



SpeechCycle

Automate Technical Support Calls

SpeechCycle LevelOne DSL

SpeechCycle's Automated Agents work with callers to identify and resolve technical support problems for DSL (Digital Subscriber Line) services with speech recognition. SpeechCycle's interactive dialogs work with callers to identify their configuration, diagnose the problem, and step the caller through a resolution.

DSL Technical Support

DSL troubleshooting presents challenges due to configuration variability. Callers may have a variety of modems, along with hardware and software (i.e. routers, operating systems, e-mail programs), line filters and an assortment of phones and other devices. SpeechCycle's DSL Automated Agent succeeds in diagnosing and resolving problems within this demanding environment via data-driven dialogs. The DSL Automated Agent steps callers through a diagnostic dialog to identify the root cause and offer instructions for resolving the problem or initiating corrective action where applicable.



LevelOne DSL Value

DSL Support

- Modem Diagnostics
- Polling & Event Driven Automation
- Splitter/Adapter "Aware"
- Modem Page Assistance
- Isolation Test Guidance

Customer Satisfaction

- Interactive Dialogs
- Asynchronous Call Expedite (ACE)
- Repeat Caller Detection
- Dynamic Messaging
- Persistent Optimization Process (POP)

Return on Investment

- Automate Calls
- Hosted/Managed Service
- Customer Retention
- Reporting for Verification
- Agent Effectiveness

Provisioning a New Subscriber

LevelOne DSL welcomes new subscribers with a friendly interaction providing set-up guidance. Callers are instructed on how to connect the DSL modem to line filters, phones, PC and home networking equipment. Interactive assistance is also offered for stepping callers through a set-up CD on their personal computer. Callers manage the pace of dialog, making it easy to repeat instructions or transfer to an agent if required.

Multi-Tasking Automation

SpeechCycle's Asynchronous Call Expedite (ACE) technology simultaneously accomplishes multiple tasks during a DSL support call for rapid resolution and a superior caller experience. Upon answering a call, the DSL Automated Agent has the ability to execute polling or event driven tasks while simultaneously engaging the caller in a conversation. For example, dialogs will work to gather details about the caller's home networking configuration and modem light patterns while at the same time carrying out the following tests.

- Synchronize the modem with the DSLAM
- RVOP (Remote View On Port) test
- Data flow diagnostics

Engage the Caller

The DSL Automated Agent immerses each caller in an exceptionally effective automated experience supported by interactive voice recognition, knowledge of DSL components that extend beyond the modem, and data retrieved from systems that support contact center agents. LevelOne DSL's interaction follows the same steps as well trained contact center agents.

- Verify modem light status for connectivity
- Confirm password access and assist with reset if necessary
- Guide callers in rebooting modems and routers
- Check line filters
- Determine if RJ-11 cables exceed length recommendations
- Ensure PC configuration settings are correct
- Provide corrective action for Microsoft Outlook and Outlook Express error codes

DSL Modem Page Support

Assistance for initially configuring a DSL modem, changing security settings, or modifying other network configurations requires familiarity with the DSL modem page. DSL modems are available from a number of vendors, each with their own operating systems and modem page designs. SpeechCycle provides interactive guidance tailored for a range of the most popular DSL modems, contributing to more effective call resolution as well as keeping callers engaged in automation with detail that appears personalized to each caller's specific equipment.

Isolation Test

Home networking components or PC settings can be the reason behind many caller-reported issues. LevelOne DSL Agent is capable of interactively guiding callers through disconnecting fax machines, additional phones, and other devices, isolating the modem and one phone for targeted diagnostics.

Automated Bit Rate Evaluation

Download and upload speeds can be compared to each subscriber's provisioned rate by the DSL Automated Agent. Results will indicate if the modem is at fault, or if dialogs should pursue other call resolution paths.

QuickTouch™

Contact center managers and system administrators can change selected prompts within a SpeechCycle self-service solution with the addition of QuickTouch. A web-based graphical user interface makes it easy to modify pre-defined prompts for purposes such as notification of an outage in a specified area, new equipment or service updates, or targeted promotion of a marketing program.

Persistent Optimization Process (SpeechCycle POP™)

New modems, operating systems, and home networking changes require periodic content adjustment to a LevelOne DSL deployment in order to maintain and optimize performance. The inability to quickly respond to a changing customer service environment has been the downfall of many speech applications. SpeechCycle's Persistent Optimization Process (POP) programmatically avoids this pitfall via regularly scheduled optimization throughout the application's lifetime. POP reviews include:

- Speech Performance Analysis and tuning — Is recognition as accurate as possible?
- Dialog Evaluation — Is caller experience optimal? Where can dialogs be improved?
- Call Driver Analysis — Are there additional call drivers that should be automated?

Hosted and Managed Services

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

Customer Satisfaction & Cost Savings

LevelOne DSL is based upon dialog paths that work to make the caller feel that each interaction is personalized to their specific needs. This VoiceXML-based solution eliminates hold times and answers calls with technical consistency to promote customer retention. SpeechCycle frequently improves LevelOne DSL with unique tools and processes. The result is improving customer satisfaction with a significantly positive return on investment.

Reason for Call

- Lost Internet
- Slow Internet
- Intermittent Connection
- Blocked Websites
- Can't Send/Receive Email
- Email Error Message
- Create New Email Account
- Add Email Address
- Fix Email Settings
- Password Reset

Domain Knowledge

- Accessibility to Equipment
- Many Modem Models
- Line Filters
- Double Adapters
- Home Networking
- Microsoft Error Codes

Agent Integration

- Call to CSRs (DID)
- Call to CSRs (Screen pop)
- Skill-Specific Transfer

Guidance & Diagnostics

- New Subscriber Set-up
- Modem Lights
- Modem Reset
- Filter Check
- Splitter Check
- Adapter Check
- Isolation Test
- RJ-11 Length
- PC Reset
- Router Bypass
- Cable/Ethernet Connections
- Home Page Check
- Download/Upload Speed
- Service Outage
- ICW (Internet Connect Wizard)
- Network Settings
- Browser Settings
- Customer Satisfaction Surveys

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