

Intellifi® MeshView

Monitor, manage, and monetize in-home Wi-Fi

Benefits

- SaaS solution enables deployment in <24hrs
- Comprehensive telemetry, including WAN status, firmware versions, radio status, signal quality and device PHY rates
- Near real-time logs and event data, and historical data up to 30 days
- Virtual field technician to enable remote troubleshooting, cutting up to \$1000 per truck roll
- Distributed servers to ensure GDPR and country-specific data privacy compliance
- Intellifi® MeshView is part of Mosaic One

Overview

Unlock the in-home experience

Intellifi® MeshView is a flexible SaaS software that enables service providers to manage, optimize and monetize with insights and revenue-generating tools to create differentiated services, capture new subscribers and increase ARPU and ROI. Intellifi® MeshView is a component of Intellifi®, Adtran's complete connected home solution purpose-built for CSPs.

Deliver great first impressions

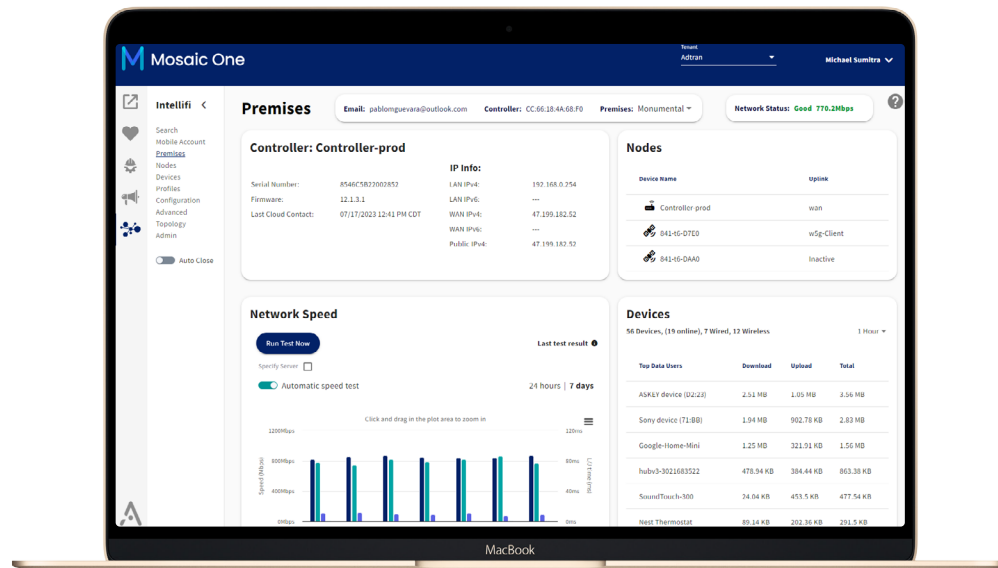
First-level helpdesk staff get a dashboard view of the subscriber's network and health status in under 10 seconds, enabling them to quickly address issues and cutting average handle time (AHT) and costs.

Empower CSRs with deep insights

Intellifi® MeshView provides the ideal set of CSP-focused tools, enabling customer service representatives (CSRs) to accurately pinpoint and resolve issues on the first call, reducing support call volume and increasing customer satisfaction. With Intellifi® MeshView's unique "virtual field technician" tool, higher-skilled technicians can remotely and securely troubleshoot in-home issues, saving up to \$1,000 per truck roll.

Turn a support call into a sales opportunity

Intellifi® MeshView delivers extensive telemetry, insights and user experience information that can turn a support call into an upsell opportunity, enabling you to grow revenue and ARPU.



INTELLIFI® MESHVIEW

High-level technical specifications

Premises view

- At-a-glance dashboard of network health status
 - Controllers and mesh satellites
 - WAN and firmware status
 - Summary of connected devices
 - Top talkers (data usage)
- Speed test results
 - 15 mins to 7 days

Node view

- At-a-glance view of controller and mesh nodes
- Includes device information, on-board date, and uptime
- Telemetry
 - WAN connection status
 - Airtime usage
 - Signal quality
 - Individual channels usage

Device view

- Summary view of all connected devices – wireless and wired
- Individual devices' link status (good, fair, poor), link information, signal status, PHY rates
- Detailed Wi-Fi history, including airtime usage, signal quality, PHY rate

Profile view

- Subscriber profiles, assigned devices and internet access schedules

Configuration view

- CSR tools to view, manage and troubleshoot issues
 - UPnP, SSIDs, and content filters
- Remote support tool (virtual field tech)
 - Remote login into the controller to research and troubleshoot issues
 - Secure VPN tunnel with timed disconnects

Advanced view

- Event logs up to 7-day history
- Single premises firmware management

Topology view

- Graphical view of the network and connected devices
- View controllers, connected satellites and devices, channels, signal strength (visual cues of good, fair, poor), expected PHY rates

Admin view

- For CSP's super-users
- Create and update tenant brand themes, logos and contact information
- Firmware management
 - Can co-exist with any ACS / Device Manager
 - Control firmware update rollouts or security hotfixes
 - Upgrades can be scheduled – day and time of day

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