

TRANSCRIPT:

AN OVERVIEW OF TRUVIZION'S GEOCODING FEATURES

WITH ALEX RIVERA

[Intro music]

>>ALEX: Hello everyone, my name is Alex Rivera, and I'm the director here at ZCorum, and I'd love the opportunity to talk a little bit about TruVizion and one of its powerful capabilities – geocoding.

>>ALEX: Geocoding is the process of assigning locations to addresses so that they can be placed as points on a map.

>>ALEX: Similar to putting points on a paper map, the process assigns geographic coordinates to the data, hence the name geocoding.

>>ALEX: If you've ever driven down a country road, you've probably seen a group of several mailboxes all in one single location.

>>ALEX: Well, the problem is is that all of them only have one single pin within your diagnostic tool.

>>ALEX: You may only see one customer device in that mapping diagnostics software at the end.

>>ALEX: There may be other areas where one or more homes are not geocoded at all and won't show up in the mapping system such as this neighborhood.

>>ALEX: Or, just not in the geocoding database.

>>ALEX: In the case of a map pin that's not in the right place, it's easy to update the location of the device in TruVizion, or by using our companion mobile app, TechVizion.

>>ALEX: In TechVizion, it's just the click of an update map button to move the flag to the appropriate place.

>>ALEX: When a customer's home is not in the geocoding database at all, the geocoding feature in TruVizion allows you to place the device on the map by clicking an "Add" button.

>>ALEX: So, what can a technician do in the field to update the geo-location with our TechVizion mobile app?

>>ALEX: Let's take a look.

>>ALEX: A field tech at the customer's home can use TechVizion on their phone or tablet to place the map pin at the actual physical location where the home is located.

>>ALEX: Just tap the geocode update button and confirm they want to update the location.

>>ALEX: There's also a handy report in TruVizion that shows you all the modems that are geocode along with their addresses.

>>ALEX: Armed with that information and the geocoding features in TruVizion and TechVizion, you can have all of your subscriber devices on the map in no time.

>>ALEX: So, having all your modems geocoded will help you determine how widespread an issue may be and who in the area may be impacted by that issue.

>>ALEX: When a subscriber's home is pinned at the correction location on the map, you can see the home's location and its relationship to others in that area.

>>ALEX: This helps you see which modems in the area are actually experiencing problems or an outage.

>>ALEX: I hope you enjoyed this short overview of geocoding with TruVizion diagnostics software from ZCorum.

>>ALEX: We'll see you next time.

[outro music]



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