

# What keeps support leaders up at night?

There's a lot that goes on in the mind of a support leader, even just on a day-to-day basis—but there are always a few key concerns that never really leave them alone. Which issues are keeping support leaders up at night? And more importantly, what are the solutions that will finally lead to a good night's sleep?



## Managing expenses

You've got a budget, but higher demand on networks and increasing subscriber bases create higher call volumes—meaning higher staffing and onboarding expenses.



[How to trim operational expenses](#)



## Operational efficiency

Automation issues, agent technical ability, subscriber technical aptitude, and lack of home network visibility make it difficult to maintain—let alone improve—efficiency.



[What's slowing down your team's efficiency?](#)



Need help getting these issues off your mind? These icons will lead you to some helpful resources.



## Issue complexity

WiFi issues are among the top causes of ISP support calls, but they're difficult for support teams to resolve—and often reflect negatively on a leader's KPIs.



[Need tips for handling tricky WiFi issues?](#)



## Subscriber satisfaction

Tech support plays a huge role in a subscriber's overall satisfaction. If the team can't resolve issues quickly and effectively, it puts subscribers at a much higher risk of churn.



[How one ISP boosted satisfaction](#)

