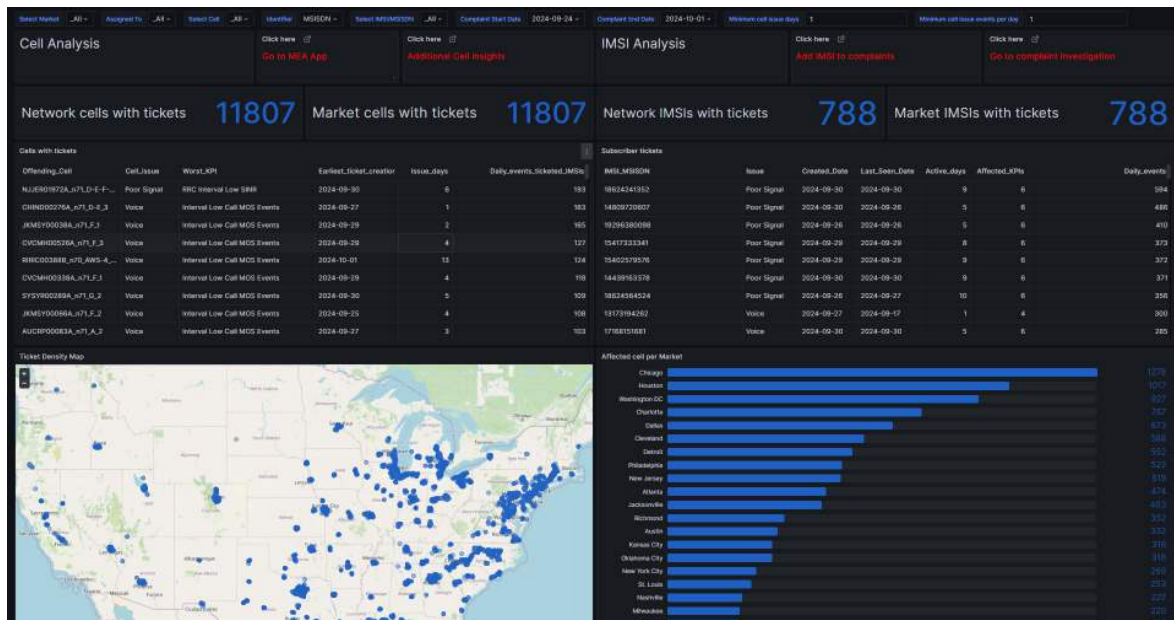# RADCOM Complaint Investigation

Optimal quality of service and rapid complaint resolution is critical in providing good customer experience and preventing churn. RADCOM Complaint Investigation allows operators to gain a complete understanding of the actual subscriber's experience. It offers a holistic view of all subscriber activities – both voice and data. Engineers can quickly investigate the complaint and validate it against thousands of other subscriber experiences along the same route and region. RADCOM Complaint Investigation solution then identifies the impacted cells, provides root cause analysis and recommendations to resolve the problem.

Quality of service insights can be analyzed per device type, day of the week or time of day from point-to-point across multiple KQIs and KPIs to correlate subscriber experience, both mobile and stationary. Engineers can provide quality impact scoring based on mobility and static metrics to support and comply with regulatory requirements and other business metrics from up-to-date heatmaps that ensure superior quality connectivity.

Benefits

- Quickly investigate and resolve customer complaints
- Analyze thousands of subscribers on the same route/region at the same time
- Achieve complete visibility into quality while reducing costs for physical drive tests
- Identify the most impacted cells, providing root cause analysis (RCA) from RAN to core, and recommendations for mitigation
- Drill down to a granular-level (such as street-level)
- Investigate per device type and across multiple device types
- Compare the customer complaint with historical data

RADCOM (Nasdaq: RDCM) delivers real-time network analysis, troubleshooting, and AI-driven insights to ensure a superior customer experience. Utilizing cutting-edge technologies for over 30 years, we provide dynamic service assurance through the following solutions, including: RADCOM Customer Experience, RADCOM Network Performance, RADCOM Operational Efficiencies, RADCOM Network Troubleshooting, RADCOM Revenue Generation, RADCOM Service Quality and RADCOM Network Tapping.

For more information visit: https://radcom.com/