



weneva

Technical Support Platform
Smart Home and IoT Management

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Table of Contents

Introduction	3
1 Effective remote support	4
1.1 Your problem	4
1.2 Our solution	4
1.3 How we do it?	4
2 Triage: Whose problem is it really?	5
2.1 Your problem	5
2.2 Our solution	5
2.3 How we do it?	6
3 Proving your service	6
3.1 Your Problem	6
3.2 Our solution	7
3.3 How we do it?	7
4 Analyzing sporadic outages	7
4.1 Your problem	7
4.2 Our solution	8
4.3 How we do it?	8
5 Digging deep	9
5.1 Your problem	9
5.2 Our solution	9
5.3 How we do it?	9
6 Don't miss out on upsell possibilities	10
6.1 Your problem	10
6.2 Our solution	10
6.3 How we do it?	11
7 Don't send your field-service unequipped	11
7.1 Your problem	11
7.2 Our solution	11
7.3 How we do it?	12

Introduction

Our solution wenewa visualises network components and their malfunction, both to end-users and remote support experts, allowing effective local network support and thereby creating a business opportunity for customer support providers.



WebToGo's client software runs on end-user devices. This is great for automatic optimisation and provides value in diagnosing all elements within the local network.



1 Effective remote support

1.1 Your problem

Your customers call with problems and typically with desperation and frustration at a time of great and immediate need. But they lack the knowledge, vocabulary or even interest to describe these problems in a way that allows your agents to understand the issue or find resolutions effectively.



Dysfunctional communication with far reaching consequences is the result

- Long and unproductive support calls lead to: High support costs
- Frustrated customers lead to: Low NPS (Net Promotor Score) and Churn
- Cases that do not get resolved lead to: Low FCR (First Call Resolution)

1.2 Our solution

Allow your support agents to focus on maintaining a conversation to assess the customer's concern, while our technology simultaneously provides clarity by capturing the technical issues in the customer's environment: On the device they are using and in their local network.

Amaze your customer by providing real insight at the time when it matters most and when their need is greatest!

1.3 How we do it?

We provide software that automates the field-service process, and which is installed on your customer's or your field service agent's device. No extra hardware is needed, and it runs on all OS (Android, iOS, MS Windows, Mac OS). Our software captures Internet issues at a level similar to that of an experienced engineer. Automatically.

Our system makes this analysis available to remote support agents during support calls. So that your agents can immediately see what is going on. Without long chats, without misunderstandings, without slow and error-prone technology such as screen-sharing. Turning a dysfunctional conversation into constructive help based on transparent analysis. Just straight to the point.

And all this is done without invading user privacy, as our software performs the analysis on the end-user device and only the necessary information is transmitted and only during support sessions, while also openly displaying all information that passes from the device to the server.

Note that our system is the perfect companion for your investments in AI-aided customer support, which is currently struggling as it can only offer solutions based on your customers' descriptions of the perceived issue, when it can work so much better when fed with real measurements of the local environment.

2 Triage: Whose problem is it really?

2.1 Your problem

Customers call you with issues – but more often than not, they are not caused by your service or products. Or it is difficult to know if you are at fault. For any Internet-based service to work, many different components have to play together. Most of these components are outside your control, but it is a major challenge to differentiate the origin of the issue. But this is what you need to either effectively help your customers or point them in the right direction.



You are not alone with this issue. Our analysis has shown that up to 95% of calls to a leading ISP, saying that the Internet was down were in fact due to issues beyond the provider line. When Netflix fails, it is typically not the fault of the Netflix servers. And when a Smart Home device has a perceived issue, it is much more likely that the Internet is at fault than that the device has an outage.

Without finding the actual component at fault, not only will your service be interrupted but you will also leave your customer stranded and full of doubt.

2.2 Our solution

wenewa uniquely looks at all the components involved. It does the same thing a skilled engineer would do when faced with connectivity problems in the home and thereby isolates the broken piece in the communication chain, pro-actively and

instantaneously.

When it is actually your fault, it can automatically generate qualified tickets. When it is not your fault, it points the customers in the right direction, instead of leaving them stranded.

2.3 How we do it?

Our technology sits on your customer's device and uniquely analyzes all parts of the equation from the customer perspective: The end-user device, including software running there, the home network and mobile network, the WiFi, the router, the fixed-line provider, end-to-end connections to internet services and the servers that are needed for your service.

All these are thoroughly checked in one app and from the customer's side, i.e. in the same way that your service is perceived by your users.

But the solution does not only pin-point the cause of the issue, it then also digs deep with state-of-the-art tools, to provide real insight on the cause and to not leave your customers stranded, either in self- or remote help.

3 Proving your service

3.1 Your Problem

No matter if you are an ISP, who committed to a specific line speed rate or a manufacturer of Smart Home appliances or an online service platform which delivers any kind of content – the moment your customers experience an issue with your service, you cannot prove that you are fulfilling your contract.

The internet is a complex system and when your service, which relies on the Internet, is not capable of working as well as it should, because there is a bottleneck within the internet, then it is great to be able to clearly show your customers, that at least you are keeping up your end of the bargain.



3.2 Our solution

Our technology performs measurements and makes the bottlenecks transparent for both the support agents and the end customer; both on demand and automatically in the background.

By these means, we ensure that you and your customers can receive quantitative information of what is working and what is not working, always leaving them confident in your service, regardless of other potential issues, as long as you are doing a good job.

3.3 How we do it?

Uniquely, we offer threefold testing:

We evaluate the user's end-to-end line speed, but we also measure the WIFI speed and in addition the fixed-line speed.

In addition to that, we provide a very simple, easily configurable monitoring of speeds and outages of your service, which is performed automatically, periodically or on demand.

As a result, we reliably find bottle-necks. And we show what is working and what is not, leaving you free to share this information transparently with your customers.

So finally, you can prove to your customers you are upholding your parts of the equation.

4 Analyzing sporadic outages

4.1 Your problem

Your customers report issues, but when your support investigates, they do not happen.

Sporadic issues – caused by factors invisible to the user – are on the rise. These issues are painful to resolve, because they frequently do not even occur at the time of your analysis and so the origin cannot be found.

Customers are left frustrated and unable to use your service when they want.



4.2 Our solution

We monitor continuously from the customer's side, so that all issues are captured and all contributing factors at the time of the occurrence become visible. The analyzed patterns enable you to come to quick conclusions and therefore provide quick solutions.

4.3 How we do it?

Our smart technology does low-impact background monitoring, detecting outages and classifying with in-depth measurements of the environment at the time the issue occurs. Locally and without intruding on your customers' privacy. This data is aggregated and processed and made available to the support backend during support cases and in a sanitized form for big-data AI.

Our app determines when an issue occurs. When the WiFi has an outage, our technology sees whether other networks interfere, whether other software is running and consuming data and what other devices are connected to the local network. It identifies when an issue starts and when it stops and recognizes time patterns, frequencies and correlations.

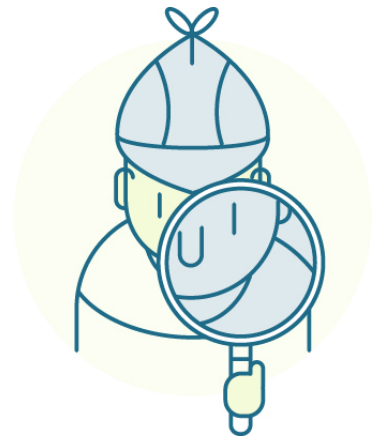
As a result, we allow you to diagnose causes of most common internet outages, when nobody else can tell you where the problem is originated.

- We can help when your video call breaks because next door your son has started streaming with his old phone.
- We notice time patterns and help recognize that your washing machine messes with your connection.
- We can differentiate that things have gotten worse, ever since the neighbor brought his new access point online, just beyond the wall near your sofa, but not even within reception from your router.

5 Digging deep

5.1 Your problem

Finding the root cause of an issue and thereby solving it is very difficult in today's world and especially in the wild-west that is today's smart-home: Full of device types from different generations thrown together and sometimes forgotten and yet somehow magically expected to work together. Currently, there is no way to dig deep, other than to dispatch an expensive engineer and hope the issue is present at the time of the call.



But without digging deep, your customers cannot benefit from your service.

5.2 Our solution

We measure what is there to measure. And we make those measurements available to your support.

Amaze your customers by using our technology to see things that are not normally visible in today's world. By helping instantaneously and remotely.

5.3 How we do it?

For each component that contributes to the internet experience, we automatically run state-of-the-art diagnostics. These are the same tools that an engineer would use in a house-call, but all combined in one solution with additional analytics and the results instantaneously made available in a simple overview. In contrast to a field-service call, we already run diagnostics automatically from your customer's device at the time the issue occurs. We then make the resultant information and what may be cause for concern visible to both the customers and your support agents remotely.

We talk to all device classes that we can; even the Smart Home appliance that you may provide to your customers. If not today, then tomorrow: We are always looking for new APIs to integrate with.

We cannot just see that the WiFi channel is congested, but just as importantly since when it has been congested. We do not just measure at the router, but where it matters most: Where your customer is sitting.

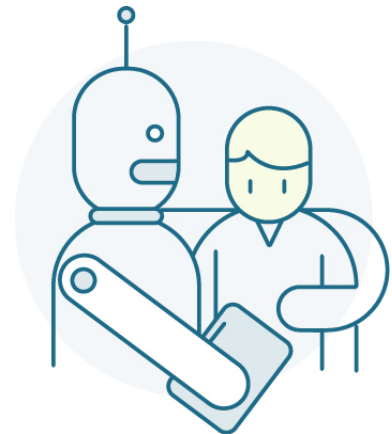
We bring all parts of the equation together and we filter the results up into the symbolism that everyone understands: Red, yellow or green for all components.

And we provide all the geek tools to dig further. Without the need for the geek to ever leave his office.

6 Don't miss out on upsell possibilities

6.1 Your problem

The answer to most technical issues today is no longer to download a new firmware or software, to solder a faulty connection or to reboot a box. The lasting answer in almost all cases is to replace one piece of hardware, with something more suited in the unique and special environment of one's customer's home. Or to add other pieces of hardware where your customers lack the technical understanding of the benefits or the knowledge of how this new piece of hardware may be a match to their specific situation.



That is a lot of sales opportunities currently going to waste.

6.2 Our solution

Analyze your customers' environment locally through objective measurements and truly understand what they need to make their life better. You are then enabled to explain to them why some new hardware will fix their specific issue, based on a qualified issue detection.

The best win/win of all times: You generate revenue and your customers are more than happy.

When your customer's internet fails because their son's phone is incompatible with their router and their other devices, then you can offer to buy that phone back, sell it to someone where it will not cause issues and sell the customer a new phone. Only our technology allows you to identify such cases. And it allows you to provide such solutions in specific cases and automatically across your customer base.

6.3 How we do it?

Our software identifies cases where new hardware will solve problems and proactively suggests the fitting hardware. This all runs automatically, steered by our technology.

This is like the good old days, when you still used to trust the guy at the hardware store to only sell you stuff that will do you good service. Through our measurements, we make that possible again, because we know what fits and what is missing in each unique home or business network. Not by invading privacy, but through a neat case of edge computing, i.e. all that private information never leaves the customer's device. Our technology is your customer's automated best-friend tech buddy. It's morally sound, it reduces waste and thereby helps the environment. It really helps your customers.

So that really is the best way of making additional revenue.

7 Don't send your field-service unequipped

7.1 Your problem

You send out expensive field-service agents and they have no idea what they will find. Often, they can just turn around again, because they do not have the necessary equipment to fix an issue. Sometimes they are not suited to sort out an issue. Or the issue simply does not occur when they are there.



As a result, expensive resources are being wasted and your customers are unhappy.

7.2 Our solution

We pre-diagnose remotely.

As a result, you only need to send out field-service agents when they are really needed. And your agents are equipped with a complete history of what has happened before and they can carry the right parts for any resolution with them.

7.3 How we do it?

We measure constantly and we pre-analyze. We make complete histories available. By that we know when issues occur, what components are faulty, and which are running. This information is being brought to you before your field-service agent is dispatched.

And when your field-service agent gets there, they can now use our software and to get an instantaneous overview. Which not only saves them a lot of their time. But also allows to get straight to the point and to amaze your customers.