



Customer care is often the first touchpoint between the operator and a customer when an issue or problem arises. RADCOM Customer Care Solution provides operators with customer experience insights across all services to improve first-call resolution and to ensure support interactions are seamless. It supports all services, such as video conferencing, video streaming, messaging, gaming, and tethering. This includes over-the-top (OTT) services, like WhatsApp, Facebook, Teams, Zoom, and YouTube, so that operators can understand the entire customer experience, whoever provides the service or application.

Operators have full capability to investigate all service degradations. They can create KPI and KQI parameters and customer experience indexes (CEIs) to gain a deeper understanding of the quality of experience (QoE) and drill down to session records and packet level for different apps and services. Integrating AI/ML results in intelligent insights into the service quality when data is encrypted, allowing operators to enhance the customer experience and gain service visibility across all services.

RADCOM Customer Care Solution offers operators real-time data with an API that delivers rich network and customer insights and supports operator-based applications.

Key Features

- Improves first-call resolution
- Offers complete picture of customer's QoE perception at a glance
- Enables the ability to resolve degradations by drilling from CEI to session and packet level
- Correlates core and RAN data to ensure network-wide analysis
- Offers customer insights into pain points and their causes
- Compares subscriber CEI to network baseline
- Multiple use cases from video streaming, VIP care to impact analysis



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/>