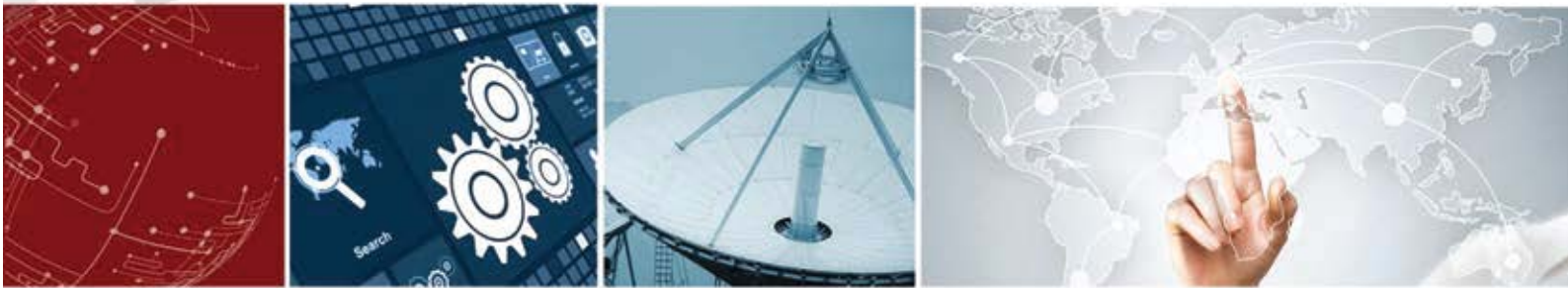


# Customer Service Troubleshooting Application

## For Satellite TV Service Provider



### Client Profile

A leading satellite television service provider in the U.S providing its core services through the top-notch and latest technologies to its customers.



Industry  
Satellite Television

### Case Overview

#### Business Problem-

To bring in place, a customer service troubleshooting application which could help their employees handle their customers' service issues smoothly.

#### Solution-

Xavient developed a user friendly application with a simple and robust architecture that could also handle client's future needs.

#### Benefits-

- Real time content publishing portal
- Single point of entry for CSRs for information
- Faster troubleshooting and reduced Average Handling Time for CSRs

### Business Problem

Client had an internal customer service troubleshooting application in place for assisting their Customer Service Representatives (CSRs) in effectively troubleshooting the customer's technical concerns regarding the services. The application contained a knowledge base which was an informational source for the Technical Support CSRs to attain knowledge of how, what, when and where to take actions while assisting the customers for the resolution of their technical concerns.

To summarize, listed below are some of the pain points in the application that were hampering its smooth functioning, eventually making its usage difficult.

- **Difficult to manage:** The application contained around 40,000 files making about 20,000 pages, which contained information and directions for agents to refer to when troubleshooting technical issues for customers.
- **Complex to learn:** The application was particularly very difficult to use for the newly hired CSRs due to its complexity to learn. As the amateur users of the application were striving to assist customers and meet their performance goals, often they attempted to bypass these complex procedures.
- **Struggle to provide correct resolution:** Because of a fundamental lack of experience, newer CSRs wrongly guessed and followed a path that did not lead to the correct resolution for the customer and often compounded the original technical issue.



## *Xavient's Solution*

Xavient proposed and implemented a relatively more user-friendly Customer Service Troubleshooting Application with a simpler and robust architecture. This application not only resolved their existing problems but also addressed their future requirements. The Application was divided into two separate parts, consisting of Admin Tool – for creating troubleshooting content and managing various application features like caching, roles and security; and User Tool – that presents customer information and the content created by Admin Tool to the CSRs in a predefined format.

The application had key features like: Static workflow, easy learnability and usability, fast and easy content management, content review/approval process, content reusability, zero downtime for content publishing, content caching, faster resolution.

## *Solution Benefits*

- Reduced Average Handle Time (AHT) by faster, easier and systematic troubleshooting.
- Reduction of repeat calls.
- Easy to learn, use and adapt application and faster ramp-up time for new CSRs.
- Real-time content publishing with zero down-time.
- Logical and historical data collection for business analysis.
- Ability to track and monitor CSRs activity.
- One stop shop solution data repository for CSRs.
- Increased sales close rate and win back save rate
- Higher return on investment.
- Improved consumer satisfaction scores.



## *About Xavient Digital, powered by TELUS International*

- Headquartered in Simi Valley, CA, Xavient Digital, powered by TELUS International (Formerly Xavient Information Systems), is a leading provider of global IT and engineering services and solutions. Since its inception in 2002, Xavient has grown to be a tier-one IT Professional Services and Solutions provider for telecommunication, broadcasting, manufacturing, retail, and healthcare companies.
- It is the preferred transformation partner across product and vendor evaluation; business process re-engineering; outsourcing and off-shoring; product implementation; custom solution development and IT professional services for several Fortune 1000 companies.
- Xavient leverages its proven expertise in Global Delivery Models with centers of excellence in Application Development, QA & Testing, Managed IT Infrastructure services and IT Application & Production environment.

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