



QX



# Customer Centricity begins by understanding Customer Experience

## Real-time assurance using live metrics

Assure quality of services and experience your services from the customer's point of view. Monitor and understand OTT applications distributed across multiple networks.



### QUALITY OF SERVICE

- Average transmission speed: 33 Kbps
- Reliability of transmission speed: 98%
- Average latency: 25 ms
- Failed transmission rate: 2%
- Successful transmission rate: 99%



### QUALITY OF EXPERIENCE

- P2P average download speed: 170 Kbps
- Ping latency: 33 ms
- YouTube average download speed: 300 Kbps
- YouTube quality: 720

QX deploys probes behind each IP element, for both fixed and mobile networks, showing the complete service status. QX monitors the plan that was acquired, compares it regionally to find trends, and makes preventive work on the network more effective.



# QX



Analyzing a customer's perception of the quality of the service they have received is essential to improvement and growth. Customers generally do not understand metrics, KPIs, SLAs, protocols, and lost packets. A customer only knows how they feel after an experience.

## PRODUCT HIGHLIGHTS

- Measures the user's experience without taking technical factors into account
- Measures the frequency of problems reported by users
- Allows for quick redistribution of probes in problem areas
- Enables benchmarking between products produced by the same or different manufacturers
- Reduces the potentially high cost of requiring a separate measuring tool for each different technology

## USE CASES

- Service Plan monitoring
- Comparison between geographical zones/ plans
- Monitoring of competitors' services
- Net calibration and configuration
- Compares different types of access technologies
- Monitors new services
- Procurement audit



CUSTOMER-CENTERED METRICS  
ENHANCE LIMITED NETWORK VIEW



TRACK QOS IN REAL TIME AND  
DETECT TRENDS



FEED CUSTOMER CARE WITH  
LIVE EXPERIENCE EVENTS

## ADVANCED FEATURES

- Offers analyzed results in a qualitative format
- Programmable tests can be set to measure varied time ranges
- Plug & Play probes
- Compares results between assigned service plans and regions
- Performs measurements behind any IP element

## LISTING OF AVAILABLE PROBES

- Quality of Experience: Proprietary Software installed on a computer deployed on the broadband network
- Quality of Service: Proprietary Software installed on end-customer network hardware such as a home router
- Droid: Application installed on a Smartphone with Android OS