

A large, circular, semi-transparent image of a woman with curly hair, wearing a white lab coat, looking down at a document and holding a pen, set against a blurred office background.

**Solution:** Digital Home Experience  
**Product:** SmartCSR

# Improve CSR troubleshooting with shorter call handling times and successful first-time resolution

Enhance subscriber QoE with SmartCSR, a fully customizable root cause analysis engine

SmartCSR benefits:

1. Fully configurable, step-by-step troubleshooting flows and root cause analysis for CSRs
2. Automatic triggers for diagnostics, work orders, and other actions to resolve common home subscriber technical issues
3. Device and problem-specific display to maximize troubleshooting with non-technical CSRs
4. Integrates with existing OSS/BSS systems to provide centralized actionable data
5. Integrates into existing customer care systems for ease of access



# Deliver stronger customer service with pre-configured troubleshooting flows

The goal of every customer service representative (CSR) is to resolve customer issues quickly and deliver a great customer care experience. The digital home network is becoming increasingly complex with multiple devices sharing the same home WiFi, making it challenging for CSRs to resolve common technical issues without escalating them to technical field and network operations staff. At the same time, customer care professionals are under increased pressure to shorten call handling times and reduce the need for expensive truck rolls.

How can you reduce the time spent on technical support calls without increasing customer care training costs or staffing levels, and deliver a great experience to your residential customers?

## Increase successful first-call resolution with Incognito SmartCSR

An integral part of the Incognito Digital Home Experience solution, Incognito SmartCSR is configurable software designed to enable faster, more granular troubleshooting

than ever before while lowering training costs for customer care staff.

Incognito SmartCSR combines a fully configurable root-cause analysis flow with an integration platform that pulls data from multiple OSS/BSS sources to offer non-technical CSRs guided troubleshooting for common home network technical issues. The result is that more CSRs are able to solve common customer technical issues quickly and often during the first call, thereby improving customer satisfaction and reducing the need for expensive technical support and truck rolls.

SmartCSR can be configured so that different flows lead CSRs from a set of problems to a solution, with diagnostics and actions triggered based on configurable events. The module integrates with external OSS/BSS via open APIs to further aid the decision-making process. Information is consolidated from all available data sources to offer CSRs a step-by-step process to solve common customer issues, leading to more reliable problem solving and improved customer satisfaction with the home broadband experience.

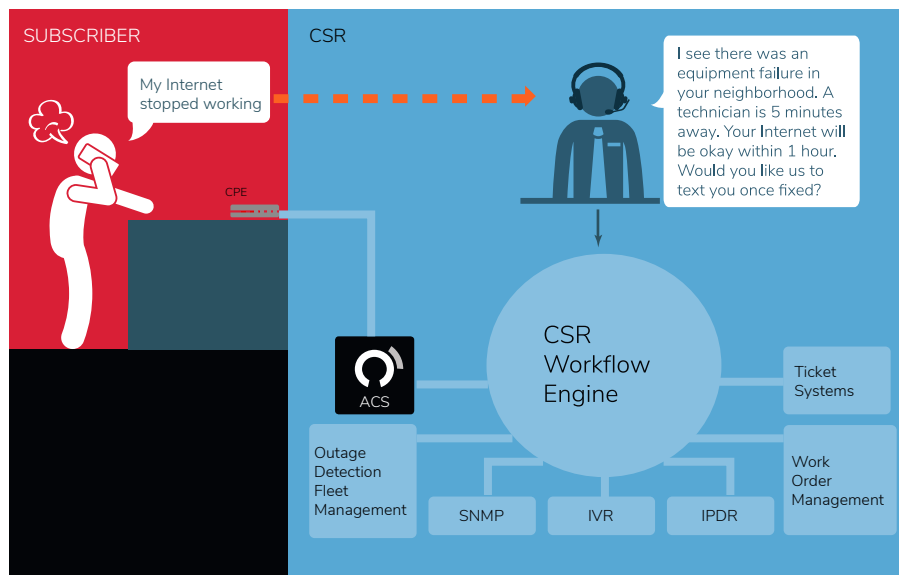


Figure 1: SmartCSR integrates with existing OSS/BSS to provide step-by-step troubleshooting flows and root-cause analysis for CSRs. It complements Incognito Auto Configuration Server by extending key functions to CSR representatives.

# Highlights

## Configurable troubleshooting flows

SmartCSR combines a configurable decision graph with a powerful integration platform to create troubleshooting flows that address common problem scenarios, actions, decisions, user input, and solutions from real network and subscriber home data. These troubleshooting flows can be made by device type and/or subscriber, accounting for specific issues that only occur with certain devices or in specific geographic regions (such as multi-dwelling units or urban areas with known reception problems or high interference issues). The result is a step-by-step process that leads a CSR from a common problem to root cause analysis and a potential solution in a matter of clicks vs. days.

## Visual, easy-to-use GUI

A simple user interface and integration with OSS/BSS data sources make it easy for non-technical staff to understand each step in the problem-solving process. Problem scenarios are provided to the CSR based on subscriber, region, or device-type information, with choices triggering configurable logic that lead the CSR to the next step. Depending on the CSR's selection, actions are triggered in the background and the results are made available in the flow. The simplicity of this solution reduces the need for costly training, while providing faster resolution for subscriber issues to ensure customer satisfaction.

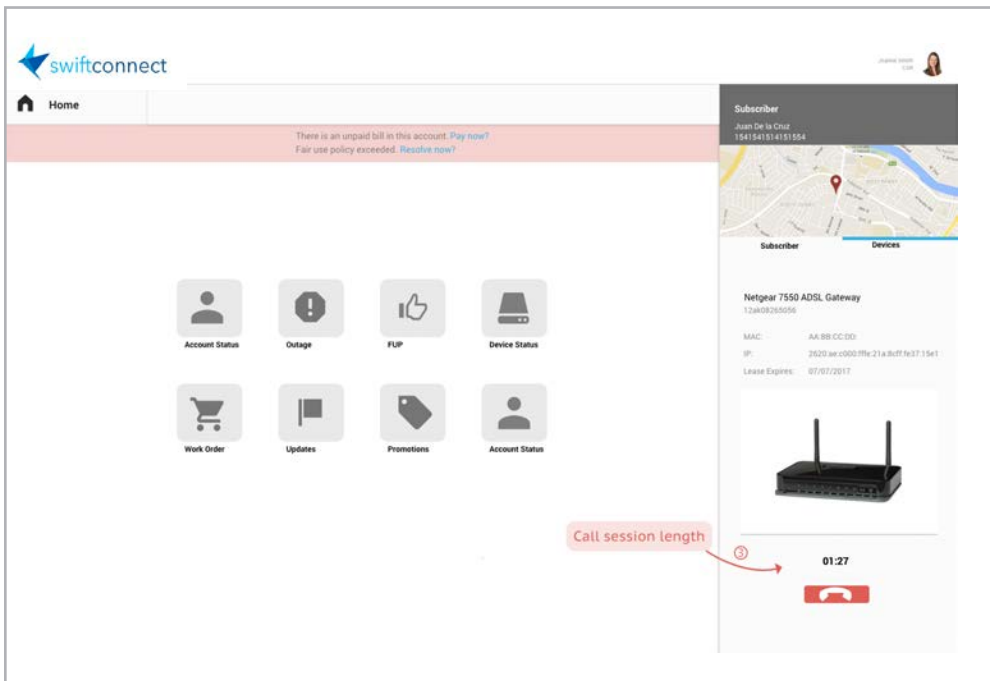


Figure 2: An easy-to-use graphic user interface (GUI) enables faster problem solving and requires less training for CSRs.

## Highlights

### **Simplified diagnostics and troubleshooting**

SmartCSR extends diagnostic capabilities by integrating with data from any external system, including CPE diagnostic platforms, outage management systems, IVR systems, and subscriber details (such as case history) which reside in the BSS, giving CSRs access to a holistic set of analytical information. As a result, non-technical CSRs can provide subscribers with solutions without escalating the problem to expensive technical support centers. The result is faster decision-making, increased first-call resolution, shorter call handling times, and happier customers.

### **Increased flexibility for easier integration**

The solution includes an open API and software development kit (SDK) to enable integration with

existing OSS/BSS platforms and pre-existing modules. The result is increased network deployment flexibility and a streamlined customer service experience.

### **Track key performance indicators**

Monitoring ongoing metrics is essential to ensure consistent subscriber QoE and effectively control costs. SmartCSR makes it easier to set and track key performance indicators for the provisioning and monitoring of devices on your network. CSRs can add new information into the system where necessary, which is useful for solving common subscriber problems.

## About Incognito Digital Home Experience solution

The Incognito Digital Home Experience solution uniquely empowers CSR personnel and the home network residential user to proactively troubleshoot and resolve home network experience technical issues. It decreases the time it takes to resolve customer calls to the help desk by improving first call resolution rate with better digital home and device insights, reduces operational costs with less truck rolls, and improves customer satisfaction with ongoing service quality management and real-time KPIs. The solution comprises Incognito Auto Configuration Server, SmartCSR, Subscriber Self-Care Portal, Service Quality Manager, and Key Performance Indicator Dashboard.

## About Incognito

Incognito Software Systems Inc. provides software and services solutions to help global service providers manage and monetize broadband services. Over 300 customers worldwide, including Cox, Claro, Globe, Foxtel, and SingTel, leverage Incognito solutions to fast-track the introduction of innovative broadband services over fiber, LTE, and cable technologies, while delivering a great customer experience. The company is a division of the Volaris Group, an operating group of Toronto-based Constellation Software Inc.

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