



"The hardest thing is to make the tech believe that there's nothing wrong on our end, it's an RF issue on their end."

FRONT LINE TROUBLESHOOTER

DOJ 51% of TSC Agents

Role: **Day of Job (DOJ)** in TSC

Experience: **up to 10+ years**

Locations Interviewed: **Millersville MD, Boston MA, Pittsburg PA**

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

Training/Resources: **Beltway does not have Advanced Tech Training so no ATS Advanced Tech Support, ESD or BACC. They rely on Slack and supervisors like Scott Melanson for assistance. Some are cross-trained in residential and commercial.**

Job Responsibilities

Day of job support to residential field technicians. Creates basic work orders, troubleshoots with field technician on all product lines; modifies task codes, dispositions call/task with appropriate tools; interacts with customers directly; performs real time technician education; supports real time service verification.

This role can move to Sr. Technician Support Center Representative within 12-18 months.

Common Troubleshooting Scenario

Typical install - DVR and a couple of XiDs.

The tech correctly follows the JOSI flow of adding equipment correctly and still gets XRE or RDK errors. A typical error is 00253 on one of the XiDs. The tech calls in to DOJ and they use a variety of tools to fix the issues.

DOJ makes sure the account is ok. They make sure the tech put the equipment on the biller before checking RF. Then they look to make sure rate codes are correct. Some use ESD to make sure the backend is correct and everything flowed through. They make sure the tech checks what is working and what is not working then they log into xRay to see MoCA, firmware and "all that sort of stuff." Often they can fix the error by rebooting the box. Many times it is an RF issue preventing MoCA from communicating correctly between the two boxes.

Techs call in for assistance because they are not able to resolve the issue themselves, or they need assistance with account information, or they don't know the XRE error, or whether it's an RF issue or an issue on the Comcast side. .

Beliefs and Behavior with Tools and xRay

- Scout is a better judge of what is actually going on in the home versus the HIC in xRay
- If it's missing from xRay it's a problem, if it's greyed out it's not a big deal
- xRay has a tendency not to populate
- xRay is not a good judge of signal level. Scout or Einstein show more specific levels... decibels, exact numbers, not like PHT does. They get a lot more regarding signal levels from other tools.

Opportunities

- XRE errors - Many techs and some agents are not familiar with what they are and what to do
- RF - This issue will cause a lot of traffic in the TSC queue
- ESD - "I'm not super strong with ESD, I just know how to look at it." They look to validate that billing sent all the right authorizations to the correct line of businesses
- BACC - They use BACC to troubleshoot the modem

"We use the Slack channel, and as a group we'll go into an office, we'll ask are you seeing a trend on this or can you help me out."

"We are swiveling a lot between tools. But if you stuffed too much into one and it chugs. It's worse. "