



Expresse Solutions:

## Customer Care Enhancement

**Analytics**

**Operational  
Efficiency**

**Workflow**

**Diagnostic  
Tools**

**Right-the-First-Time**

**Decision Accuracy**

**Customer  
Satisfaction**

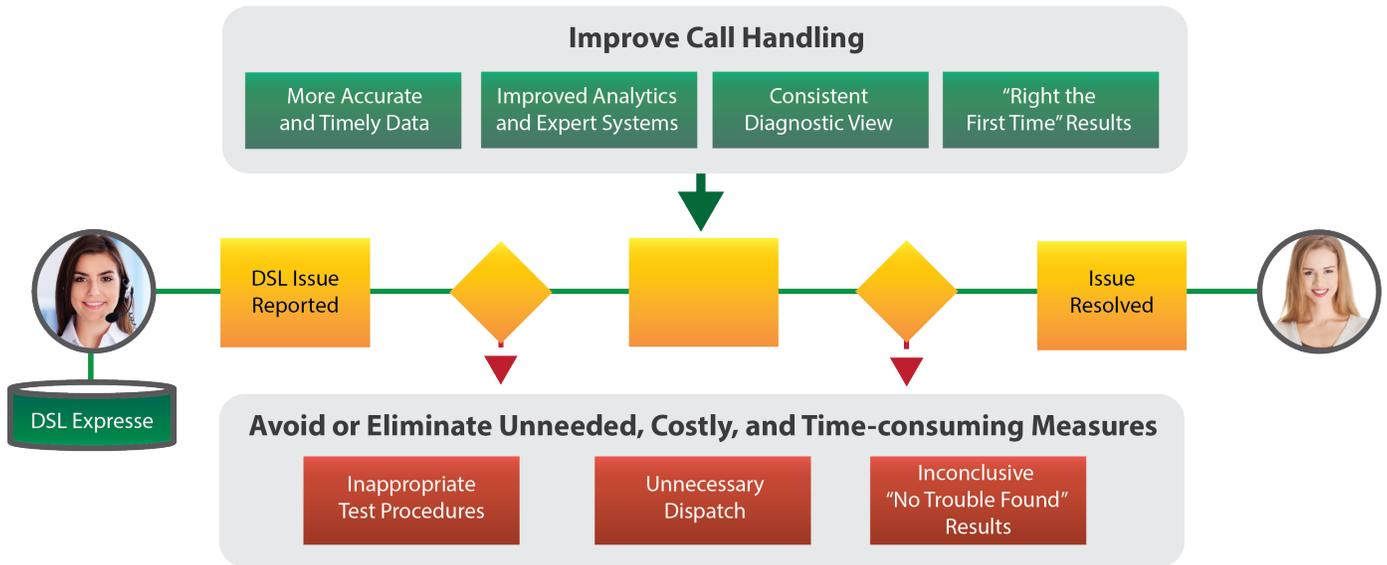
Expresse Solutions Customer Care Enhancement offering brings significant advantages to broadband service providers for improving operational efficiencies in the contact center, while at the same time enhancing the customer experience.

In particular, an incomplete view of the lifecycle for customer care incidents will significantly limit insight for how call flow processes and decisions impact the customer experience and operational costs. As a result, providers experience a higher percentage of unnecessary dispatches, prolonged resolution times, and higher call-back rates.

### Highlights

Expresse Solutions Customer Care Enhancement identifies opportunities for more effectively using data, diagnostic tools, and analytics in the contact center to resolve performance issues more quickly and effectively, and to increase customer satisfaction. Customer Care Enhancement helps providers:

- Introduce tools to improve accuracy of diagnosing faults in the home versus the outside plant, enabling more accurate technician dispatch;
- Establish criteria and guidelines for more effectively containing operational costs associated with “no trouble found” issues that can result in repeat calls and dispatches;
- Reduce the rate of multiple dispatches, for instance by providing historical data and analysis to isolate “sporadic” issues that may recur unexpectedly;
- Improve “right the first time” results for customer care by identifying issues more accurately on the first call, and taking the appropriate action;
- Deliver a consistent diagnostic view to contact center and field service personnel for more coordinated action.



**Figure 1: Express Solutions Customer Care Enhancement: A Better Path to a Satisfied Customer.**

Customer Care Enhancement combines detailed analysis of DSL performance data with call/dispatch records to provide an end-to-end view of the support incident life cycle. As part of the Customer Care Enhancement engagement, ASSIA evaluates the complex set of processes, diagnostic tools, and decision points for managing support incidents – from initial customer contact to ultimate resolution of the issue (accounting for multiple dispatches, call backs, and other factors that can contribute significantly to the costs of supporting the customer).

Based on this analysis, ASSIA applies the company’s knowledge and expertise in DSL performance management

to identify opportunities for service providers to diagnose and resolve DSL performance issues more accurately.

Express Solutions Customer Care Enhancement helps providers resolve DSL performance issues more quickly and more cost effectively. For example, in one engagement, ASSIA worked with a service provider to document the life cycle of trouble tickets related to DSL performance. The analysis identified opportunities for the service provider to reduce the number of unresolved incidents (“no trouble found”) and to avoid costly workflow processes that added unnecessary expense for the customer care organization.

## System Requirements

DSL Express v. 3.3 or higher.

Call center data records including:

- Ticket ID, Ticket type, Line ID, Open Date, Close Date

## About Express Solutions

ASSIA Express Solutions give service providers a deeper understanding of factors that impact strategic business objectives including growing revenue, improving operational efficiencies, and increasing customer satisfaction.

# ASSIA | Express Solutions - Customer Care Enhancement



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