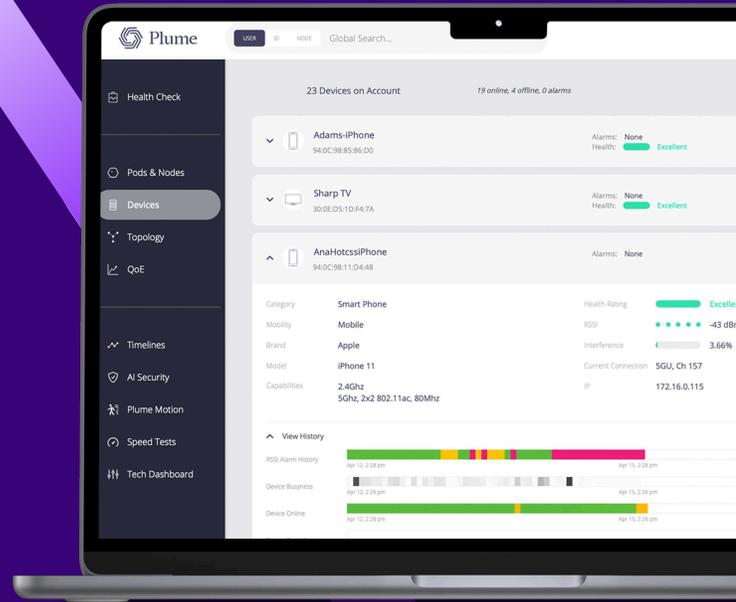# Plume

Frontline

See network issues clearly.
Solve them remotely.

The trouble with troubleshooting

When a network issue arises, traditional systems provide little visibility. Service calls are often required to find the source of a problem that could easily be resolved remotely.

Give your team game-changing visibility

Plume's Tier 1 Support features provide insightful visibility for every Plume managed home or business. An intuitive user interface helps your support team troubleshoot customer issues easily, and enables internal teams to monitor, predict, diagnose, and resolve issues without a service call.

Key features

Intuitive Interface

Tier 1 Support's easy-to-use system spotlights network and device issues, guides technicians through diagnostics, and provides clear calls to action.

Real-time Metrics

Access live data for broadband and pod speed, device connectivity, online status, and Wi-Fi environment for fast, accurate troubleshooting.

Performance Measurement

Tier 1 Support tracks all device connectivity within the network and monitors overall network health continuously, with real-time and 7-day historic views.

Engagement & Recommendation Engine

The Tier 1 Support recommendation engine analyzes detailed network data, summarizes issues, and suggests resolutions while support technicians engage with customers.

Quality of Experience

Tier 1 Support assigns a real-time QoE rating to every device in the network based on connectivity, device type, and environment. Underperforming client devices are flagged immediately for attention.

Key benefits

Monitor and Predict

See performance in real time, anticipate issues, and visualize the health of your Adapt™ WiFi network in one place.

Make Remote Fixes

Save time, resources, and money. Tier 1 Support features let operators administer, diagnose, and support the Plume network and individual customer devices remotely.

Diagnose

Flag and diagnose low-performing networks immediately, with QoE ratings assigned to every customer device within the Plume Cloud network.
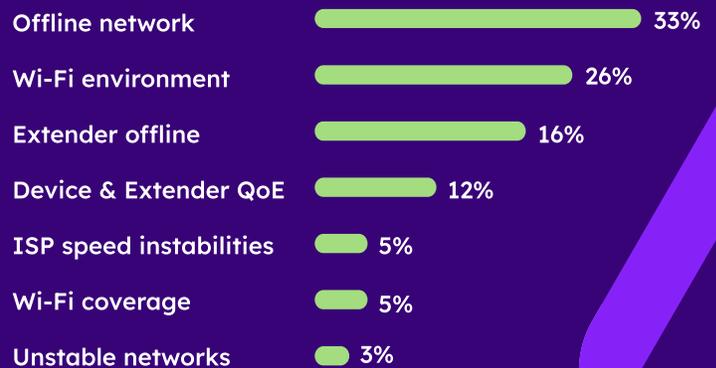
Streamline

Tier 1 Support makes troubleshooting efficient by providing support technicians with all relevant device and network data, and the tools to reach a resolution.

First-Page Issues Identified

Plume not only reduces call volume on the whole, but reduces precious time spent troubleshooting. Plume's Tier 1 Support instantly presents customer service reps with impacting alarms alongside a solution-driven diagnostic flow in 65% of all instances. Here's a look at the fault types that make up the main culprits of network issues:

Offline network	33%
Wi-Fi environment	26%
Extender offline	16%
Device & Extender QoE	12%
ISP speed instabilities	5%
Wi-Fi coverage	5%
Unstable networks	3%

Why partner with Plume?

Plume's solutions help CSPs reduce churn and increase ARPU.*

60+ NPS

67% Truck rolls

$15 Monthly ARPU

200% ROI

*Data based on an average taken across Plume's deployed CSP customer base.

Let's get started

Elevate your support experience. Contact partner@plume.com to learn more about Plume's Tier 1 support features

Plume