

Customer Experience Management Service

DEMONSTRATION

iCX

Intelligent Customer
Experience Management

Software suite to monitor, automate, analyze and manage CPEs

10+ Device types **200+ Device Parameters**

- Proactive real-time monitoring of CPEs using remote monitoring agent
 - NoC Monitoring Portal showing aggregated view of all parameters
 - Watchlist Portal for deep dive analysis of parameters collected from individual CPEs
 - Analytics Dashboards showing composite health index of the CPEs
- Always-on remote management of CPEs
 - CRM portal for real time analysis & actions
 - Field technician app for assisted diagnostics
 - Self care application

