

eero Insight

The network management tool designed to improve customer satisfaction and retention.

Optimize network health

Evaluate how your customers' networks are performing and determine network optimization paths.

Deliver remote support

Reduce time to resolution and improve customer interactions by helping your customers create, manage, and troubleshoot their networks.

Improve customer satisfaction

Quickly view and manage customer network configuration settings.

Improve field support

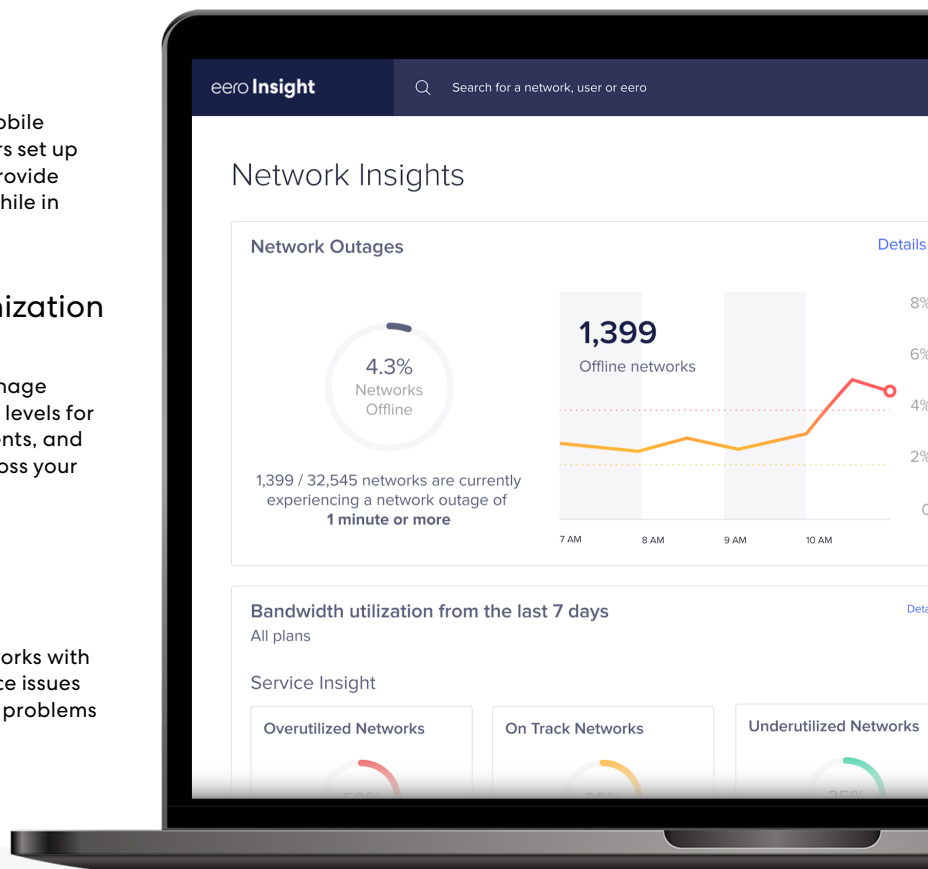
Leverage the eero mobile app to help customers set up their networks and provide additional support while in the field.

Simplify organization management

Add, assign, and manage users and permission levels for Admins, Support Agents, and Field Technicians across your organization.

Monitor slow networks

Proactively flag networks with recurring performance issues to mitigate customer problems before they escalate.



Network and fleet insights to deliver a world-class wifi experience.



Manage your organization with ease.



Help customers manage their eero devices and eero Secure remotely.



Proactively identify and address customer issues.



Reduce call handle times and customer service costs.

eero Insight

KEY FEATURES



Fleet analysis home dashboard

Create and manage customer networks, and view your organization's fleet-level summary dashboards for Bandwidth Utilization, Slow Networks, and Network Outages.



Network outages

Detect internet outages across all customer networks. Uncover the scope of outages, average outage time, and locations. Drill down to see affected networks and their outage history.



Slow networks

Uncover networks with a recurring pattern of slow performance. Drill down to see a network's speed test history, settings, and other topology information.



Bandwidth utilization

Examine bandwidth usage across different households and speed plans. Focus in on subscribers that could benefit from troubleshooting or different level of service.



Insight exchange

Allows for integrating eero Insight with your existing software, enhancing your current customer network management solution through APIs, including reboots, topology (channel switches), outage information, and more.



Network analysis: Activity center

View a summary of a customer's recent network activity, including speed tests, outages, data, and bandwidth usage.



Historical Topology map

Retrace key network events and view network history at select points in time. Differentiate between high, medium, and low issues on a customer's network from a mesh perspective to proactively mitigate problems.



Network settings (+Profiles)

View and manage network settings for individual profiles on the network. Set schedules, pause network usage, add devices, and edit or add customer profiles to their home networks.



Network analysis: eero Secure

View online security activity on a customers' network and individual profiles over the past day, week, and month. Review aggregate historical data around threat blocks, ad blocks, and content filters.



Audit logs

Uncover additional insights by retracing the date, time, and source of a change to a customer network, their eero devices, and your organization's user accounts.

*For a full list of features, check out the eero Insight Guide.