# 360° Visibility on your Subscriber Base

VisionCARE is product that offers dashboards with all the information needed for teams in charge of subscriber relationship. It displays information per specific-subscriber, from a high-level profile to deep technical telecom issues experienced, all over a defined period.

This satisfaction-focused product aims to be the only necessary tool for the Customer Care department handling complaints.

VisionCARE has been developed to be used by non-technical people while still providing technical information for troubleshooting if necessary.
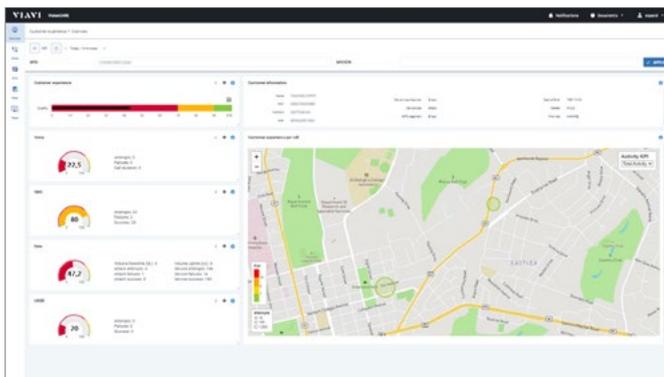
Customer Experience dashboard in VisionCARE

VisionCARE

A pillar of the NITRO Mobile Platform:

A subscriber-centric platform focusing solely on improving the global subscriber satisfaction. With VisionROAM, VisionCARE and VisionSLA, NITRO Mobile offers a CEM portfolio that enables an Operator to handle its customer complaints, improve subscriber satisfaction including VIPs and fleets, follow closely Roaming partnerships and its revenues, detect potential fraudsters and much more.

VisionROAM is a powerful inbound and outbound roaming monitoring tool featuring quality and failure analysis dashboards accessible for technical and non-technical profiles. It monitors individual roamers as well as roaming partnerships, market share and your global roaming quality (GRQ).

VisionSLA is a product entirely dedicated to subscriber experience management by providing a monitoring tool to ensure the fulfillment of Service Level Agreements (SLA). It also ensures the Mobile Network Operator meets its Service Level Agreements (SLA) and provides its highest value customers (VIP, Fleets) with the best Quality-of-Experience possible.s.

Customer-Centric

VisionCARE is a customer-centric product that offers multiple features for the teams dealing with subscriber complaints:

· Customer Experience Management (CEM)
· Easy to use complaint management tool
· Ticket routing features
· Full troubleshooting capabilities with SecureQOS
· Southbound Interface (SBI): data from other sources such as CRM
· Service and Customer Experience Index
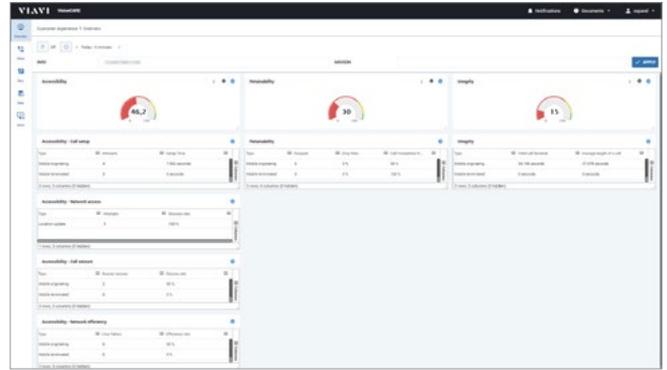
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Subscriber-focused features

Customer satisfaction

With VisionCARE, operators can evaluate the global satisfaction per services. It offers the perfect tool to increase first call resolution. It can access to any subscribers' activity in seconds especially from non-technical users. Its purpose is to investigate and diagnose issues that has been reported to the customer care department but it is also able to identify poor-quality areas, devices causing known-issues and bad services.

Integrated solution

By using the same solution across teams from various levels, operators improve the issue-resolution time, reduce the average handling time, minimize escalation rate and identifies quickly and easily which service are impacted for further investigations..

VisionCARE has been developed to empower Customer Care agents with real-time and accurate data in order to answer to complaining subscribers. As all VIAVI products share the same information through its technological platform, VisionCARE can interoperate with other products to enhances the communication process between the customer care department and the technical department when it comes to solve one or many detected issues.

VIAVI (NASDAQ: VIAV) is a global provider of network test, monitoring and assurance solutions for communications service providers, enterprises, network equipment manufacturers, government and avionics. We help these customers harness the power of instruments, automation, intelligence and virtualization to Command the network. VIAVI is also a leader in light management solutions for 3D sensing, anti-counterfeiting, consumer electronics, industrial, automotive, and defense applications. Learn more about VIAVI at www.viavisolutions.com.

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