

TRANSCRIPT:

TRUVIZION POST-INSTALL REPORT

AN OVERVIEW WITH LIZ FLATOW

[intro music]

>> LIZ: Hey guys my name is Liz and I'm part of the sales team here at ZCorum, and today, I'm going to tell you about the post install report which is a reporting feature off of our monitoring tool TruVizion.

>> LIZ: One of the most frustrating things as a provider is a newly installed customer calling the next day complaining that their Internet is not working already. You never want an unhappy customer especially the day after they've been installed. This means you have to roll a truck to that home now meaning money wasted, time wasted, and a bad customer experience from the start.

>> LIZ: Problems after installation can occur for a number of reasons. Something as simple as a fitting coming loose after a customer moving that modem, a shipment of modems that have been dropped on a loading dock, or even that installer not properly checking everything after installation is complete.

>> LIZ: As you can see, I've pulled up TruVizion. Now let's take a look at the post install report and get some answers.

[music playing]

>> LIZ: You'll see the status of all modems installed and their readings over that first day. The installation data is captured from the time the modem is installed until midnight. The TruVizion post install report will show you things you won't get from a snapshot taken at the time the modem comes online. You'll see a record of the modem's performance over that first day including flaps, times online, upstream and downstream codeword errors, and RF stats. This takes into account changes the technician made to improve the signal after the modem initially came online, and also

helps you see any intermittent issues that weren't noticed during the install.

>> LIZ: To recap, you can run a report for all the installs that took place on a particular day or up to the past 90 days. This is a great tool to make sure your new customers are getting the quality of service that they expect as well as keeping track of your installers and knowing when to provide additional training to them. If you'd like additional information on the Post Install report, give us a call at 678-507-5000.

[outro music]



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