



## SpeechCycle Video Automated Agent

SpeechCycle's LevelOne Automated Agents identify and resolve technical support problems for Video services. Natural Language 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 Experienced Dialog
- System Integrated Intelligence
- Frequent Content Updates
- High Call Volume Scalability

#### Customer Satisfaction

- "Best Agent" Consistency
- Knows Caller's Equipment
- Error Code Resolution
- Transfer when Requested
- Continuous Improvement

#### Return on Investment

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

## Video Technical Support

An almost infinite variety of words or phrases can be used by callers when they attempt to describe a problem with their video service. SpeechCycle's LevelOne Video Agent (LVA) utilizes natural language speech technology to understand what callers mean and deliver a resolution. Callers are asked to articulate video symptoms with "one short sentence." Problems could be picture or audio related, error codes, or assistance in ordering services. Data from tens of millions of video calls along with integration to billing and provisioning systems allows LVA to quickly pinpoint root cause and provide solutions.

## Immersive Caller Experience

Picture related problems are especially challenging as perception of quality is subjective and ability to describe a problem somewhat challenging. SpeechCycle uniquely keeps callers engaged in troubleshooting efforts by recognizing a wide range of issues, confirming back to the caller that their specific symptom was understood, and performing diagnostics. 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 Video Agent recognizes a wide range of symptoms, going well beyond the leading call drivers. LVA 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 everything from picture quality to DVR support. LVA is capable of identifying multiple cable boxes, guiding callers through resetting a set-top with instructions that include what each box looks like.

## Video Call Resolution

LVA utilizes a combination of information gathered from the caller and knowledge of home-based equipment to identify symptoms and assist with correction. Typical interactions will include:

- Problem collection from caller
- Set-top box identification
- Error code collection (if any)
- Call resolution path

SpeechCycle's call flows dynamically adjust for most efficient resolution. One example is that a reported error code will trump a caller described video problem, enabling faster call resolution.

## Set-Top Boxes and Operating Systems

LVA gets to work on problems reported from subscribers with digital, analog or direct connections to a TV without a set-top box. SpeechCycle supports a wide range of systems including Scientific Atlanta, Motorola, Sony, Pace, etc. Diagnostics also consider various operating systems associated with set-tops. Call resolution prompts and paths adjust based on set-top software such as Passport, TV Guide, or PowerTV/SARA. LVA also supports the OpenCable™ Platform (OCAP) standard with reset directions consistent with OCAP-based screen guides.

## 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

LVA 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 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 Video 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

LVA 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 Video Agent is thus able to resolve highly complex calls while providing a remarkable caller experience along with significant cost savings.

	Video Features
<b>Reason for Call</b>	
• Error Messages	✓
• Video Problems	✓
• Ordering Questions	✓
• DVR Configuration	✓
<b>Domain Knowledge</b>	
• Set-Top Box Model	✓
• New Installation/Equipment	✓
<b>Integrated Dialogs</b>	
• Number of Cable Boxes	✓
• Account Status (Billing)	✓
• Outage (Outage Board)	✓
• Subscription Level (Billing)	✓
• Repeat Caller Detection	✓
<b>Agent Integration</b>	
• Call to CSRs (DID)	✓
• Call to CSRs (Screen pop)	✓
• Skill-Specific Transfer	✓
<b>Diagnostics &amp; Actions</b>	
• Box Specific Reset	✓
• Remote Control	✓
• DVR	✓
• TV Settings (Channel 3)	✓
• Access Card	✓
• Cable Connections	✓
• Power Check	✓
• VOD, SVOD and PPV	✓
• Outage (Other TVs)	✓
• Video Input Check	✓
• VCR Check	✓
• Signal Strength	✓
• Customer Sat. Surveys	✓

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