COMMUNITAKE
MOBILE CARE EVERYWHERE

DEVICE CARE

Mobile devices are driving the digital life style in the new connected world. At the same time, device holders are not accustomed to the new level of devices' complexity resulting in increased need for support. Changes in devices value chain often cause frustration to device holders in seeking issue resolution and drive high support liabilities for service providers. COMMUNITAKE Device Care provides Communication Service Providers and device manufacturers with the ability to maintain low operating support costs via an on-device self-healing app while differentiating themselves based on better mobile experience.

CAPABILITIES

SOFTWARE TESTS

COMMUNITAKE runs software tests that provide insights on on-device services and performs auto-repair where viable. Software tests include: APN settings; Airplane mode; Battery health; Battery level; Data enabled; GPS status and more. Tests results are published to the Remote Care solution, providing more discovery insights to support advisors.

HARDWARE TESTS

COMMUNITAKE enables the device holder to manually perform device hardware checkups toward verification of proper operation. The device holder is instructed step-by-step how to run the test. Hardware tests include: Bluetooth; Buttons; Camera; Earpiece speaker; Flash; Vibrate; Wi-Fi; and more. Tests slightly vary between Android and iOS devices.

DIAGNOSTICS

COMMUNITAKE provides device information on various device parameters including: Vendor; Device model; OS version; Firmware version; IMEI; IMSI; Rooted status; Free memory; RSSI; Neighboring Cells and more. Diagnostics are published to support advisors toward a support session to shorten the discovery phase.

DROPPED CALLS

COMMUNITAKE monitors and accumulates dropped calls events including multiple attributes. Dropped call events are positioned on a map and can be analyzed by various parameters. The dropped calls data provides true device driven mobile experience toward proactive care.

BACKUP

COMMUNITAKE enables the device holder to backup contacts and messages in a single click. Data is kept in the COMMUNITAKE cloud and can be restored to other devices.

SHORTCUTS

COMMUNITAKE provides one-click navigation to on-device services. Shortcuts include APN settings; Wi-Fi settings; In-general settings; Browser; Language settings; Battery info; Bluetooth; Security settings; Applications; and Storage. Shortcuts can be added or desecrated by the deployment.

COMMUNITY SUPPORT

COMMUNITAKE allows the device holder to invite a contact from the contacts list for assistance. Once invited, the contact can assume complete control from afar over the device and provide guidance and remote configuration.

CASE INITIATION

COMMUNITAKE enables the device holder to request an outbound support call to his device. The call request includes the device diagnostics and answers to a questionnaire that describes the problems that occur on the device.

VALUE

1 SUPPORT COST REDUCTION

- ◤ Reduces APN inbound support calls by up to 13%
- ◤ Decreases software related incidents by up to 21%
- ◤ Reduces discovery time for up to 24% of the outbound calls
- ◤ Shifts costly inbound support calls to less expensive outbound support calls

2 ACTIONABLE INSIGHTS FOR PROACTIVE CARE

- ◤ Monitors mobile experience via dropped calls analysis
- ◤ Enriches central device diagnostics big data
- ◤ Discovers pre call insights via questionnaire and device diagnostics
- ◤ Improves quality of experience via accurate and meaningful measurements

3 IMPROVED CUSTOMER SATISFACTION AND LOYALTY

- ◤ Ensures always connected device holder
- ◤ Enables anytime anyplace self-healing capabilities
- ◤ Eliminates the top causes of support calls
- ◤ Improves competitiveness by delivering an enhanced mobile experience

TECHNOLOGY

- ◤ Supports Android (2.3+) and iOS (5.0+)
- ◤ Adopts White labeled specifications
- ◤ Operates within multi-tenant, highly scalable and redundant architecture

WHAT MAKES IT REMARKABLE?

Integration with the engagement center
Completeness of insights
Flexible adaptation Intuitive GUI
The total care solution suite

COMMUNITAKE delivers a comprehensive Mobility platform that unifies robust multi-channel support with highly secure device, smart Enterprise Mobility Management, and core Android Internet of Things. The CommuniTake solutions suite (1) turns support to be the hallmark of a successful service provider; (2) manages mobile resources, processes and security to effectively operate business mobility; (3) enables complete wiretapping protection for mobile devices; (4) and facilitates seamless performance for connected Android machines. CommuniTake proven success features superior technology; advanced functionality; flexible delivery methods; and white label models. CommuniTake products are deployed by foremost operators and businesses worldwide.