

# Telecommunications| Customer Experience

Meets Changing Customer Needs

*Sharpen Engagement and Experience*

## Customer Experience



Communication & Engagement

Visualization & Analytics

Workflows & Processes

### Customer Engagement

#### Communication & Engagement

- Decreases restoration times
- Shares outages and restoration measures
- Provides self service portals
- Enables social media integration

#### Visualization & Analytics

- Provides online reliability stats
- Enables service and capacity analysis
- Delivers trending and insights

#### Workflows & Processes

- Eases customer connections
- Shortens installation intervals
- Improves stakeholder management
- Tracks crew locations

