



*"We have to load an account in 5-7 tools to get a complete picture of that account. We should be able to get info to them faster and better."*

## ADVANCED CUSTOMER CARE

Roles: Tier 2 & 3 Customer Care Agent NCOE

Experience: typically 10+ years, some 2-5yrs; Some agents started in the field and some as customer agents

Locations Interviewed: Bishops Gate Mount Laurel NJ, Denver CO

Tools: Einstein, Scout, CSG, BACC, ACE Compass, xRay, ESD, Titanium, PHT, ACSR, Excaliber Portal, Customer Timeline

Training/Resources: Regular access to training

## Job Responsibilities

Recently restructured, most of these agents used to be Advanced Repair and now they are in the NETS Department (National Escalated Technical Solutions) within NCOE (National Center of Excellence). They used to be Techs 1-5 and now they are Senior Tech and Advanced Tech. Both Senior and Advanced Techs interviewed were from PCO – Priority Customer Outreach, IES – Internet Entertainment Services, and Incubation & Innovation.

**PCO – Priority Customer Outreach** – This team covers mostly corporate escalations, corporate regulatory concerns and high level VIP escalations. They will make sure the escalation is handled with care and centralize communication between the customer, corporate and Engineering. Corporate escalations refer to scenarios where a customer has called a few times. They are often working directly with customers and working with Engineering for issues that are very complex.

Their engagement with Engineering involves sending a Service Now (changing to IOP portal) incident ticket that goes over to TPX. TPX will run their checks and may have back-end fixes for specific customer issues or the ticket will get linked to a greater bug and maybe moved to an outage. This group also does outage trending and works on national outages to help identify trends.

**IES – Internet Entertainment Services** - This team mostly works with CXI agents and Techs in the field, but they may also make calls to customers regarding engineering tickets. Customer Integrators are people hired by the customer to interact with Comcast and handle things for them. They are typically hired by customers to install cable and sound systems in the home.

**Incubation & Innovation** – Tier 3 level support for customers and incubation. Works with customers and employees who are beta testing certain products. Example: Adding Netflix to X1 boxes.

## Troubleshooting

- Customer education
- Signal issues, Error codes, Cable card issues
- xFi apps, internet, basic phone, email, Roku, anything that connects to XRE
- GRAM/All IP accounts. Uses xRay for RSSI levels, Wi-Fi boxes, modem health, MoCA, Cloud DVR. Heavy day is 15 calls about MoCA

## Beliefs and Behavior with Tools and xRay

- xRay shows a lot of info but need other tools (ESD, BACC, ACE) to fix things
- xRay is a bit vague. Significant RF issue relies on different tools. Often Scout and Mobile Scout

## Opportunities

- Be able to fix things directly in xRay
- Be better at troubleshooting cable card

*"Lot of techs are X1 activation or MoCA issues."*

*"xRay has become my go to tool for everything basically."*

**User no longer has access to Scout.**