

Raising the
net promoter
score



Case | Tier 1 Enterprise Service



Situation |

Unified customer service for end customers and small offices, EU country

1

Stifling growth,
poor experience

2

Would you recommend?
NPS below - 40

3

25% of business base
in "Enhanced Care"

4

26% of the base
had open fault tickets

5

98 remedy tickets
related to
four core issues:

1. Dropped calls
2. Poor quality
3. Setup delays and
4. No way/one way speech

Objectives



Raise Net Promoter Score



Increase help task completion



Improve technical quality

Voipfuture's contribution | Client feedback

In-depth analysis of all streams in a historical view

Enabled the investigation of the Quality of Service settings for the RTP streams

Ability to view the utilization of any bandwidth restricted end points to determine whether customers could be upgraded with no degradation of service

Ensured that only supported RTP codecs were being used and identified the interconnecting partner sending wrong codecs



Allowed to analyze the same RTP stream at various points within the network to locate/resolve packet loss

Ability to define voice quality received for each defined service – including a visualization of any issues affected

Results | 3 months later

1

Direct sales had their best month ever

2

Customer sat score of 9 or 10 out of 10 (past 100 deployments)

3

Zero customer needing "Enhanced Care"

4

Time to resolve issues dropped from 15 to 5 days

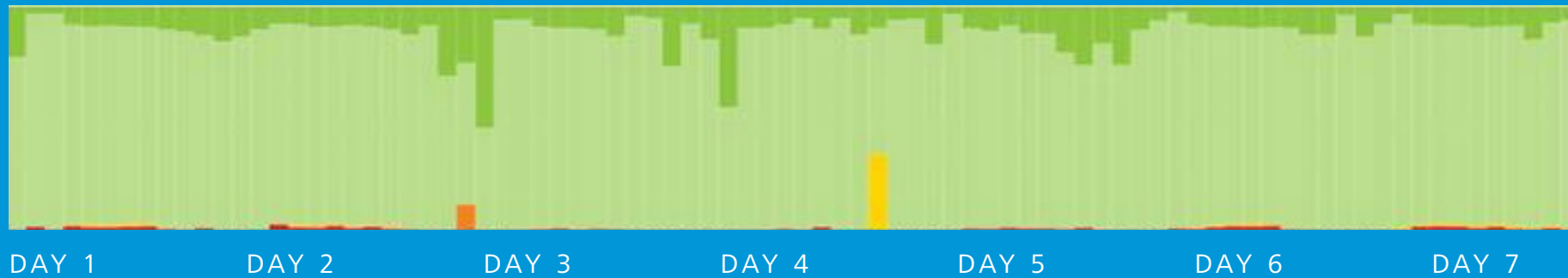
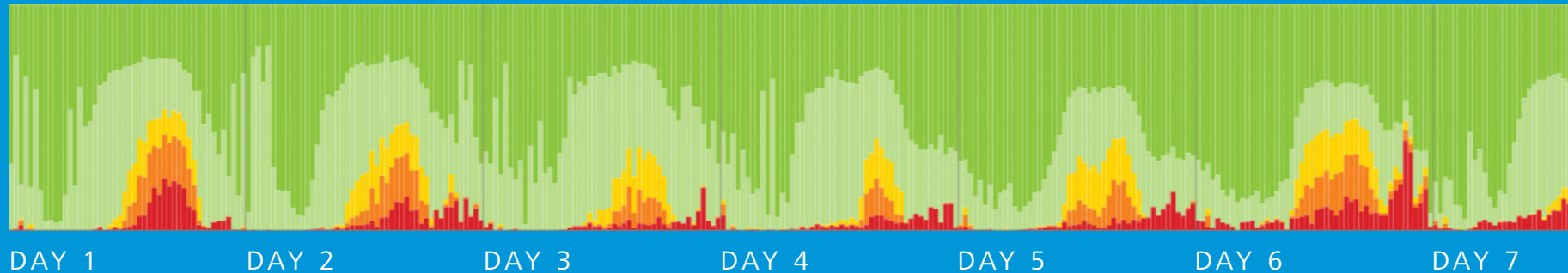
5

Fixed call quality scores 99.6% rated as good or very good

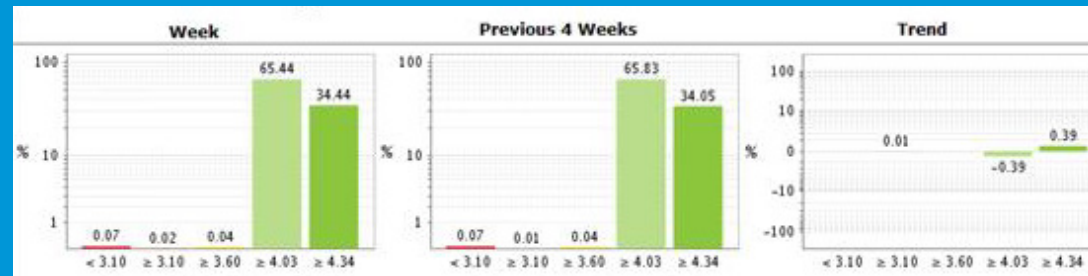
"The customer experience you're delivering is 10 big steps forward from 3 months ago... massive improvement" (Channel partner feedback)

Results | Before and after

IMPAIRED MINUTES



Or to sum it up | Stable good service quality



Required monitoring capabilities



All RTP
streams



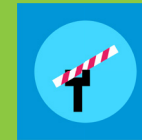
Full
traffic



Both call
directions



5-second
time slices



Network
segmentation

Thank you for your attention

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