

AGENT511 | CABLE

AGENT511 is an interactive, two-way text messaging platform that delivers on-the-go self-service customer care for MSO subscribers. It works on any mobile phone on any mobile network. The solution is integrated with billing and provisioning platforms and the contact center's process flow. It can be extended to include employee service dispatch and interactive services including tru2way.

Text messaging is North America's fastest growing way to communicate. Nearly 50% of the population regularly text message and the number of messages is growing 25% quarterly. Text messaging is secure, spam-free, and messages remain on the handset.



Interactive Session

Outage reporting and alerts

Customers proactively text message an **PHONE OUTAGE** report to the MSO via AGENT511 and/or subscribe to text outage alerts. The system opts in subscribers over the web or mobile phone and is capable of dissecting outage data files to alert subscribed consumers.

Billing reminder

AGENT511 delivers a text message when a payment is (over)due and can be programmed to deliver two-way payment confirmations in compliance with a work-out schedule.

Mobile knowledgebase

The system intelligently acts upon freehand text messages to facilitate troubleshooting of common occurrences. Examples include: poor VoIP audio, HSD provisioning, and CATV programming. The system returns the highest scoring matches. The system is integrated with the applicable databases; information is flexibly categorized by search term. If the applicable match is not delivered, customers may chat with the next available operator.

Interactive services

Customers may remotely program their DVR, be alerted of upcoming programming, or interact with on-air advertising to acquire additional multimedia information.

Dispatch/notification

In cooperation with ERP, AGENT511 facilitates two-way text messaging service request dispatches to the field and assigns completion codes. Text messaging cost-effectively replaces antiquated paging systems.

Text to PC Chat

The mobile user and contact center may engage in a text chat session. The AGENT511 web interface provides a medium for continually receiving text requests and responding. The chat function may be integrated with the call center's CTI system or functions stand alone.

Technology

The AGENT511 software is a secure, extensible platform designed for maximum uptime and capacity. The software runs on COTS servers and is hosted in the data center. The platform includes an open web services interface and FTP manager that facilitates integration with the MSO's information systems. The service can be provisioned nationally across all carriers on either AGENT511's own 511-511 text short code or the client's.

T2C511				
Home	Inbox	In Process	Resolved	Profile
106	Cell: 270-523-1234 Datetime: 5/6 2:55pm	Message: looking for green light bulbs		
105	Cell: 270-993-1235 Datetime: 5/6 2:48pm	Message: outage at 425 Maple St., Glenview		
104	Cell: 270-993-3246 Datetime: 5/6 2:46pm	Message: pole split at 100 Green St., Oakmont		
103	Cell: 270-312-3435 Datetime: 5/6 2:37pm	Message: something wrong with my bill; account 1432423		
102	Cell: 270-323-2142 Datetime: 5/6 2:27pm	Message: fire at 125 Gary St., Highland Park		

Solution Benefits

- Mitigate contact center volume
- Revenue generating interactive services
- Engage the MSO brand outside the home
- Rich Multimedia
- Universal phone and network coverage
- Message remains on the handset
- Path to other mobile platforms
- Spam-free and secure
- User friendly