

Onboarding and Technical Support for the Connected Home

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Abstracts

Consumer onboarding experience with connected home products and systems is critical to maximizing customer lifetime value, through its impact on factors like product return rates and brand loyalty. This report examines approaches to providing positive experiences with elements of onboarding including installation and other strategies to ensuring product and service reliability in the connected home. The report profiles leaders in support services and includes a five-year forecast of the support needs generated by emerging connected devices in the US.

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