SERVICE & SUPPORT

Remotely access and control the subscriber's user interface

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Overview:

As part of the AminoOS Engage™ suite of hosted service management tools, the Service & Support module makes customer service more efficient and effective by letting customer service representatives (CSRs) remotely view and control subscribers' on-screen menus. Gone are the days of asking callers what they see on their TV or instructing them which buttons to press on their remote control.

With Engage Service & Support, CSRs can take direct control of a subscriber session, diagnose problems quickly and accurately while easily guiding callers through advanced features of your video services. Subscribers who call for support will spend less time on the phone, resulting in higher levels of customer satisfaction and lower support costs.

Features:

- Remotely access and control subscriber's user interface
- Programmable macros to accelerate resolution of known issues
- Intuitive, graphical user interface
- Web APIs for 3rd party tool integration
- Automate access to STB log files
- Works behind NAT

Benefits:

- Accelerate support call resolution
- REDUCE truck rolls

What CSRs see → What the Customer sees