



**Guidance**  
**Customer Experience**  
**Analytics**  
**Resolution**  
**Advice**  
**Insight**  
**Service**  
**Agent Productivity**  
**Assist**

## **Expresse Solutions:** **Active Care for Contact Center**

ASSIA Express Solutions Active Care offering helps broadband service providers increase customer satisfaction and enhance contact center operations. Active Care contact center agents resolve broadband issues more quickly and accurately for the consumer.

Active Care brings expert guidance to agents using an advanced expert system and comprehensive data analytics. With this solution, agents can provide accurate and timely service to the consumer, reduce the incidence of escalations, and avoid the need to dispatch a technician or send out replacement equipment.

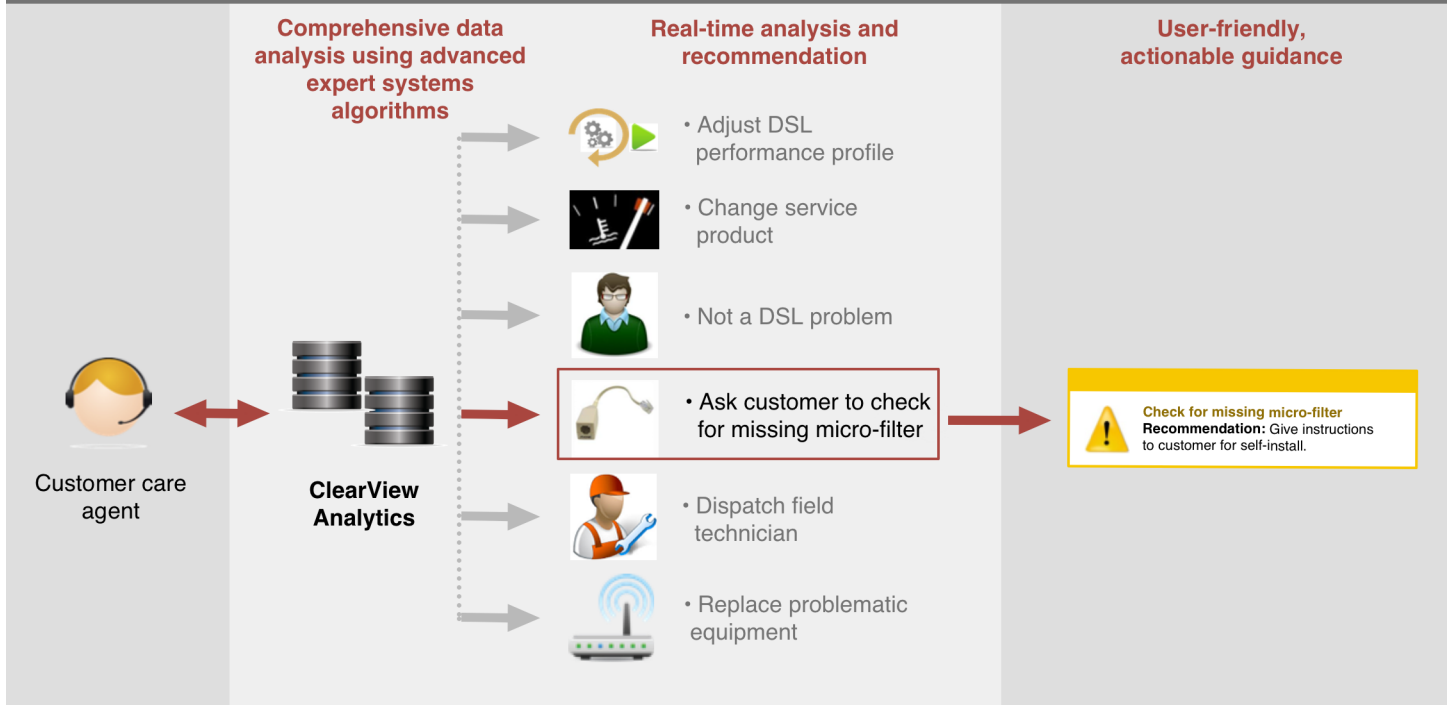
Expresse Solutions Active Care provides a holistic approach that considers people, process, and technology in delivering improvements for contact center operations. As part of Express Solutions, ASSIA professional services consultants work with the service provider on a comprehensive program to implement and optimize the Active Care capabilities in the contact center.

### **Highlights**

Active Care helps service providers:

- Increase customer satisfaction by providing detailed and relevant information and guidance to resolve broadband issues
- Solve issues quickly on the first call and reduce repeat calls
- Enhance agent productivity through integrated diagnostics and guidance for timely and accurate incident resolution
- Reduce guesswork, trial-and-error in problem resolution and decrease new agent “ramp up” time
- Improve call center performance through shortened call times and improved resolution rates
- Reduce the need for case escalation and for technician service calls and decrease repeat calls

## Active Care for Contact Center



## System Requirements

DSL Express v. 3.3 or higher with the following DSL Express software modules:

- ClearView
- Real-Time Performance Evaluation
- Profile Optimization
- Real-Time Profile Optimization
- Advanced Diagnostics
- Missing Micro-Filter Detection

## About Express Solutions

ASSIA Express Solutions give service providers with a deeper understanding of factors that impact strategic business objectives including growing revenue, improving operational efficiencies, and increasing customer satisfaction.

By taking a broad end-to-end view of the network and operational systems, Express Solutions help service providers address issues that impact the customer experience. Express Solutions provide timely and accurate data to improve business decision making and to achieve measurable business results.

For each engagement, ASSIA tailors the deliverables of the solutions offering to the specific requirements of the customer, combining professional services and DSL Express software features to support targeted business goals.

## ASSIA | Express Solutions - Active Care for Contact Center



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