

# XPERTVU FIELD



## Install Assistance

A guided approach ensures efficiency and 'first time right' results in the field. The intuitive user interface provides technicians simple pass/fail views to review with the customer for improved quality of experience.



## Dynamic Organization

Intelligent algorithms analyze the current configuration against ever changing environmental factors to ensure optimal configuration.



## Shared Certification Records

Certification details are stored in a central repository to be accessed by field technicians, care and operations groups; enabling a clear service history and peak issue resolution.



## Back-End Integration

Simple and scalable integration capability eliminates swivel chair situations and minimizes training needs. Prior investments in tools and training are enhanced versus replaced.



## Proactive Network Maintenance

Provides opportunity for the service provider to continuously monitor the configuration and performance metrics of the in-home experience reducing the need to dispatch field technicians.



## Remote Troubleshooting and Advanced Analytics

If issues arise, remote monitoring alerts operators and drives resolution activities. Rich reporting capabilities allow for trend identification and further adhoc analysis.

## Whole home certification and continuous monitoring for video, broadband, Wi-Fi and IOT devices

Managing the in-home experience and the explosion of network of devices is a significant challenge for all service providers. It is more important than ever to ensure that customers are able to stream video, surf the internet, connect through social media and work remotely with ease.

Equally important is empowering your field technicians to be efficient and to achieve 'first time right' with their installation and repair activities.

XpertVu Field is uniquely built for your enterprise environment. Using their existing smartphone, field technicians are guided through an intuitive workflow that tests and certifies the whole-home installation or repair. Birth certificates record the conditions at installation and on-going monitoring ensures the service levels are maintained and can be queried remotely.

XpertVu Field scales to thousands of users and millions of customers with ease while also integrating easily into existing processes and applications (commercial or home-grown). Rich reporting capabilities ensure quick anomaly detection and empowers managers to make data-driven decisions.

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