



LinqUs Customer Experience 5.2

Advanced data collection to boost quality of experience

What's new in version 5.2?

The LinqUs Customer Experience platform is a unique solution that can collect data from both QoE agents and SIM-based QoE applets. This combination offers optimal collection and generation of key quality indicators (KQIs) providing true end user perception insights, impossible with standalone agents or applets. It offers mobile network operators (MNOs) enhanced analysis of subscribers' experiences, so they can deliver a higher quality service.



"Where exactly are my end-users having failed calls?"
 "What is the network connection status?"
 "Can I offer my customers a useful speedtest tool to enhance their smartphone usage?"

Combined solution benefits

- > QoE applets offer large-scale deployment with limited battery impact, they operate silently and are OS agnostic.
- > QoE agents offer a wide amount of end-to-end KPIs, accurate geo-location (beyond cell site), user interaction and contact point between the operator and its customer.

Data collection from both sources enables MNOs to support a higher number of users, provides accurate call geo-location, and offers enhanced privacy.

As part of our user-centric approach, the usability and ease of use of our Android and iOS applications have also been improved.

NEW FEATURES WITH VERSION 5.2

Combined solution using a QoE agent & QoE applet

- > Subscriber pairing of Android & iOS agents with QoE applet.
- > Customer Experience analytics evolution and reporting:
 - > Call statistics reports.
 - > Call events geolocation.
- > New Customer Care Expert (CCE) data.

QoE applet with new KPIs and architecture re-design

- > Radio access network (RAN) availability ratio: 2G, 3G, 4G, "no service" and "limited service".
- > "No service" and "limited service" new events.
- > New "service start-up time" KPI.
- > High QoE Applet volume deployment.
- > New dedicated Customer Care Expert (CCE) module.
- > Increased privacy thanks to IMSI and telephone number hash.

QoE agents user-centric interfaces

- > Redesigned speed test and reporting communication.