of experience (QoE) of every internet session in the home. It discovers devices as they connect and apps as they are consumed, and analyzes connectivity, performance, and other behaviors within and beyond the home.

In certain cases, **Veego Care** can autonomously remediate problems in the home, sometimes even before the subscriber experiences them. When it can't, it helps TSRs expedite resolution.

Veego Care turns TSRs into support powerhouses. Instead of tedious questioning to get to the root of a subscriber problem, TSRs receive critical information at their fingertips that allows them to quickly solve problems and make subscribers happy with prompt and effective service.

Accurate assessment of Customer Experience requires context

The unobtrusive Veego Agent residing in the home router continuously monitors and accurately scores the Quality of Experience of every internet session. Veego uniquely takes into consideration the type of device and app along with other pertinent factors (context) to arrive at a precisely measured QoE score that accurately reflects the way that users are actually feeling their internet at any moment.

Observing and detecting end to end

Traditional Customer Care sees only part of last-mile service quality and misses opportunities to address issues properly and completely. Dissatisfied subscribers have to return for more support or, worse, churn to a competitor. **Veego Care** changes the equation. It detects issues not only over the in-home network topology (router, WiFi, devices, and users), but also beyond the home (last mile, WAN, and app server). It also uniquely considers the effects of other in-home internet sessions that are competing for resources as well as other real-time factors such as neighbor interference and coverage.

Data-driven visibility and analysis packed into one intuitive dashboard

Veego Care arms TSRs with the rapid-fire capabilities to solve subscriber problems and optimize Customer Experience (CX). Automatically collecting, correlating, and organizing contextual data, it autonomously identifies issues and analyzes their root-cause. It provides visualization of the entire story in a single dashboard along with effective recommendations for troubleshooting and remediation. Right away, TSRs can see the scope and root cause of the problem and, when necessary, can rapidly drill down into real-time or over-time internet experience information.

Best CX and support at all times

Veego Care transforms Customer Care from a tedious must-have into a key differentiator by:

• Deflecting thousands of support calls

• Continuously monitoring server, WAN, last mile, router, in-home network, and device and app quality

• Automatically locating and analyzing issues anywhere across the internet service delivery chain

• Autonomously discovering and fixing problems

• Presenting to TSRs the information that enables them to quickly understand the issues and shorten support calls

• Delivering effective recommendations to TSRs that boost first call resolution rates

• Preventing expensive and unnecessary technician visits (truck rolls) and hardware (CPE) replacements

• Sustaining consistent, industry-best support interactions

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