

High Speed Internet



SpeechCycle

Automate Technical Support Calls

SpeechCycle Broadband Automated Agent

SpeechCycle's LevelOne Automated Agents identify and resolve technical support problems for High Speed Internet services. Interactive voice recognition with an ability to identify a wide range of symptoms creates an immersive caller experience that keeps callers engaged, resolves calls without agent assistance, and improves caller satisfaction. SpeechCycle Automated Agents are capable of automating the same complex tasks performed by contact center agents when integrated with available billing, provisioning, diagnostic and outage systems.



SpeechCycle Benefits

Resolve Complex Calls

- Interactive Dialog
- Domain Knowledge
- System Integrated Intelligence
- Frequent Content Updates
- High Call Volume Scalability

Customer Satisfaction

- "Best Agent" Consistency
- Knows Caller's Equipment
- Automatically Ping and Reset
- Transfer when Requested
- Continuous Improvement

Return on Investment

- Automate Calls
- Hosted/Managed Service
- Pay for Performance
- Customer Retention
- Reporting for Verification

High Speed Internet Technical Support

A multitude of cable modems, variability of each caller's software, and inconsistency in problem description makes automating technical support for High Speed Internet (HSI) subscribers a challenging task. SpeechCycle's LevelOne Broadband Agent (LBA) utilizes voice recognition technology to understand what callers mean and deliver a resolution. Integration to available systems enable corrective action such as resetting an IP address. Data from tens of millions of HSI calls along with integration to billing and provisioning systems allows LBA to quickly pinpoint root cause and provide solutions.

Immersive Caller Experience

The range of PC operating systems and influence of home network performance adds complexity to Internet connectivity. SpeechCycle uniquely keeps callers engaged in checking on these issues as well as modem performance by recognizing a wide range of problems, confirming back to the caller that their specific symptom was understood, and performing diagnostic and corrective action such as guiding a caller through a modem reboot, or resetting an IP address. Callers feel that the Automated Agent is delivering a personalized experience, leading to handle times for completely resolved calls that approach 10 minutes and beyond!

Scope of Call Resolution

LevelOne Broadband Agent recognizes a wide range of symptoms, going well beyond the leading call drivers and even the modem when necessary. LBA takes a "Doctor to patient" approach, initially asking general questions, then delivering more specific prompts to zero in on the root cause and provide a solution. Dialogs assist callers with cable modem issues ranging from internet set-up to inability to access E-mail.

Beyond Modem Troubleshooting

LBA tracks symptoms beyond the cable modem when necessary to pinpoint the root cause of a problem. The speech application will assist callers in identifying common router problems that might be at fault or stepping through a router reboot when called for. An interactive dialog can also guide callers through the Microsoft Windows Connection Wizard or the Windows Local Area Network Repair feature to encourage self-help success. Assistance can also be offered with deleting temporary internet files which may be service impacting. A wide range of operating systems are covered including the major Windows operating systems, Vista, and the Macintosh OS.

QuickTouch™

Contact center managers and system administrators can immediately change selected prompts within a SpeechCycle self-service solution with the addition of QuickTouch. A web-based QuickTouch graphical user interface makes it easy to replace portions of what callers hear for purposes such as notification of an outage in a specified area, new equipment or service update, or promotion of a marketing program. Administrative roles and rights are configurable with application, call center and regional parameters available.

Value to Agents

LBA makes agents more effective by completely or partially automating a significant percentage of calls, allowing agents to concentrate on higher value tasks. Callers can request an agent at any time, or automatically be transferred when reasonable diagnostic efforts are completed. SpeechCycle's forward looking screen pop feature can provide agents with a next step troubleshooting suggestion to further reduce average handle time for partially automated calls.

Web-Based Reporting

SpeechCycle's Business Intelligence Portal provides detail on call volume, automation rates, and a wealth of additional statistics. Reasons for a call are reported with granularity (e.g. slow internet, no internet, etc.) to identify why subscribers are calling. Automated survey results supply empirical evidence of caller comfort levels with automated technical support and for expectation of reuse.

Software as a Service (SaaS)

The Broadband Automated Agent is a VoiceXML application, provided as either a hosted on-demand or managed service. These deployment models promote efficiency, ensure that calls are answered despite traffic spikes, and allow SpeechCycle to continually improve every caller's experience while delivering significant cost savings.

Customer Satisfaction & Cost Savings

LBA answers every call with dialog consistency that cannot be matched by contact center agents. The Automated Agent's ability to understand callers in their own words and demonstrate knowledge of each caller's environment uniquely works to keep callers engaged. Frequent content and speech updates continually improve performance. LevelOne Broadband Agent is thus able to resolve highly complex calls while providing a remarkable caller experience along with significant cost savings.

	HSI Features
Reason for Call	
• No Internet	✓
• Slow Internet	✓
• E-mail	✓
• Password Reset	✓
Diagnostics & Actions	
• Modem Lights	✓
• Modem Reset	✓
• PC Reset	✓
• Router Bypass	✓
• Splitter Check	✓
• Cable/Ethernet Connections	✓
• Home Page Check	✓
• Service Outage	✓
• ICW (Internet Connect Wizard)	✓
• Network Settings	✓
• Browser Settings	✓
• Customer Satisfaction Surveys	✓
Domain Knowledge	
• Accessibility to Equipment	✓
• Many Modem Models	✓
• Home Networking	✓
Integrated Dialogs	
• Operating System	✓
• Modem Status	✓
• MAC/IP Address	✓
• Account Status	✓
• Signal Strength	✓
• Outage	✓
• Repeat Caller Detection	✓
Agent Integration	
• Call Status (DID)	✓
• Call Status (Screen pop)	✓
• Skill-Specific Transfer	✓

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