

Wireless Service Coverage Locator



Coverage is a key factor for consumers when making a purchase decision about wireless service. In addition, monitoring your coverage and service performance is critical to providing high quality customer service. With a Wireless Service Coverage Locator from SpatialPoint, you can increase opportunities to turn prospects into customers and improve your customer service.

For Internal or Consumer Purposes

- Use an internal wireless service coverage locator to qualify customers, monitor service performance, and provide customer service with information they need to address customer calls.
- When consumers are evaluating a wireless product or service, you can show them your coverage in any geographic area to help promote new and existing services and gain new customers.

Which locator do you need?

- **Qualify Customers** — Potential customers can input addresses such as their home or business and determine if coverage is available in a self-service manner.
- **Minimize Returns** — Canceled contracts and returned equipment due to poor coverage in a customer's area can be costly to carriers. Now, customers can pre-determine if they have coverage where they work or live prior to signing a contract. This properly sets customer expectations, minimizing the likelihood of a return or cancellation of a contract.
- **Improve Customer Service** — SpatialPoint's Coverage Locator can render detailed signal strength coverage data providing customer service reps with the information they need to address customer calls, diagnose the problem faster, and reduce call times.
- **Promote Usage** — Introduce a new or expanded services to the consumer and increase revenues by promoting coverage.