

Consona Service Verification

What It Is

Consona Service Verification checks to make sure that your customers' broadband services are installed, activated and running properly. It gives field technicians and support center representatives comprehensive information on the IP services in the home. They'll get the installation or repair done right the first time—and your customers will appreciate your reliable, efficient service.



When multiple digital services are delivered to a customer, installation and maintenance become complex. Mission-critical information may be missing or difficult to access, and best practices may be poorly defined. As a result, your technicians have to conduct repeat visits to get the job done. Faulty installations or undetected system issues create future service problems—and customer support representatives aren't equipped to resolve them efficiently. Finally, managers can't be proactive because they can't see the entire picture.

With Consona Service Verification, field technicians can pre-qualify the premises before visiting and leave the home knowing that all the work has been done correctly. Support representatives can diagnose and fix problems over the phone, saving you and your customer the trouble of a home visit. And management can monitor performance metrics and quickly take corrective action when required.



Benefits

Reduce operating costs

Avoid site visits, reduce service calls and keep equipment running smoothly.

Streamline customer service

Standardize support processes and provide a higher-quality experience for customers.

Improve decision making

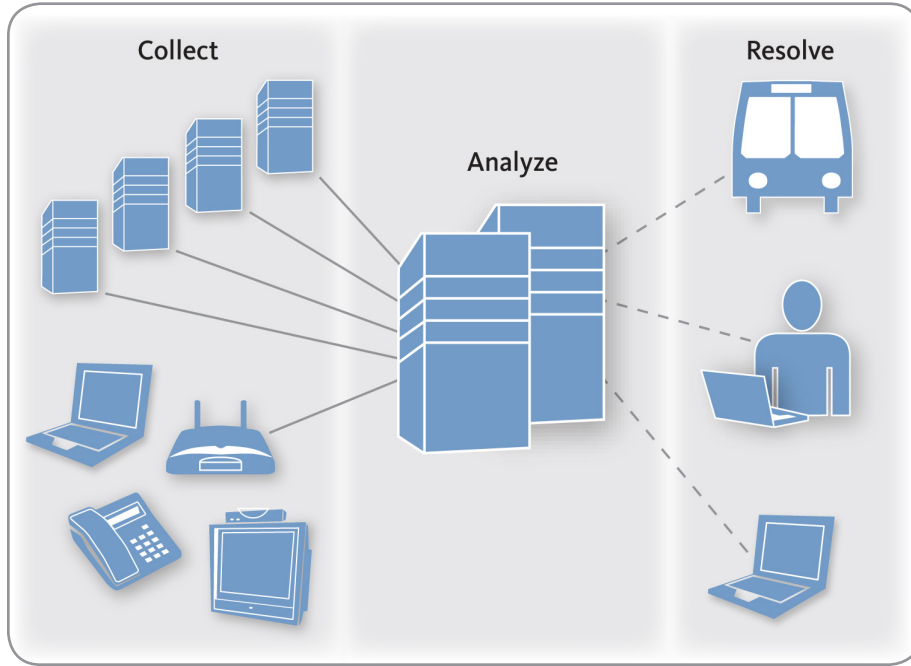
Provide managers with detailed regional performance metrics.

Increase customer satisfaction

Improve service reliability, right from the start.

How It Works

Service Verification carries out a “whole house” check of all IP-based services in your customers’ homes. It collects key data, analyzes it and then provides dynamic resolution scripts to your personnel so they can be more effective and successful. It also delivers systemwide data to managers so they can monitor quality improvements, track regional performance and incentivize staff. Customers can even use a self-service portal to diagnose and solve their own issues.



Service Verification collects information from billing systems, network management systems, operational support systems and customer equipment. It uses “Smart Issue” templates to capture the right kind of data for each type of broadband service and each geographic area. Then, it performs a number of analyses to assess pass/fail status, find the source of the problem and determine the proper escalation path. Finally, it delivers the best-practice resolution to the field or phone technician, manager or customer.

About Us

With a comprehensive set of solutions spanning self-service, customer management, chat, communities and proactive, just-in-time marketing and support—all fueled by a patented, best-of-breed knowledge management platform and backed by advanced analytics—Consona’s KCS Verified tools are the choice for integrated, multi-channel customer service and support. The only CRM vendor focused entirely on service and support, Consona helps the Global 2000 control costs while providing a superior customer experience.

Consona

Problem: Solved!

www.consona.com/crm

Key Features

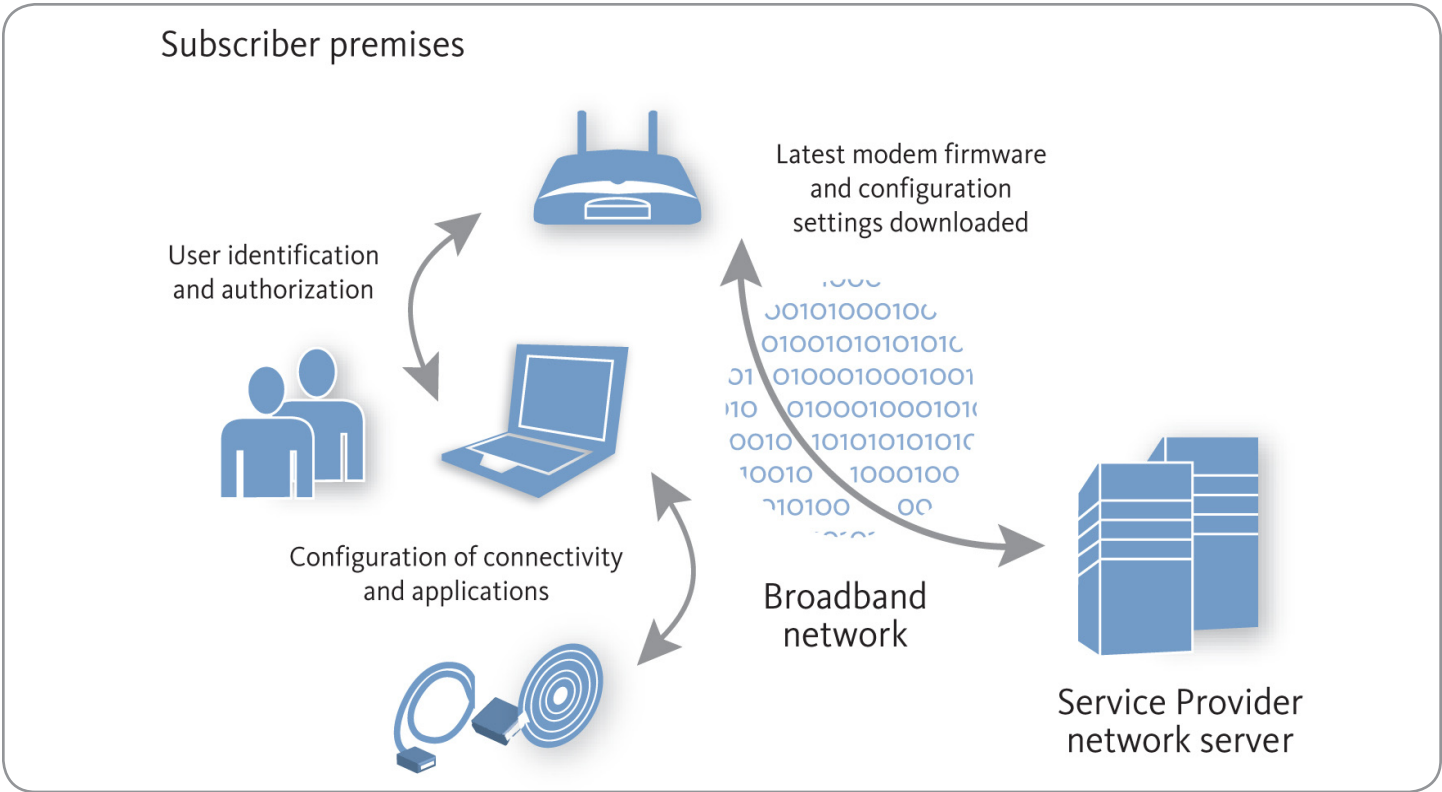
- Billing and back-end integration
- Support for workforce automation systems
- Targeted email escalation
- Web-based threshold editor
- Dashboard editor
- Customized interface configuration tools
- Customizable, flexible reporting

Consona[™]

Consona Corporation
450 East 96th Street, Suite 300
Indianapolis, IN 46240

Toll Free/Fax:
(888) 8 CONSONA
(888) 826-6766

info@consona.com
www.consona.com/crm



The presentation layer is designed for maximum flexibility, using common web technologies such as HTML, XML, CSS and JPG. This allows you to easily customize its look and feel, ensuring that they follow your corporate style.



Consona Corporation
 450 East 96th Street, Suite 300
 Indianapolis, IN 46240

Toll Free/Fax:
 (888) 8 CONSONA
 (888) 826-6766

info@consona.com
 www.consona.com/crm

About Consona CRM

With a comprehensive set of solutions spanning self-service, customer management, chat, communities and proactive, just-in-time marketing and support—all fueled by a patented, best-of-breed knowledge management platform and backed by advanced analytics—Consona’s KCS Verified tools are the choice for integrated, multi-channel customer service and support. The only CRM vendor focused entirely on service and support, Consona helps the Global 2000 control costs while providing a superior customer experience.

Consona
Problem: Solved!