



# Introducing ConnectedHome Expert™, powered by PlumChoice

With ConnectedHome Expert, your customers are supported by US-based, certified technicians who will assist them with the installation and integration of your branded, connected devices.

**Customer Service**  
 Outstanding  
 Above Average  
 Satisfactory  
 Marginal

**ALL  
ROADS  
LEAD TO AN  
IMPROVED  
CUSTOMER  
EXPERIENCE**



**AND  
A REDUCED  
POTENTIAL  
FOR PRODUCT  
RETURNS**

**FOCUSING  
ON YOUR  
CUSTOMER**  
Not just their  
device



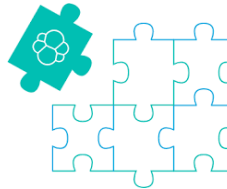
Keeping  
Things

**SIMPLE**



**Working in a  
way  
THAT WORKS  
for your  
customers**

**Provide advice**  
Take them  
through things  
step-by-step  
Take the whole  
problem off their  
hands



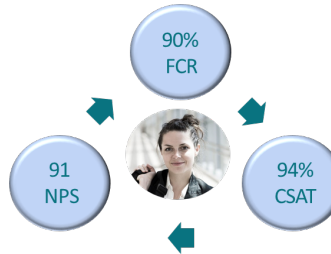
**Understanding the whole picture.**

Never losing sight of the fact that  
the technology is always just a  
means to an end:

A better  
quality of  
life for  
your  
customer  
and their  
family.



**Delivering Outstanding Results,  
Consistently**



FCR: First Call Resolution  
NPS: Net Promoter Score CSAT: Customer Satisfaction Score



Download the ConnectedHome Expert summary sheet

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