

SOLUTION DESCRIPTION

Agama Frontline is a powerful first-line support application designed to enhance customer service quality and improve response time.

Thanks to the unique, complete and end-to-end video observability offering, Agama enables the combination of the real-time performance data coming from the analyzers (probes) installed in the video delivery network with the viewer's perceived Quality of Experience on the client device. All of these specific metrics are fully presented and easily accessible on the same dashboard.

The Frontline app is designed for first-line support agents, network operations centers (NOCs), and IT support teams responsible for maintaining customer satisfaction and device performance.

CHALLENGES AT OPERATOR SIDE

- Inability to find tailored solutions to specific operator and customer environments, leading to fragmented approaches and lack of unified control and visibility.
- Reduced visibility into device status and network health to proactively detect and resolve issues, resulting to inefficient troubleshooting, delayed resolutions, and decreased customer satisfaction.
- High number of customer issues being escalated from first line to second-line support; indicates that many issues could be resolved more quickly in the first interaction, which would improve customer satisfaction and reduce operational costs.

SOLUTION OVERVIEW

Frontline application is a 1st line support tool, part of Agama CDM (Customer Device Monitoring) offering portfolio, to help support care agents quickly understand customer experience for all types of video services: OTT, IPTV or cable. A unique aspect of the Frontline application is that it can correlate service playout, network health and the individual subscriber experience.



Figure: Correlate with other customers and Analyzer probes for the service

The application can be quickly adapted to the specific needs of the operator due to the flexibility of its design.

As the Frontline app is deployed within an Agama CDM solution, its web UI can be made directly available to the new users without long integration projects to proprietary customer care systems.

BENEFITS

- Reduced escalations as key issues can be quickly identified by first line support team
- Better assessment of QoE for every customer and every device type
- Extended support capabilities over different service types
- Easy to identify and troubleshoot performance issues at a granular level
- Decrease incident response times to improve overall customer experience
- Increased efficiency in detecting performance issues in the network
- Minimized integration time and effort into legacy systems