

# CARAT



## Three Pillars of Clear Home Wi-Fi

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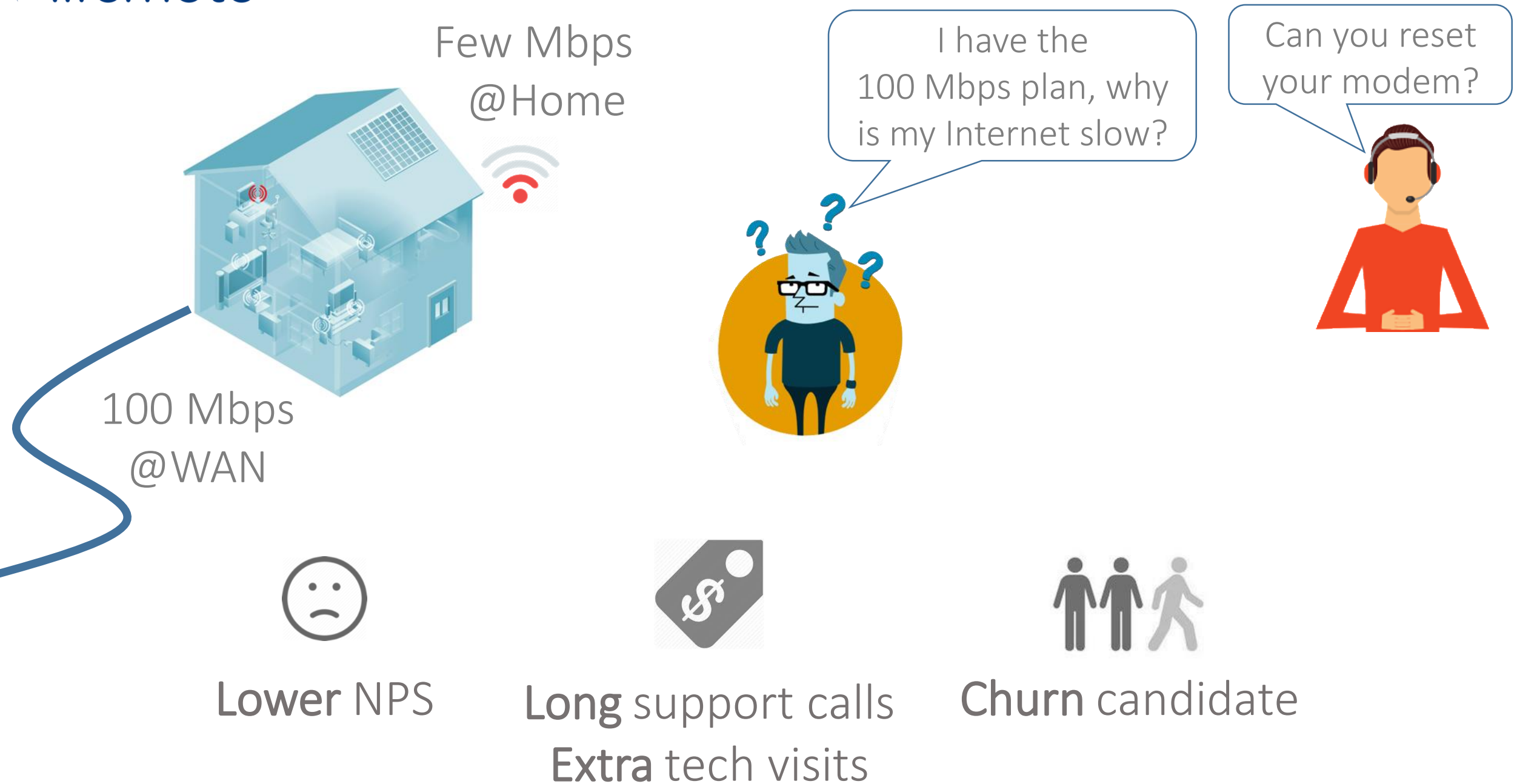
Customers call twice per year

50% of complaints about WiFi

25 minute WiFi calls

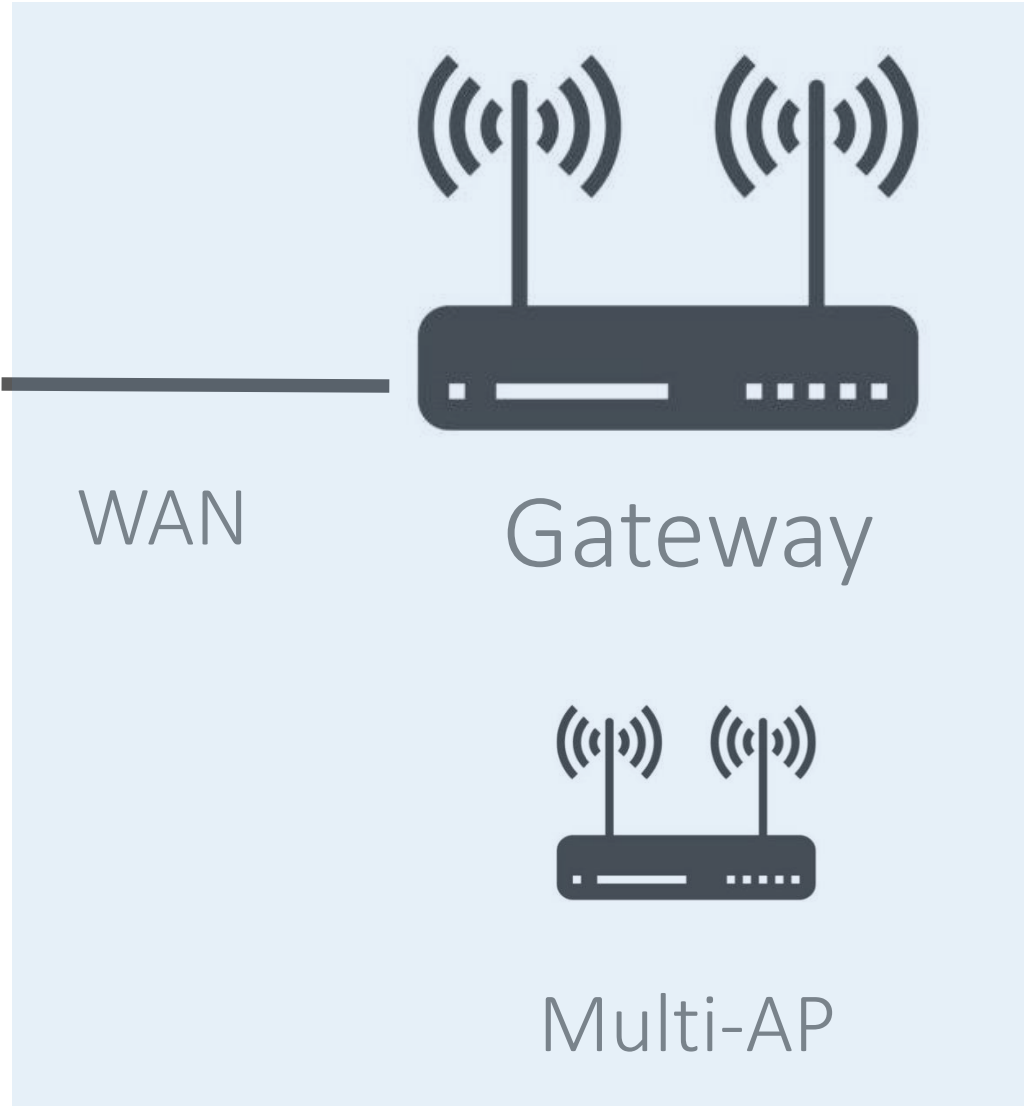
80% of replaced devices not broken



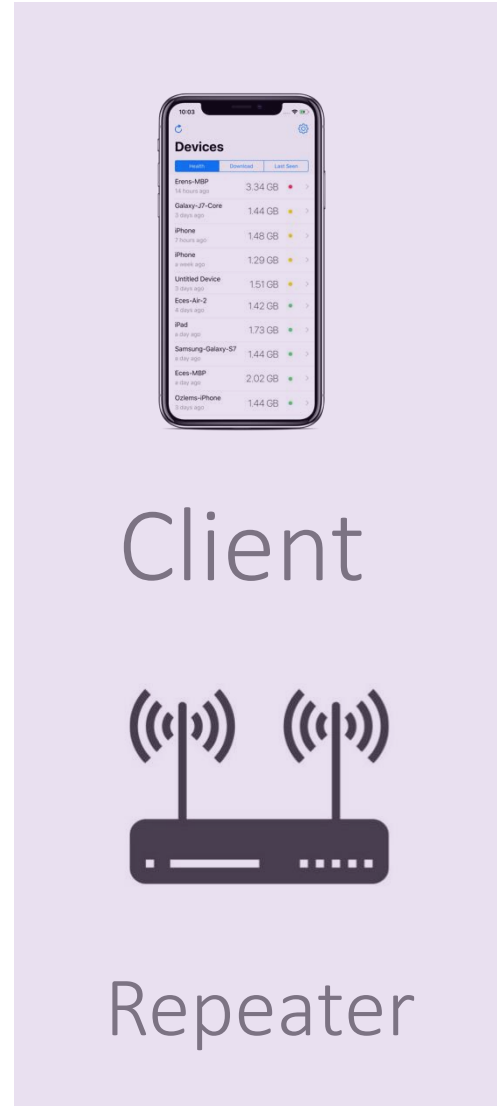


# WiFi is not magic

need deploy the right hardware correctly  
&  
to configure WiFi devices correctly



You fix



They fix

Broken  
Misplaced  
Misconfigured  
Missing  
Old

# Gather



Data

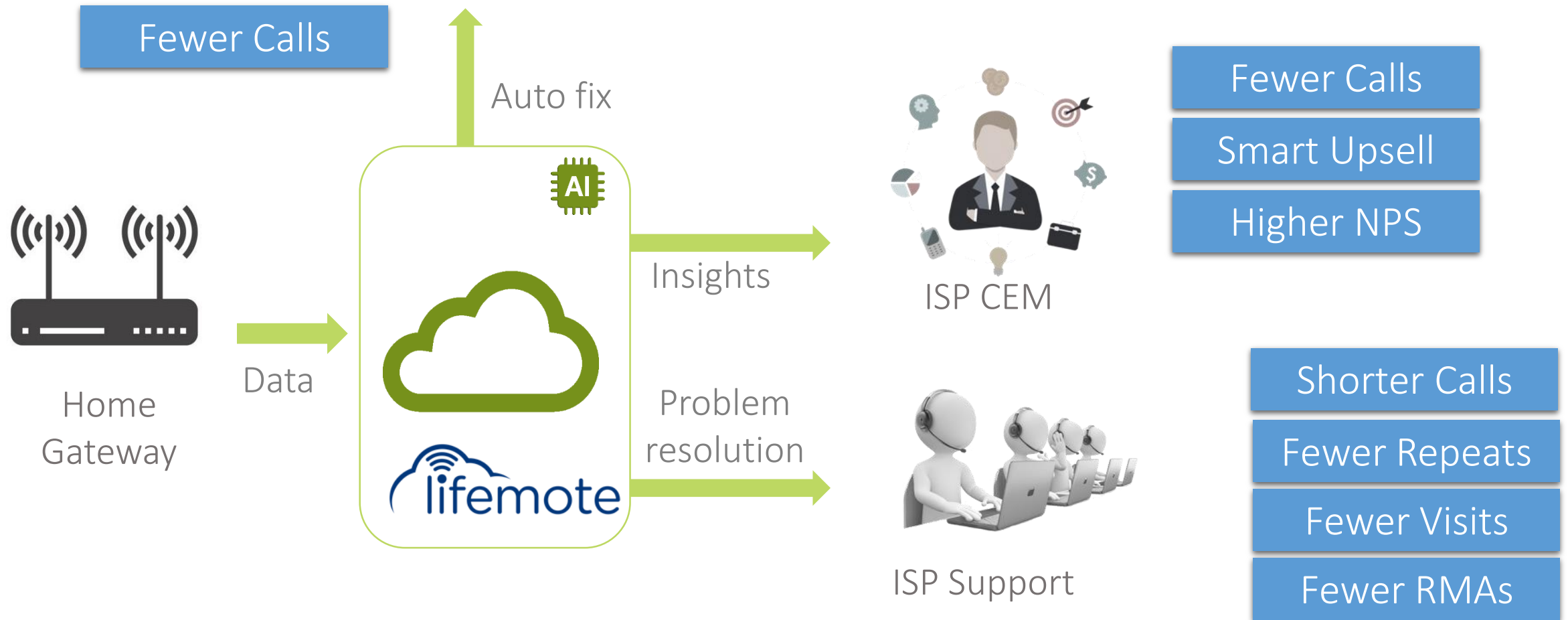
# Learn



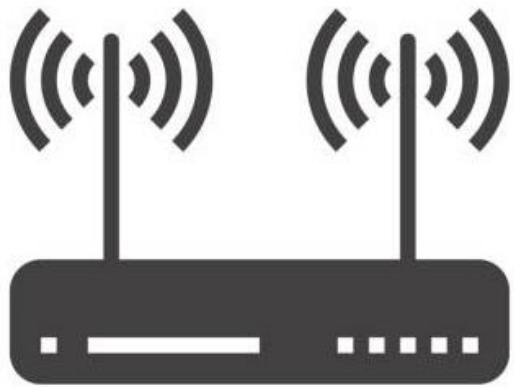
Insights

# Analyze & Fix

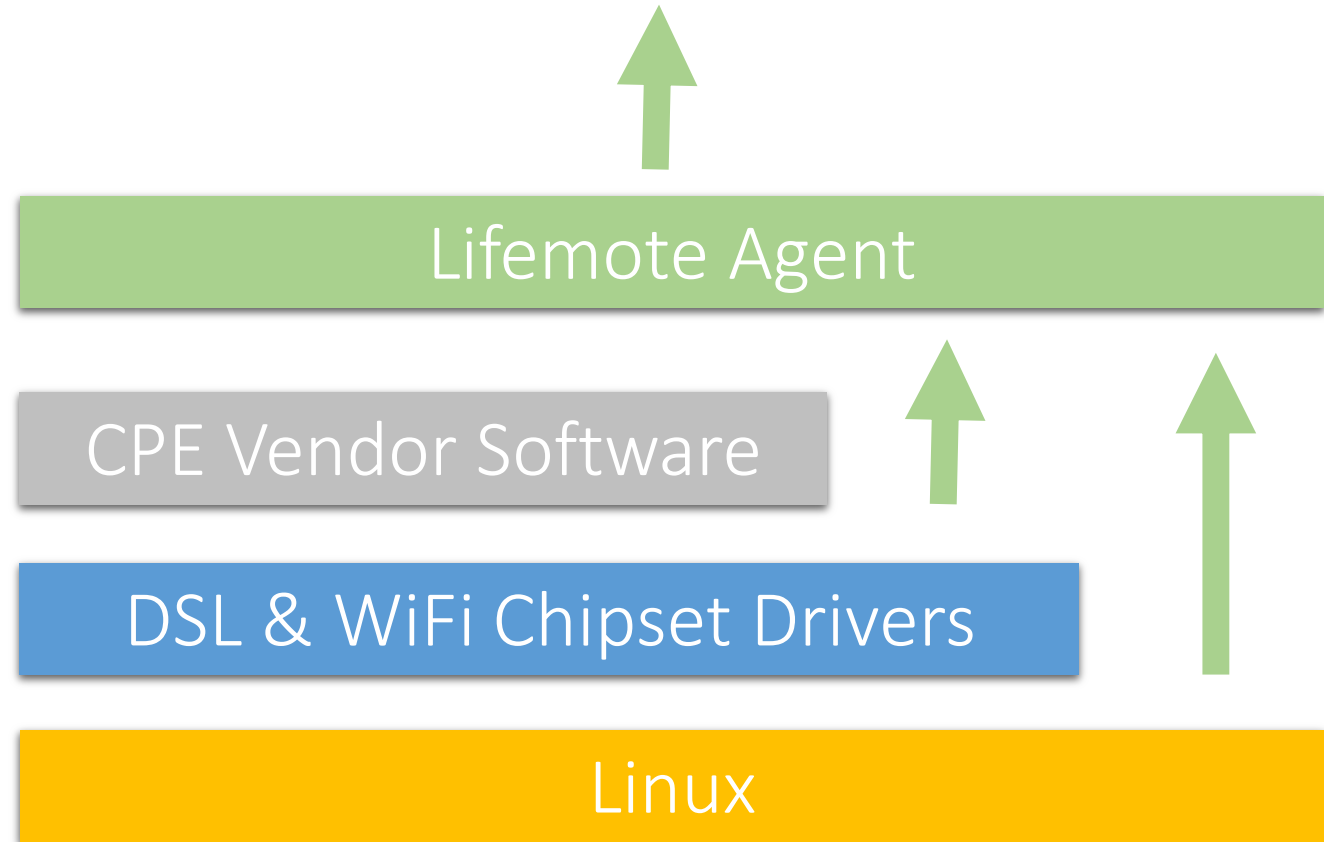
## Fix majority of problems with AI and Self-Care

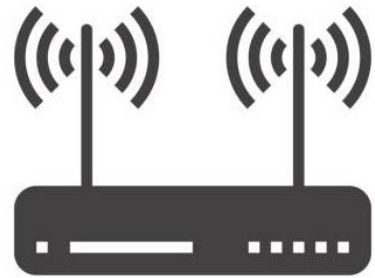






Lightweight agent  
No CPE integration





CPE

Deploy Agent

Set Channel

Steer Client



ACS



Reset Password

Positioning

Better ticketing

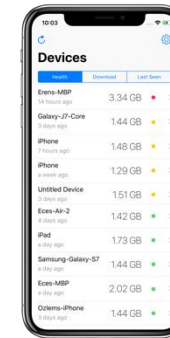
Legacy Client

Upsell WiFi

Upsell Broadband



CRM



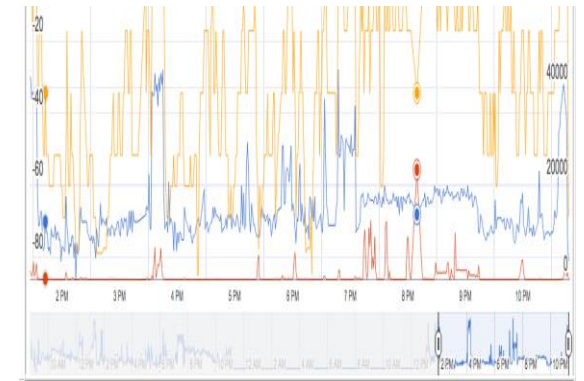
Self Care

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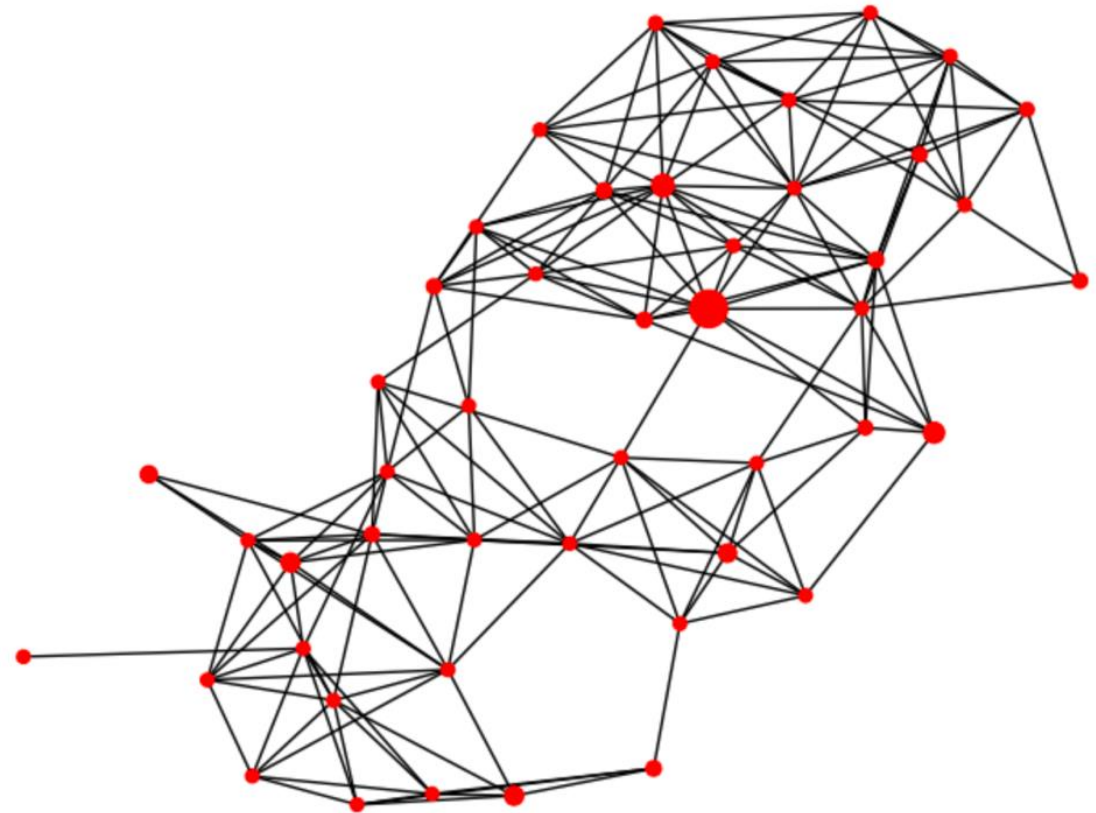
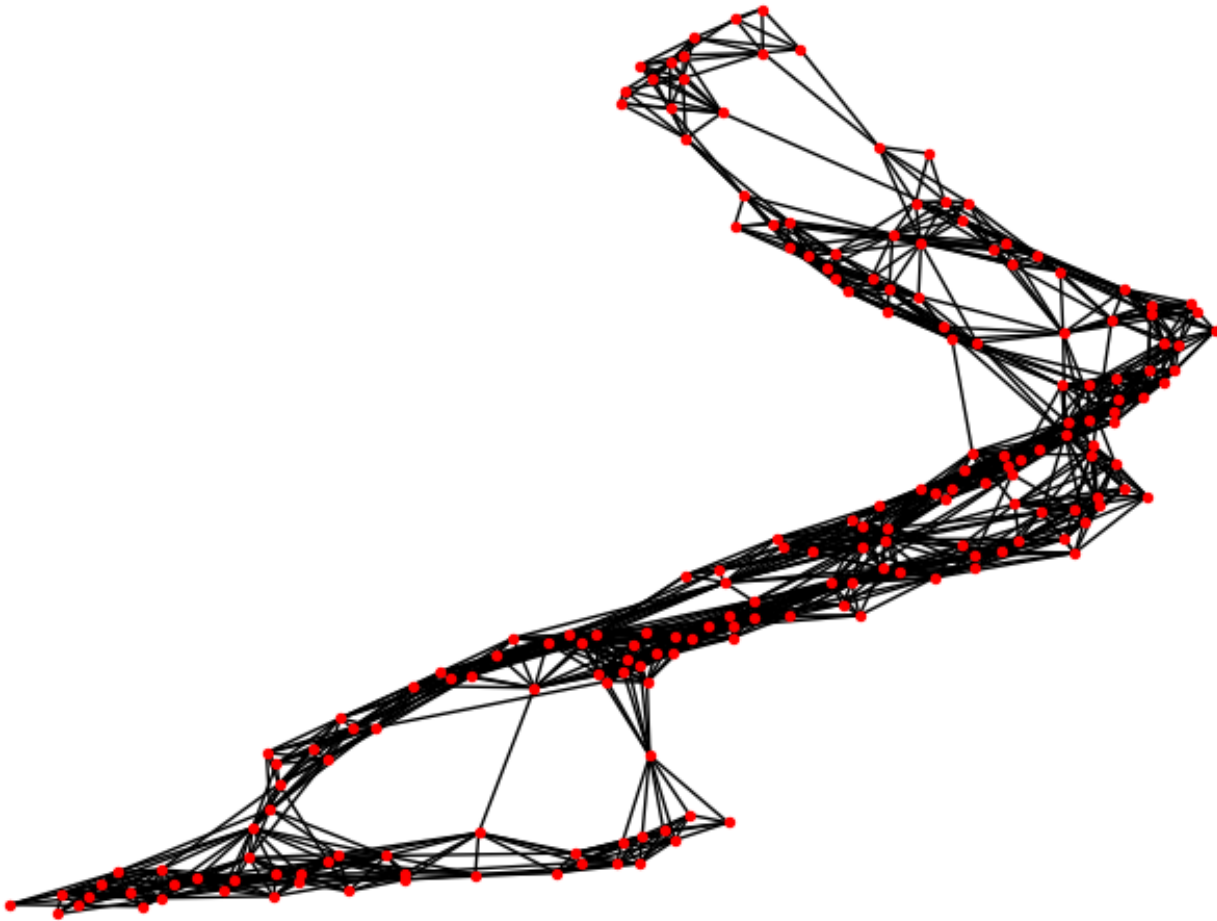
## Using AI

# AI customizes for CPE hardware



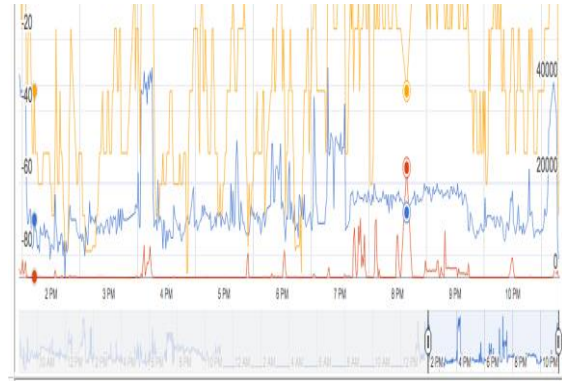


AI customizes *every single home*

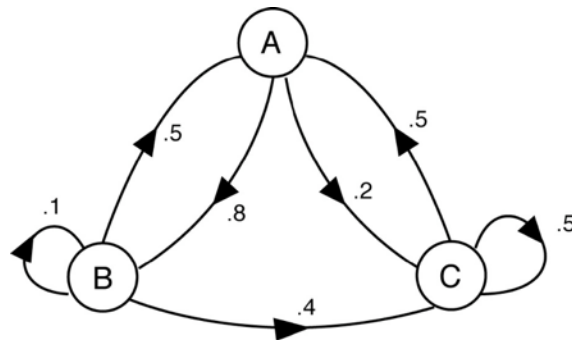


# AI applies past fixes to *all users*

Supervision



Update  
models



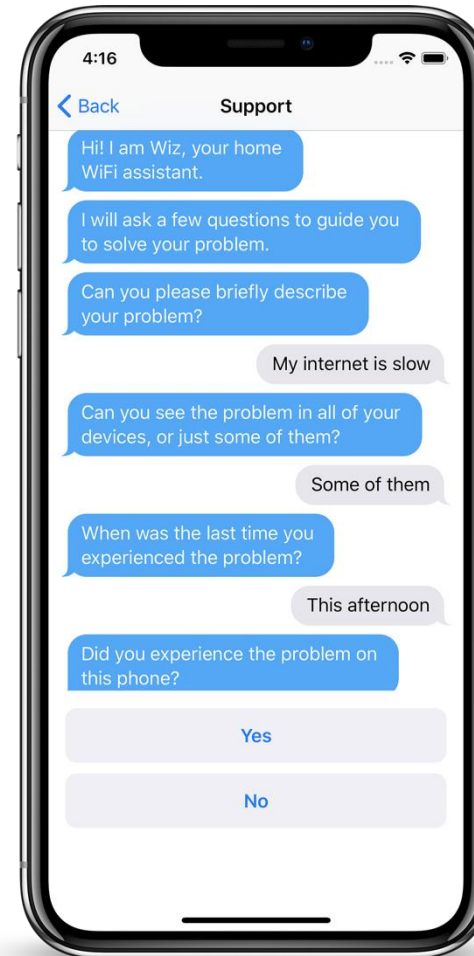
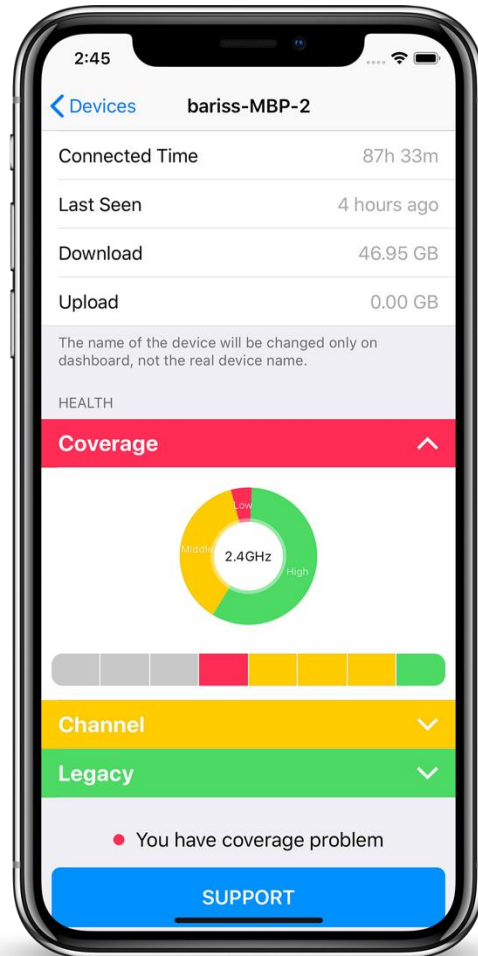
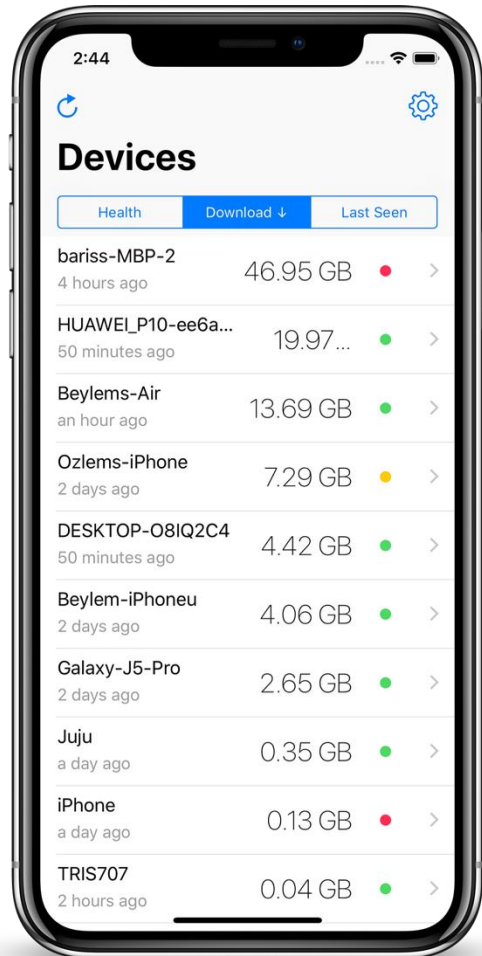
Unfixed issues



Try fixes



# AI asks the right questions



This phone has  
“the” problem



This phone has  
good coverage



Complaining about  
something else

# CARAT



## Use Cases

# Customer Center



**DSL Downlink**  
Rate: 15.79 Mbps



**DSL Reliability**  
Severity: 50.00 %



**Wi-Fi Coverage**  
Severity: 54.32 %



**Channel Congestion**  
Severity: 4.00 %

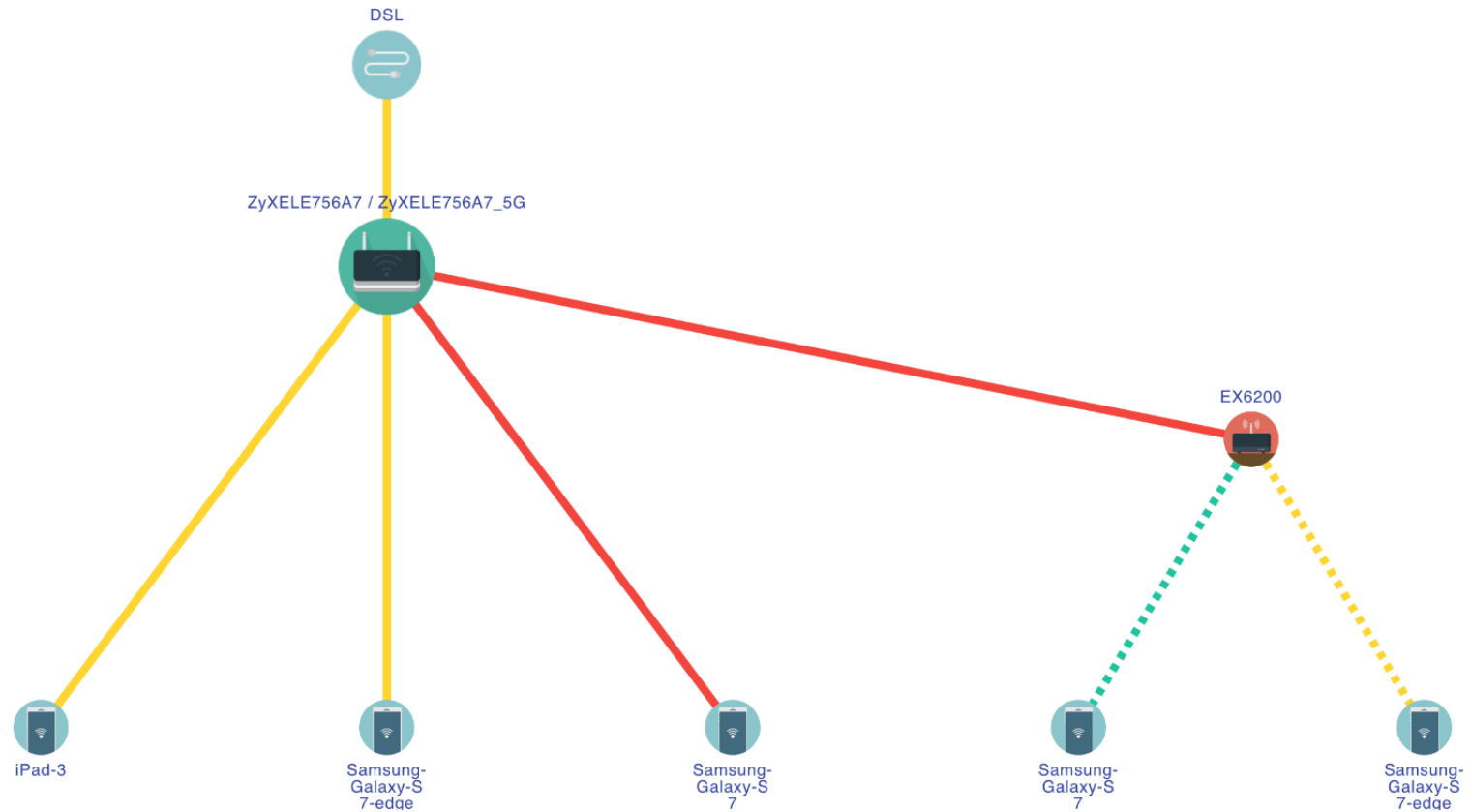


**Legacy Client**  
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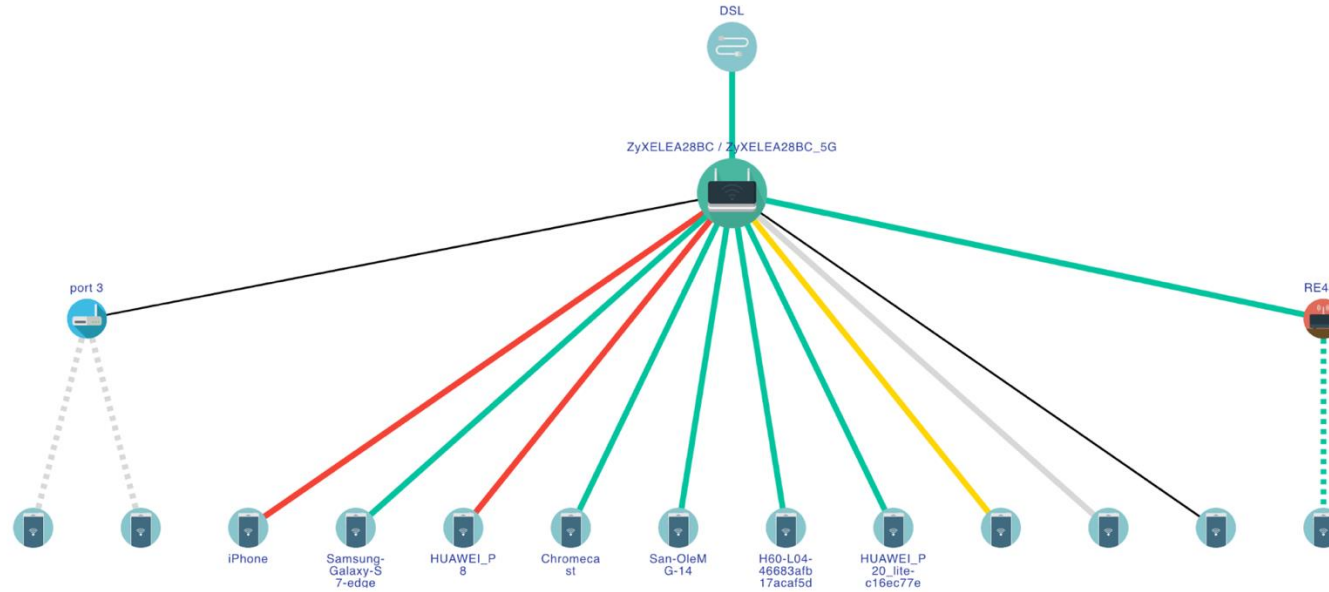


**Repeater**  
Severity: 100.00 %

## NETWORK TOPOLOGY



# Specialist

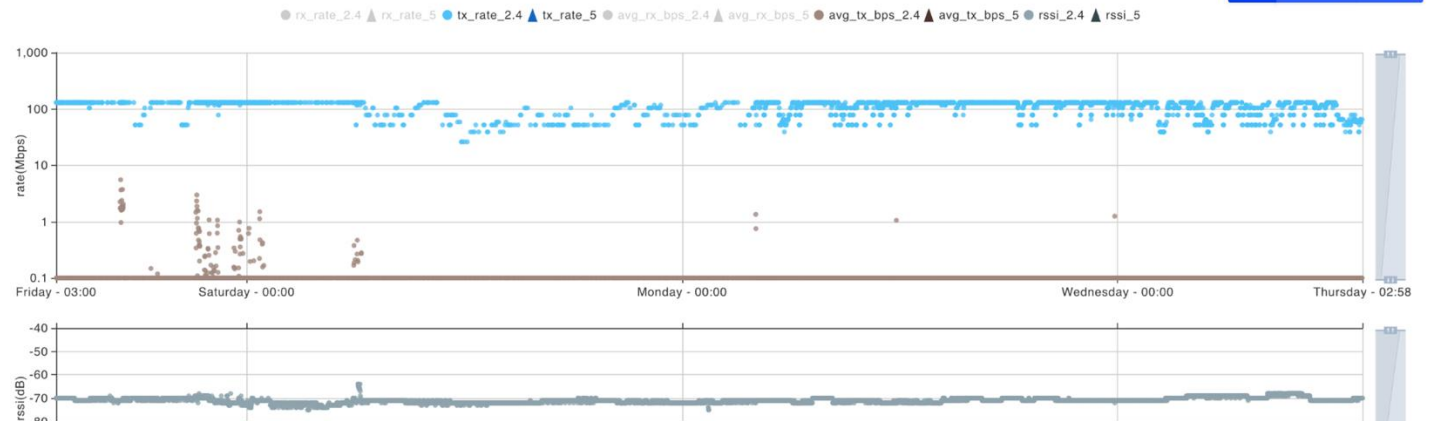


RE450 / EC:08:6B:90:96:3C






















X

11g  
11n

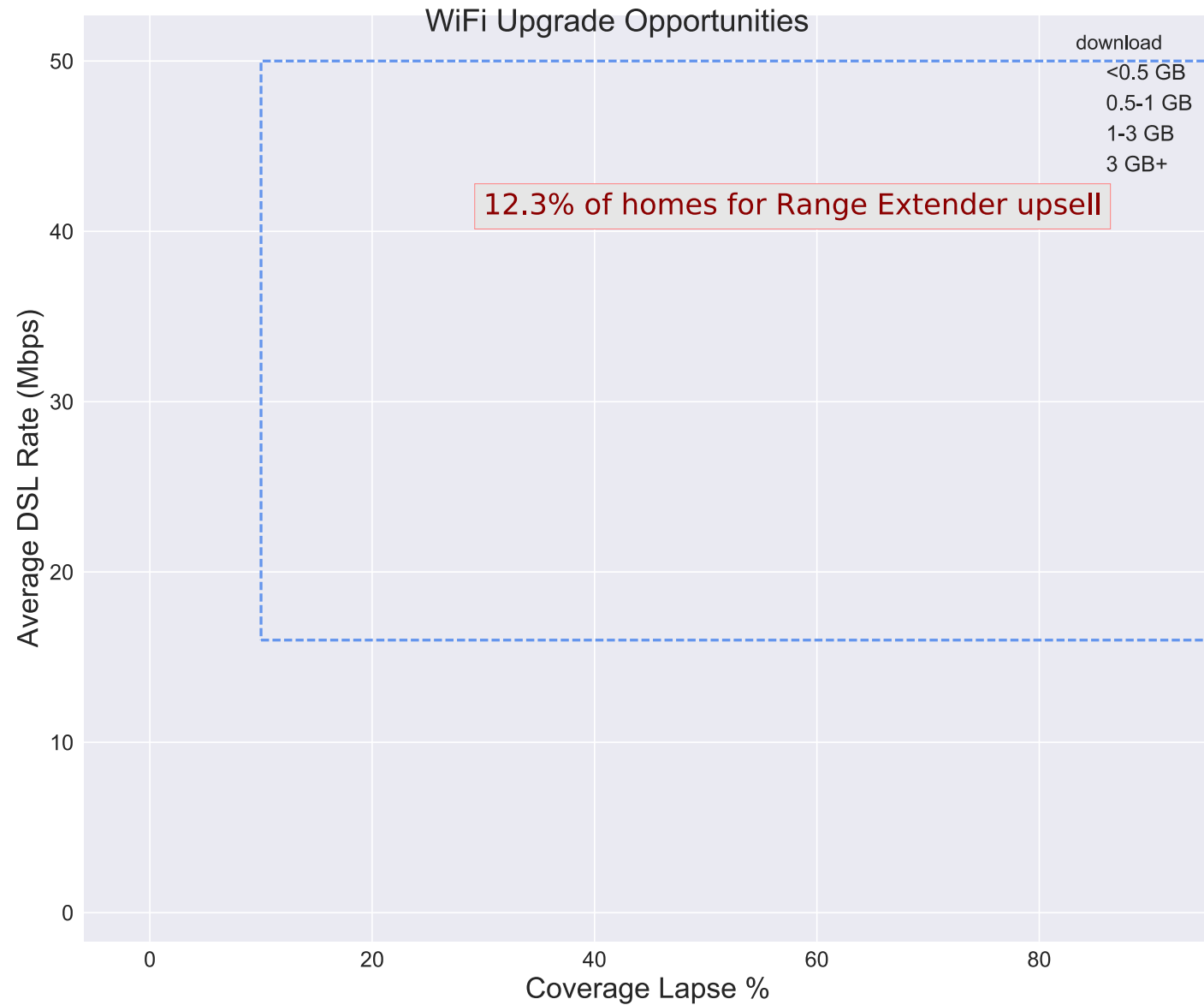
All 2.4 GHz 5 GHz



# Proactive Maintenance

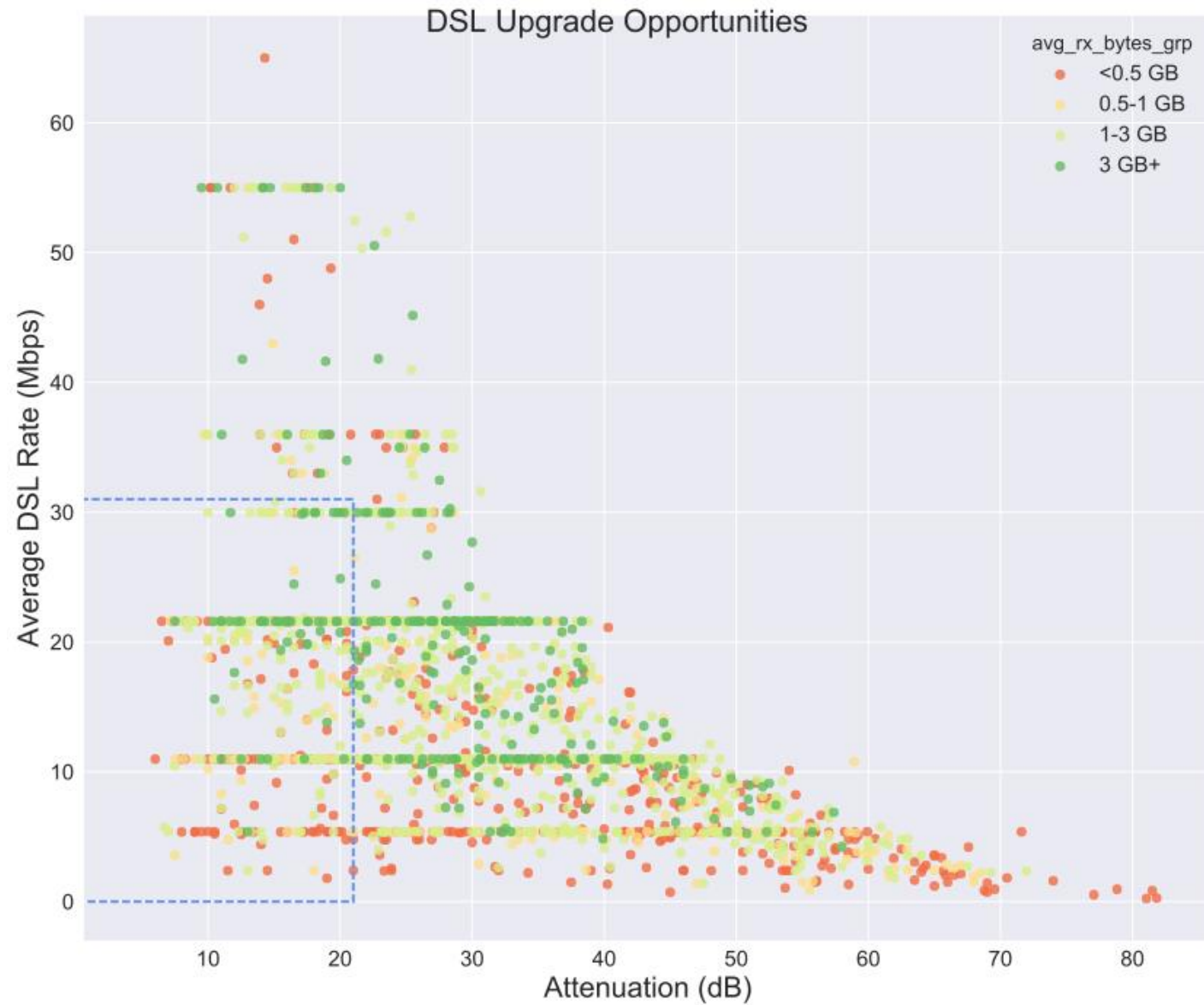
 Rates	 Channel Congestion	 Legacy Client	 Repeater	 AP	Last Seen
				0	02-12 16:36
				0	02-12 15:50
				0	02-12 15:50
				0	02-12 15:54

# Proactive WiFi Upsell





# Proactive Broadband Upsell



# Use Case - Overroam

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Search by serial or mac...

WEEKLY SUMMARY

Usage info and potential problems

Filters

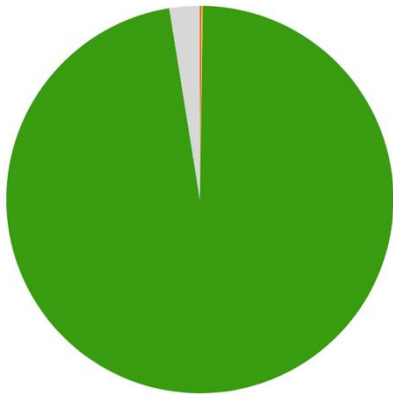
Export to csv

Devices

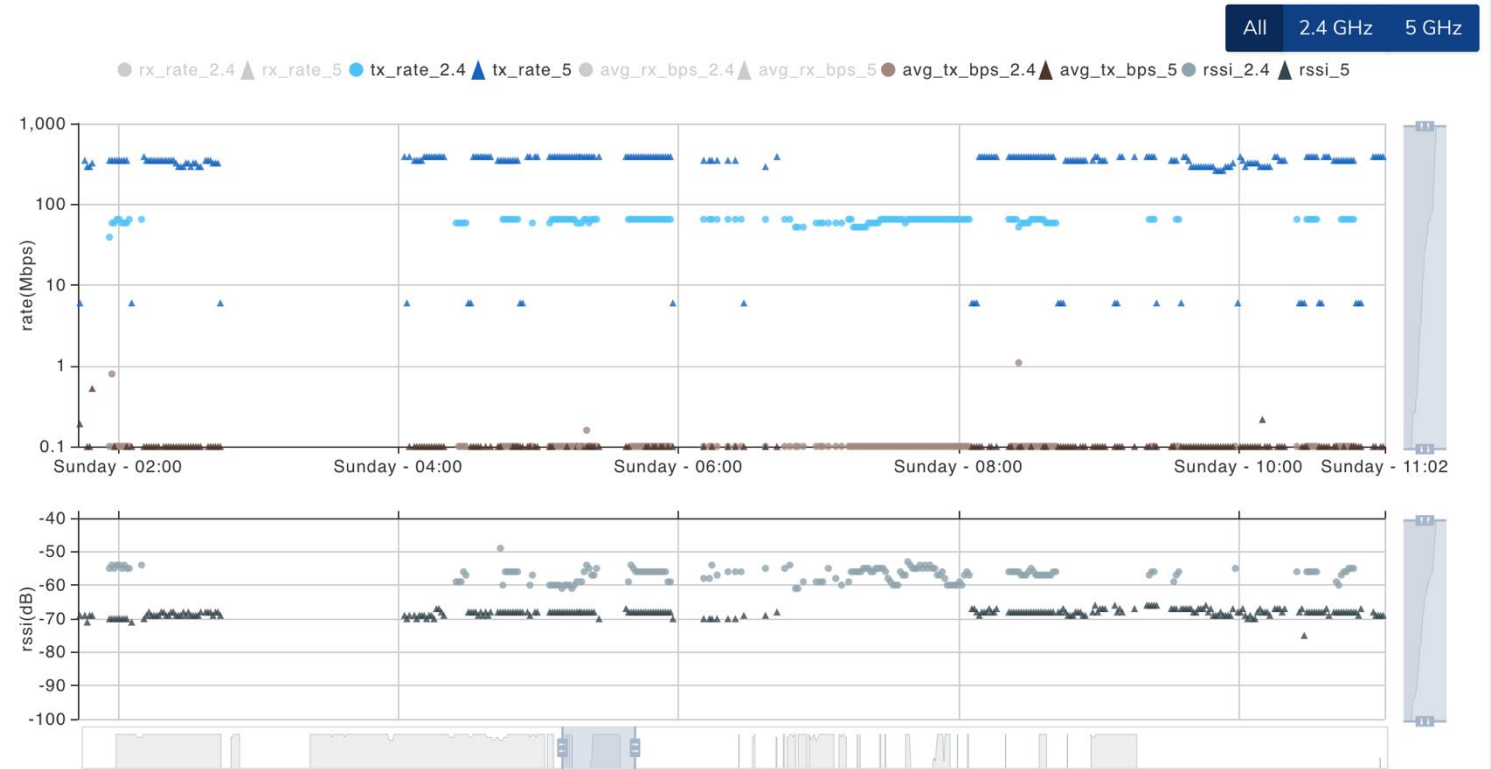
MAC	Serial	Clients	Download (GB)	Upload (GB)	DSL Downlink	DSL Reliability	Wi-Fi Coverage	2.4 GHz Congestion	Legacy Client	Repeater	AP	Last Seen	Reboots	Type	Over Roam	2.4 GHz usage	Improper Band
00:22:07:72:12:4F	00:22:07:72:12:4F	10	331.60	7.20	0.00						0	17-01 02:58	0	eg400	197	0.35	0.36
00:22:07:71:B6:DF	00:22:07:71:B6:DF	9	669.89	2.44	0.00						0	17-01 02:58	0	eg400	112		
00:22:07:70:A6:2F	00:22:07:70:A6:2F	7	137.25	3.27	0.00						0	17-01 02:58	0	eg400	103	0.29	0.14
00:22:07:71:CC:1F	00:22:07:71:CC:1F	10	1067.14	6.35	0.00						0	17-01 02:58	0	eg400	73		
00:22:07:72:43:5F	00:22:07:72:43:5F	8	1056.62	1.30	0.00						0	17-01 02:58	1	eg400	66	0.20	0.22
00:22:07:72:0D:BF	00:22:07:72:0D:BF	4	499.38	0.89	0.00						0	17-01 02:57	0	eg400	65	0.87	0.89
00:22:07:71:F2:4F	00:22:07:71:F2:4F	10	516.94	1.18	0.00						0	17-01	4	eg400	64	0.42	0.34

# Use Case - Overroam

■ low  
■ middle  
■ high  
■ not used



01-10   01-11   01-12   01-13   01-14   01-15



# Use Case – Improper Band

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eyeSaaS lifemote

WEEKLY SUMMARY  
Usage info and potential problems

Search by serial or mac...

Clients ≥ 7 x AP = 0 x 2.4 GHz Congestion is red x

Export to csv

Devices

MAC	Serial	Clients	Download (GB)	Upload (GB)	DSL Downlink	DSL Reliability	Wi-Fi Coverage	2.4 GHz Congestion	Legacy Client	Repeater	AP	Last Seen	Reboots	Type	Over Roam	2.4 GHz usage	Improper Band
00:22:07:70:80:DF	00:22:07:70:80:DF	9	1111.69	1.14	0.00	●	●	●	●	●	0	17-01 02:58	0	eg400	0	1.00	1.00
00:22:07:71:9C:9F	00:22:07:71:9C:9F	14	188.32	4.06	0.00	●	●	●	●	●	0	17-01 02:58	4	eg400	0	1.00	1.00
00:22:07:71:A0:DF	00:22:07:71:A0:DF	12	128.10	3.22	0.00	●	●	●	●	●	0	17-01 02:58	0	eg400	0	1.00	1.00
00:22:07:71:A4:8F	00:22:07:71:A4:8F	11	162.22	1.83	0.00	●	●	●	●	●	0	17-01 02:58	0	eg400	6	1.00	1.00
00:22:07:71:B0:0F	00:22:07:71:B0:0F	12	586.63	0.52	0.00	●	●	●	●	●	0	17-01 02:58	0	eg400	1	1.00	1.00
00:22:07:71:B0:1F	00:22:07:71:B0:1F	7	411.78	0.73	0.00	●	●	●	●	●	0	17-01 02:58	0	eg400	3	1.00	1.00
00:22:07:71:BD:8F	00:22:07:71:BD:8F	15	703.79	1.32	0.00	●	●	●	●	●	0	17-01 02:58	1	eg400	0	1.00	1.00



Analytics working in 100k homes  
Deploying to 250k more this summer

Management via EyeSaaS

App in trials now

In production in 1 month

Let's talk



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