



Making strategic decisions requires collecting real-time data from across the entire network from the RAN to the core and basing it on all RAN feeds. RADCOM RAN Best Actions offers multiple teams the most efficient radio access network (RAN) actions and recommendations centered on enhancing the customer experience and improving RAN performance and efficiency. The 5G RAN best actions solution integrates real time data to optimize RAN before issues impact customers. This includes actionable insights for multiple stakeholders, from executives to engineering, operations, quality management, customer care support, and more. It offers a customer-centric unified view, from a macro to a micro view of the services.

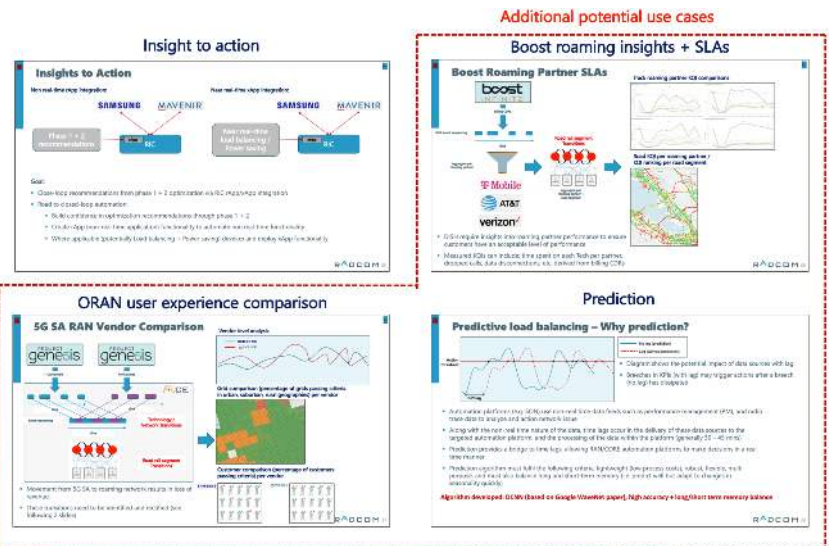
RADCOM RAN Best Actions integrates with RADCOM Virtual Drive Test technology to analyze per device and per subscriber experience for both mobile and stationary customers. It identifies impacted cells, provides root cause analysis and recommendations to solve any issues or problems. In addition, customer experience index (CEI) values can be calculated per subscriber, based on different factors including KPIs, and enriched with ticketing net-promoter-score (NPS) data. This allows operators to build an NPS or potential customer complaint model across all network subscribers to quickly analyze and resolve customer complaints.

Benefits

- Prioritize geographical areas with poor subscriber experiences for focused optimization
- Reduces cost for improvement validation
- Enables balance of requirements between fast-moving subscribers and stationary cells serving mixed traffic
- Prioritizes and measures the success of optimization actions based on true experience KQI (vs. OSS NW performance counters) and poor experience
- Fills the gap in network mobility weak spots - including high-speed hand offs, technology coverage holes in rural areas, transitions between bands and technologies

Highlights

- High mobility capabilities
- Fills in the geo-spatial impact
- Actual individual subscriber's experience
- Fast analysis and resolution of customer impacting issues



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.

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