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
http://linkedin.com/company/ciqual-limited
Twitter
https://twitter.com/Ciqual_ltd
Areas of Activities

SOFTWARE/INTERNET

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

Offer

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