Tom Walls

Ciqual

Bilateral Meetings

- 02.03.2015 Monday (11.00h 13.05h)
- 02.03.2015 Monday (13.05h 15.10h)
- 02.03.2015 Monday (15.10h 18.05h)
- 03.03.2015 Tuesday (9.00h 11.05h)
- 03.03.2015 Tuesday (11.05h 13.10h)
- 03.03.2015 Tuesday (13.10h 15.15h)
- 03.03.2015 Tuesday (15.15h 16.55h)
- 04.03.2015 Wednesday (9.00h 11.05h)
- 04.03.2015 Wednesday (11.05h 13.10h)
- 04.03.2015 Wednesday (13.10h 15.15h)
- 04.03.2015 Wednesday (15.15h 16.55h)

Description

Ciqual measure the true Quality of Experience (QoE) of mobile services from the end device, enabling mobile operators and OTT providers to take action to quickly identify, verify and resolve individual customer affecting issues correlated in real-time with network, device and service reachability

Organization Type Company Organization Size 11-25 LinkedIn <u>http://linkedin.com/company/ciqual-limited</u> Twitter <u>https://twitter.com/Ciqual_Itd</u> Areas of Activities

SOFTWARE/INTERNET

- 1. Application development
- 2. CRM system
- 3. Data analysis

Offer

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Delivering the future of customer experience through device-based customer experience management.

Ciqual is a supplier of device-based customer experience management (CEM) software, adding value to both Mobile Operators and Enterprises.

Through our on-device application, Ciqual provide a more effective communication channel, giving a voice to the "silent majority" of customers who churn rather than complain about poor QoE.

Ciqual enables real end to end measurement, from device to service, and across all technologies - measuring performance and identifying issues anywhere in the network. The solution provides:

- real time alerts of individual customer issues
- unique operator to customer communication channel
- proactive fix and/or real time engagement
- monitoring of failed call and session attempts
- 360 customer view on all access technologies