

XPERTVU CARE



Speed of Identification

Leverages APIs to quickly gather and assess performance conditions to summarize for the care agent. Automated, easy to interpret results are presented in a simple red/green light view, with the ability to expand for more detailed information.



Smart Disposition

Care agents can escalate to the proper group for resolution and provide troubleshooting details to reduce repair time.



Accuracy

Automated testing algorithms provide clear guidance for the agent, reducing errant dispatches and average handle time as well as fewer CPE swaps.



Customer Quality of Experience Focus

Performance metrics from end users' device allow the care team to pro-actively confirm experience with a quality of experience (QoE) measure.



Expert Answers

Care agents have the knowledge required to resolve, dispatch or escalate accurately, without manual analysis time or deep technical expertise.



Automated Response

Triggered investigation and triage of customer problem calls takes place automatically on call receipt. Agents are able to validate the experience and drive quick resolution with a reduction in repeat calls.



Customer Satisfaction

Care agents are able to validate customer experience, driving greater customer satisfaction by providing quick issue resolution with reduced repeats and pinpointing issues that drive repairs.



Rich Data Capabilities

The care team can dig into metrics for trend identification and drive proactive resolutions to ensure high customer satisfaction standards.

Simplify, automate and improve the customer care experience

Video, broadband and Wi-Fi problems are tough to troubleshoot. Deep technical expertise is needed to solve highly complex issues while meeting customer expectations for fast, accurate resolution.

Often helpdesk agents don't have the training, tools, or time to effectively resolve customer issues properly and truck rolls become the default. Recent reports indicates 20% of dispatches are unnecessary and 90% of swapped subscriber equipment is later found okay¹.

XpertVu Care harnesses the power of machine learning to empower your helpdesk agents with automated, accurate solutions to service quality issues. They can fix issues accurately and efficiently - the first time they receive a call. Call duration, service dispatches and unnecessary CPE swaps are reduced, while customer quality of experience is improved.

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