



Expresse Solutions:

Customer Care Automation

Responsive

Insight

**Expert
System**

Analysis

Proactive

Optimize

Guidance

With rising customer expectations for broadband service performance and reliability, service providers gain significant advantage if they can detect and resolve broadband service issues automatically, even before the customer calls (or notices a change in service quality). Expresse Solutions include a suite of software and services designed to automate a range of tasks for customer care and to deliver the highest quality service possible to broadband consumers.

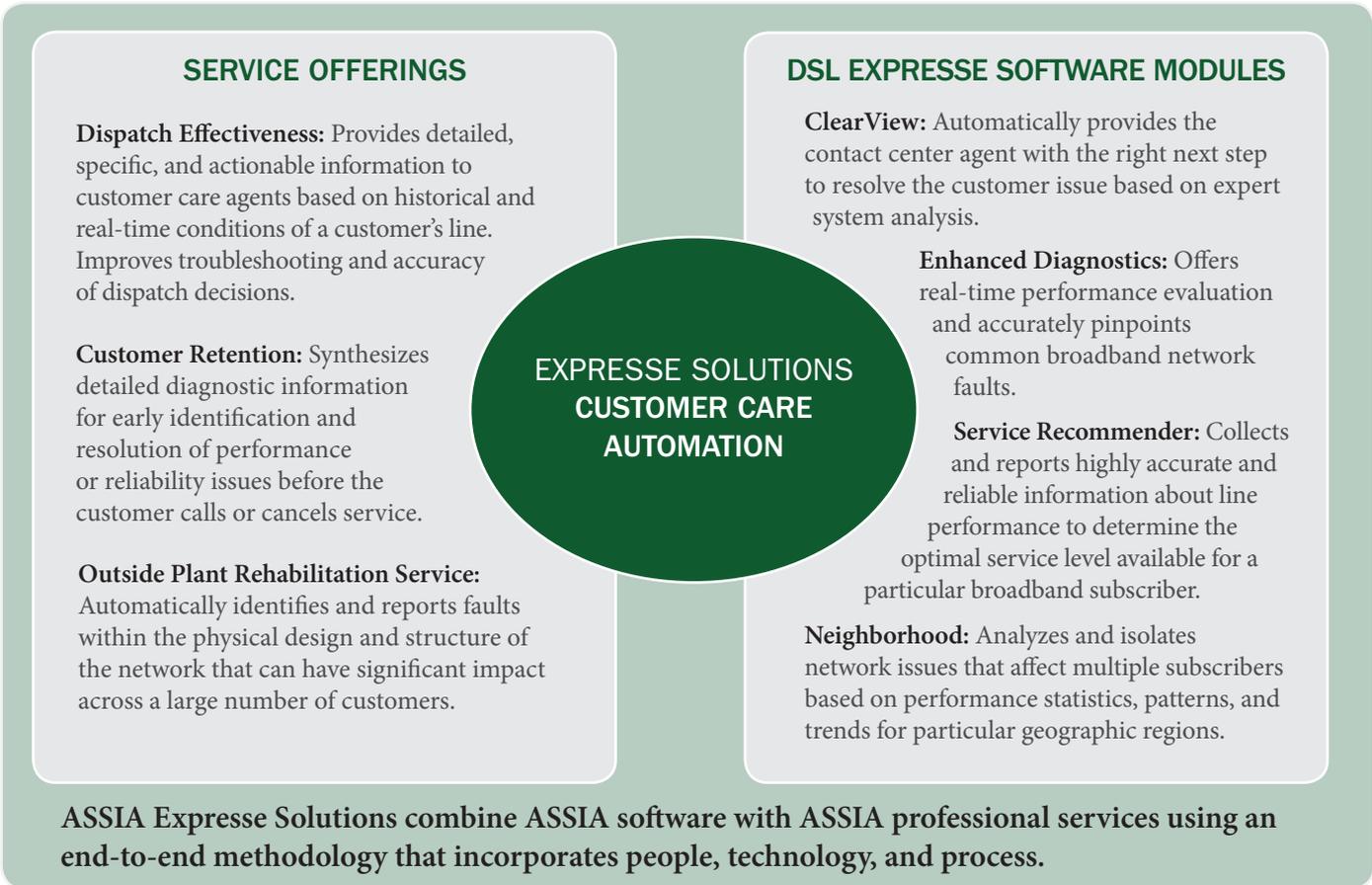
As a result, service providers can reduce the overall number of calls, shorten call times, dispatch technicians more effectively, and reduce repeat calls. At the same time providers can improve customer satisfaction and reduce the time to restore service levels. Expresse Solutions equip customer care agents with software and services that provide end-to-end visibility, insight, and guidance to resolve the issue quickly, on the first call.

Expresse Solutions reduces call volume by proactively and automatically pinpointing network issues with actionable recommendations to resolve the matter. Technicians and customer care agents receive reports that prioritize necessary

Highlights

Expresse Solutions help service providers to:

- Ensure prompt and appropriate resolution to issues that can impact quality of experience
- Identify issues proactively before they lead to a customer contact and lost revenue
- Resolve customer issues promptly with improved insight and guidance
- Enhance customer support with expert system analysis and interpretation of line condition
- Help agents assign the appropriate resource(s) to address service delivery problems



action for maintaining service levels. The provider can schedule and manage prescriptive action in advance, before the customer is even aware of the problem.

With Express Solutions customer care agents have information, insight, and guidance to resolve issues quickly and effectively. ASSIA's expert system analyzes in real time all of the information available for the broadband connection. Sophisticated algorithms pinpoint the cause of the problem and provide a recommended solution. Express Solutions significantly reduce guesswork that can lead to errors, repeat calls, and dissatisfied customers.

Why ASSIA?

ASSIA is a strategic vendor and trusted advisor to leading broadband providers worldwide. Express Solutions provide automated capabilities to resolve service delivery issues proactively before they impact the subscriber. Through customer care automation, providers can deliver an exceptional customer experience, reduce call volume, and improve operational efficiencies. ASSIA's staff of experts provides unparalleled insight for customer care automation through industry leading software and proven best practices for broadband service delivery.

ASSIA | Express Solutions - Customer Care Automation



United States
 333 Twin Dolphin Drive, Redwood City, CA 94065
 Tel: 1-650-654-3400 • Fax: 1-650-654-3404

Europe
 Calle Maria Tubau 3, Madrid 28050, Spain
 Tel: +34 914842940 • Fax: +34 913446182

China
 Suite 470, F/4, Beijing Sunflower Tower No.37, Maizidian Street
 Chaoyang District, Beijing 100125, P. R.China
 Tel: +86 10 85276788 • Fax: +86 10 85276488