

Where Connectivity Beats Expectation

1

We all want connection

Your customers take their connection to the internet seriously. For some it's play, for others it's essential to their livelihood. For teens it's the very air they breathe and when it's cut off they're likely to die - just die! Whatever the purpose, there's no denying that we all want to be connected, whenever we want in this 'always on' world.

3

We get by with a little help from our (virtual) friends

What if you could end that frustration and let everyone see and resolve the real issues? Virtual First Response for your customer makes it easy for them to solve common connectivity issues themselves and avoids calls altogether. When customers do call on you, real-time visibility into their configuration reduces time to diagnosis & resolution and average handling time.

2

We can't always get what we want

But things inevitably go wrong and connectivity slows or goes down sometimes. The majority of your customers aren't very tech savvy and beyond you providing their service, they don't have any clue what could be wrong. Enter frustrated phone calls to your support line and nasty hashtags about your ISP on social media.

4

We get what we need - and more!

Watch your customers get happier as their quality of experience goes up; watch your team get happier as their success metrics rise. With Sonar Insights you'll eventually even have the intelligence to make smarter planning decisions to head off issues before they start.

Simplify the way you support your customers. Improve their quality of experience (QoE) and your success metrics, with virtual first response for users + real-time visibility for you.

