



CloudSight Helpdesk

Real-Time Device Monitoring & Troubleshooting



CloudSight Helpdesk is a unified platform for real-time monitoring and troubleshooting, designed for ISPs and network operators. It delivers full visibility into home networks and connected devices, enabling faster issue resolution and proactive assurance. By combining real-time and historical data, performance analytics, and automated actions, operators can detect, diagnose, and resolve issues fast and easily.

CloudSight Helpdesk supports all TR-069 and TR-369 compliant devices and integrates seamlessly with **CloudSight ACS** for provisioning and lifecycle management.

Key features

Real-time Device Monitoring

Gain instant visibility into device and network performance

- Wi-Fi performance and signal quality analysis
- Clear dashboards and visual indicators enable fast issue identification
- Device connectivity status
- Service quality indicators
- Network performance metrics

Faster Troubleshooting

Resolve issues quickly with powerful remote tools

- Quick search
- Full home network overview
- Remote diagnostics and testing
- Remote actions (e.g. upgrade, reboot)
- One-click resolution, guided recommendations
- No technical expertise required

Proactive Problem Detection

Identify and resolve issues before they impact users

- Continuous performance monitoring
- Automated alarms and alerts
- Detection of unstable devices
- Wi-Fi congestion and interference insights
- Early identification of service degradation
- Reduced support calls



Core Capabilities

Built for Customer Support Teams

CloudSight Helpdesk is especially designed for both expert and non-expert agents, featuring an intuitive user interface with health dashboards and guided workflows. Operators can navigate subscriber and device information, perform one-click remediation, and seamlessly integrate with existing OSS/BSS systems via APIs.

As a cloud-hosted or on-premises platform, CloudSight Helpdesk requires no infrastructure investment. The subscription model charges per active subscriber, offering predictable operational costs.

Smart In-Home Network Management

- Real-time device and network health monitoring
- Wi-Fi diagnostics and weak spot detection
- Identification of high-risk devices
- Connected device visibility
- Home network topology insights
- Remote device management actions
- Historical performance tracking

Advanced Diagnostics & Troubleshooting

- Remote connectivity tests (ping, traceroute)
- Speed and performance testing
- iPerf link quality testing
- Remote shell access
- System monitoring and analytics
- Root cause analysis tools

Quality of Experience Monitoring

- Device telemetry and performance data
- System statistics and KPIs
- Syslog and event analysis
- Advanced analytics via tools

Alarm & Automation Management

- Configurable alarm thresholds
- Event-driven alerts
- Automated monitoring rules
- Automated remediation actions
- Custom dashboards and reporting

Built for Network Operators

CloudSight Helpdesk is purpose-built for ISP and operator environments, enabling:

- Faster issue resolution
- Proactive service assurance
- Reduced operational workload
- Improved subscriber experience

Premium Support Services

- Assisted onboarding and deployment
- Technical training and consultancy where needed
- 24/7 SLA-based support
- Continuous updates and security maintenance



Designed for purpose

CloudSight is designed with the expert and non-expert Customer Service Representative (CSR) in mind. Every aspect is highly functional and easy to use.



Premium support

CloudSight Support is tailored to fit all needs. Full and carefree onboarding, local training, and 24/7 SLA committed support.



No upfront investment

CloudSight is a modular, scalable and flexible SaaS solution that requires no upfront investments.



Interested?

Contact your local sales representative or contact us via www.genexis.eu/contact for a free trial.