

2,087 Alerts. 1,350 Tickets. Here's What Actually Breaks.

Real data, January–February 2026. And how Automated L1/L2 Tech stops failures before anyone walks into a broken room.

73%

of all alerts are device and peripheral disconnects – the dominant failure pattern

85%

ticket resolution rate – 1,153 of 1,350 tickets closed in Jan–Feb 2026

97.9%

LSC pass rate – 997 of 998 automated morning tests passed

6 AM

when morning testing runs – 3 hours before your first meeting

In the first two months of 2026, Emily processed **2,087 alerts and 1,350 support tickets** across customer environments. The pattern was consistent: 73% of all alerts were devices or peripherals going offline. Rooms dropping off the network, controllers disconnecting, cameras going dark – hours before the first meeting. Rooms break. The only variable is whether you find out at 6 AM or 9 AM.

THE DATA

What 1,350 Tickets and 2,087 Alerts in Jan–Feb 2026 Revealed

73%

Device & Peripheral Disconnects

Codecs going offline. Scheduling displays, cameras, mics, and speakers dropping – across every fleet, every vendor, every site.

The dominant failure pattern. Every single month.

10%

Audio/Video Hardware Failures

Camera, mic, and speaker faults caught by the 6 AM morning check – before the first person walks in and finds out the hard way.

Caught before anyone notices

2%

Network & Provisioning Failures

Low bandwidth events, provisioning failures, and network-related outages. Flagged, escalated, and documented automatically.

Flagged and escalated without a ticket

HOW IT WORKS

The Automated Morning Testing Timeline

6:00 AM

Morning test fires

Every device in every room runs a readiness check. Camera, mic, display, network, platform connection – all of it.

6:02 AM

Failure detected

Emily identifies the failure signal and classifies it: L1 (auto-fix), L2 (remote fix), or L3 (escalate to engineer).

6:04 AM

Emily acts

Remote reboot, config reset, or credential refresh executed. Ticket opened in ServiceNow or Jira. No human required.

6:07 AM

Room verified ready

Post-fix check confirms the room is operational. If unresolved, it escalates to on-call with full diagnostic context.

9:00 AM

First meeting starts

Room is ready. No one interrupted. No 9:01 AM fire drill. No exec walking into a dead screen.

Automated L1/L2 Tech – What She Handles

Emily

AUTOMATED L1/L2 TECH

She acts, not advises. Staff Augmentation that eliminates the repetitive work your engineers should never touch.

<p>L1</p> <p>Auto-resolved</p>	<p>Remote device reboot, config resets, credential refresh</p> <p>Teams Room device offline · Zoom Room app frozen · Display not responding · Microphone array dropout · Certificate expired</p> <p>✓ Fixed remotely in under 5 minutes. Zero humans involved.</p>
<p>L2</p> <p>Emily + remote</p>	<p>Firmware rollback, network reconfiguration, platform re-authentication</p> <p>Firmware conflict post-update · Teams or Zoom token expiry · Multi-device sync failure</p> <p>✓ Emily executes the fix sequence. Engineer reviews outcome. No dispatch. No wasted site visit.</p>
<p>L3</p> <p>Engineer required</p>	<p>Hardware failure, physical infrastructure, complex network fault</p> <p>Physical cable failure · Hardware replacement needed · Building network infrastructure fault</p> <p>➤ Escalated with full diagnostic context pre-loaded. Engineer arrives informed, not guessing.</p>

What Emily Is – And Isn't

- ✓ **Automated L1/L2 Tech**
 Executes fixes. Logs outcomes. Escalates with full context when needed.
- ✗ **Not a Chatbot**
 Emily doesn't answer questions or wait for instructions. She identifies, acts, and logs.
- ✓ **Staff Augmentation**
 Handles the repetitive work so your engineers focus on what actually needs them.
- ✗ **Not an Engineer Replacement**
 She eliminates work that shouldn't reach your engineers. They focus on what matters.

85%

of tickets resolved – 1,153 of 1,350 closed in Jan–Feb 2026

0

users interrupted when Emily resolves before business hours

< 7 min

average L1 resolution time from detection to verified fix

100%

of resolutions logged with full audit trail in your ITSM

SEE EMILY IN ACTION

Start free – no credit card, no install complexity

Full visibility across every room. Up in minutes with Spacera Photon.

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