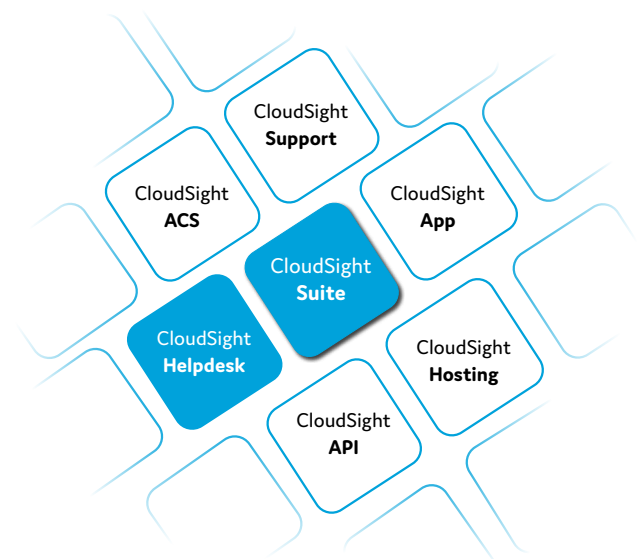




## CloudSight Helpdesk

Real-time monitoring and  
troubleshooting



CloudSight Helpdesk focusses on managing and optimizing service and device performance of the end-user. It allows operators to monitor, pro-actively control and optimize CPE from a single interface. Customer operations are furnished with incident analytics and troubleshooting tools to instantly remedy a customer problem.

For operators and ISPs who seek an open TR-069 & TR-369 (USP) provisioning system, we offer CloudSight ACS.

### Key features

#### Device monitoring and troubleshooting

CloudSight Helpdesk allows to quick-search a specific customer and detect any abnormalities or issues. By analyzing performance influencing aspects of the in-home network and WiFi configuration, better decisions on solving the problem can be made. CloudSight Helpdesk utilizes targeted recommendations and actions to immediately solve the issue.

#### Proactive problem identification

By providing a system level performance view of the network, the device park is monitored 24/7. If a performance indicator deviates from an expected value, an alarm is being triggered, providing an alert that something is off. This continuous inspection allows to pro-actively solve the issue, even before the customer notices it.

#### Easy to work with

CloudSight Helpdesk has a user-centered designed interface. This results in an easy to work with and intuitive interface to operate various functions. From pro-active problem resolution to responsive trouble shooting, no education or expert knowledge is needed to operate CloudSight. Northbound Integration of CloudSight in every OSS/ BSS environment can easily be done using APIs.



# Product features

## CloudSight Helpdesk - Real-time monitoring and troubleshooting!

CloudSight Helpdesk offers customer care tools designed for the Customer Service Representative (CSR) to manage home networks, monitor WiFi configurations and resolve service interruptions. Network issues are detected and displayed in clear system level KPI dashboards. If something is wrong, alarms are generated, which allows for pro-active problem resolution. Through the flexible search capabilities, the call center representative can easily find a CPE or customer. The customer level dashboards provide an in-depth health status of the home network, point out potential weak spots and provide action buttons to remedy the issue.

### Smart in-home management

- Health status of the device park and the individual devices
- WiFi performance monitoring
- Pro-active identification of weakspots and high risk devices
- Resolution recommendations
- One-touch resolution
- In-home network performance diagnostics
- Service quality monitoring
- Speed and latency test
- Search functions to easily find homes and devices
- Export of collected data
- Data collection of the device park
  - Device GUI-cut-through
  - Historic data for performance analyses
  - Speed test & iperf link quality test
  - System monitor
  - Remote shell
  - Details of connected devices
  - Service provisioning per box

### Quality of Experience management

- WiFi coverage management
- Interference and congestion monitoring
- Data collection of the device park
  - Syslog data
  - System statistics
  - Script based data collection
  - Kibana and Elasticsearch data exploration tools
- Alarm & report management
  - Create watchers rules to monitor home device network health
  - Create automated actions based on the discovered issues (e.g., reboot)
  - Create reports based on the available dashboards
- CloudSight Connect App
  - Manage Wi-Fi settings (e.g. passwords and SSID)
  - Easy installation guidance
  - Cloud connected
  - Topology map and details of home network Manage internet access
  - Multi-language
  - Manage Guest Network
  - Access control



### Designed for purpose

CloudSight is designed with the expert and non-expert Customer Service Representative (CSR) in mind. Every aspect is highly functional and easy-to-use.



### Premium support

CloudSight Support is tailored to fit all needs. Full and carefree onboarding, local training, and 24/7 SLA committed support.



### No upfront investment

CloudSight is a modular, scalable and flexible SaaS solution that requires no upfront investments.



### Interested?

Contact your local sales representative or contact us via [www.genexis.eu/contact](http://www.genexis.eu/contact) for a free trial.