

Reduce Troubleshooting Costs and Escalations



THE OPPORTUNITY

A cloud communications provider is experiencing an alarming increase in trouble tickets being elevated to Tier 3 support. Upon further investigation, a majority of these tickets were attributed to recurring issues such as one-way audio and choppy voice quality. Management has challenged the support teams to retool their escalation process.

How can cloud communication providers empower lower support tiers to solve these common VoIP quality issues?

THE RESULTS

NETSCOUT's carrier-grade VoIP Assurance for Cloud Communications Providers enables:

- At-a-glance visibility to the most common audio quality problems
- Creation of a best-practice repository of common workflows for recurring problems
- Easy sharing of in-progress investigation when escalation cannot be avoided

THE DETAILS

Lingering trouble tickets are a drain on resources. With an average rate of \$75/hour, Tier 3 resources cannot be wasted. This problem is easily resolved with tools that allow communication, collaboration and knowledge transfer between support

tiers. For groups measured on timely closure of tickets, empowering lower tiers to close more tickets can help improve morale and reduce escalations, while minimizing overall troubleshooting costs.



Reduce troubleshooting costs with NETSCOUT's VoIP Assurance for Cloud Communications Providers.

CONTACT
AN EXPERT



Decrease costly escalations, save valuable time and resources. Contact an expert today to learn how NETSCOUT can help assure the quality of your VoIP services.



For more information, please visit www.netscout.com or www.tekcomms.com or call us at 1-800-833-9200 option 1 or +1-469-330-4000

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