Modem Defects Detection Platform
PC CLIENT – APPLICATION FOR END-USERS/SUBSCRIBERS

Internet service providers are obliged to solve problems their clients face, whether it is a defect of a modem, a line failure or fault of subscriber, faster than their competitors, in order to maintain customer satisfaction and reduce churn. Modem Defect Detection Platform, developed by Egemsoft, offers two main applications that address these problems.

With the increasing number of internet users and changing market competition, service providers are focusing on giving reliable technical support to their customers and enhancing customer satisfaction to create loyalty and decrease churn. PC Client is developed as a self-care tool for solving internet connectivity problems on subscriber's PC and modem. With the help of PC Client, when subscribers encounter common technical issues, they do not need to call the service provider support line. Our self-care tool, first automatically diagnoses problems on subscribers' PC and modem, then corrects the problem through an easy-to-use interface.

Features

Status Information
- Informs the subscribers about internet connectivity status

Connection Check
- Proactively detects and automatically resolvesconnectivity issues

One-Click Fix
- PC Client delivers quick fixes to subscribers in solving issues without any complex technical information needed

Status codes
- Generates status codes if further guidance by call center is needed

Speed Test
- Offers wireless speed tests to gather information about unstable internet connection root causes

Advantages

Reduce Call Center Expenses
- With this tool, the volume of support calls will drop by more than half
- Call centers avoid long support calls
- Service providers save significant cost

Enhance Customer Satisfaction
- Immediate problem resolution
- No time wasted due to truck rolls
- No need for technical background for the subscriber