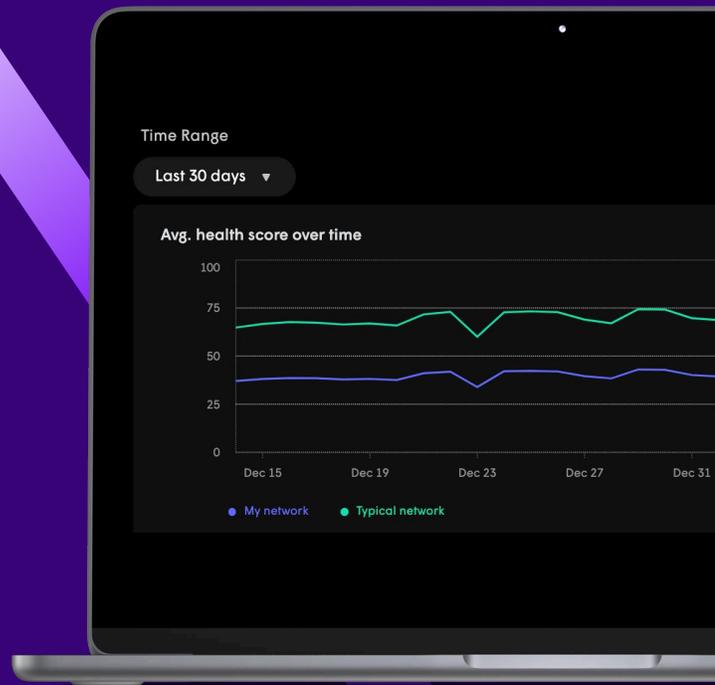


Signal

Proactive, autonomous, intelligent platform for smart homes.

Smart homes are evolving.
So should the systems supporting them.

Your subscribers expect flawless performance across a range of connected home devices. But current systems can't predict problems. And when an unhappy consumer calls, the issue isn't always clear. Now, you can predict who's likely to call or churn, and resolve issues before consumers react.



Your consumers' homes are smart. Signal is smarter.

Signal is an AI-powered issue-resolution system that uses data to predict, identify, and resolve problems automatically before they trigger a complaint. Part of Plume's backend software suite known as Haystack, which offers multiple applications for superior consumer experience management, Signal is easy to deploy and even easier to use.

Key features



Understand what's happening and what's urgent

Get total visibility into individual location performance, identify root causes of service issues, and monitor entire networks over time.



Know why metrics have changed and who's affected

Get notified based on optimized alert thresholds that let you identify consumers at risk or experiencing problems.



See AI-anticipated call volume and impacts

Understand underlying causes, forecast high risk churn consumers, measure consumers happiness, and take action before issues arise.



Proactively contact consumers and resolve problems efficiently

Autonomous workflows trigger notifications to at risk consumers. Track outreach, engagement, and resolution statistics all in one place.

Key benefits



Visibility

Get unparalleled insights with Signal dashboards. Drill down to specific locations to identify and resolve problems. Monitor overall performance and emerging trends.



Responsiveness

Resolve problems before they can affect your metrics. Signal provides the critical network information to analyze, plan and respond to support needs quickly.



Efficiency

Reduce call-in rates and truck rolls by solving problems as soon as they're identified, with full support information and autonomous messaging workflows.

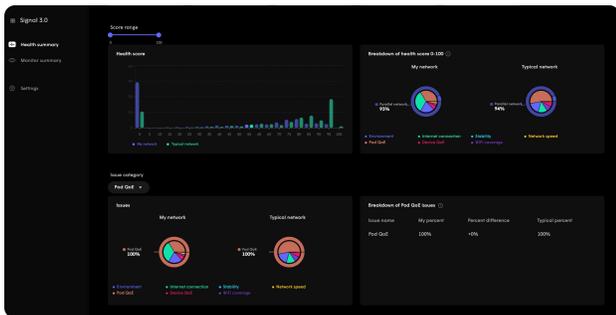


Consumer happiness

Deliver a modern smart home experience that delights your consumers. Identify and adjust services to reduce churn and increase consumer lifetime value.

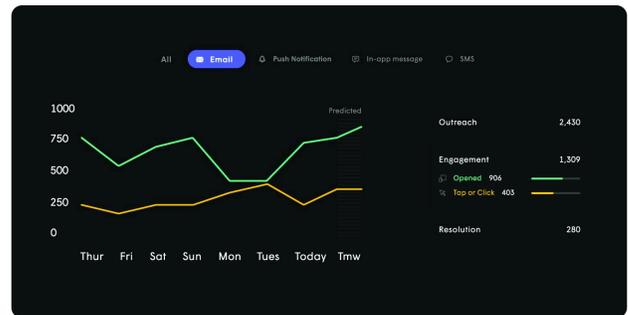
Interactive dashboard and actionable alerts

Visualize, filter, sort, and search to analyze trends



Consumer workflows analytics with near real-time insights

Make data-driven decisions based on consumer engagement



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