Premier Technical Support- Field Services Quick Reference Guide

This at-a-glance tool provides information on Premier Technical Support for all Field Service Technicians and VDO Agents. For a more comprehensive look at Premier Technical Support, see the following supporting tools: the Premier Technical Support eLearning Module, the Premier Technical Support FAQs, and Use Cases in Agility, and in the KDB: The Residential Demarcation Operational Procedures (houses all PTS processes and information).

When should I offer Premier Technical Support?	**Field Service Technicians** Offer Premier Technical Support to customers as an alternative solution on a reactive basis only, including: - When a customer requests services out of scope; i.e., "Can someone hook up my Wi-Fi printers for me?" - When a customer needs additional assistance outside of scope (after exhausting in-scope troubleshooting efforts, and determining that the issue is with the customer's device) - When a customer asks about Premier Technical Support; i.e., *"I heard about a service you offer, providing assistance for any devices that connect to the internet. Can you tell me how that works?"*
What are the key points when discussing Premier Technical Support with customers?	Key Points: - Premier Technical Support experts act as a virtual help desk, offering <u>support over the phone</u> to customers for any of their connected devices - Year-round coverage on an unlimited number of devices; (this is truly differentiating, as most companies have a maximum of three or four devices covered) - Unlimited number of call-ins are encouraged for any authorized users - No requirement to register any device - Service Protection Plan included at no charge - Priority Call Queuing
What are the key behaviors to focus on?	- Establish boundary – you are an expert on all Optimum equipment & systems - Troubleshoot ALL Optimum Equipment first - Determine if request is out-of-scope, then offer alternative solution of PTS - Educate customer on PTS - Offer at monthly rate first - Enroll customer in PTS through submitting action or call to VDO - If immediate assistance is needed, offer to connect the customer to PTS through the customer's phone and perform warm transfer - Provide PTS contact info/collateral for future use
What does presenting Premier Technical Support sound like?	*"I'm an expert in the setup, configuration, and troubleshooting of cablevision systems and equipment, but this device is out of the standard scope of our support.* *However, you may want to consider subscribing to Premier Technical Support, our team of experts dedicated to assisting you with configuring, troubleshooting and education for any personal device in your home that connects to the Internet.* *These experts are available 365 days a year; they are your personal help desk for any device in your home that connects to the Internet.* *We encourage all of our customers to contact Premier support as often as possible. They will support an unlimited number of devices and you can call as often as you need."*

CABLEVISION

Premier Technical Support- Field Services Quick Reference Guide

How do I enroll a customer in Premier Technical Support?	**Field Service Technicians** Enroll customers by submitting action to VDO using Tech Mobility or if unavailable, by calling Virtual Dispatch Operations to enroll customer in Premier Technical Support. - Submit Action to Virtual Dispatch Operations —(Separate Job Aid with Tech Mobility screenshots is available in Agility) - ACTION CATEGORY: Account Update - REASON CODE: Add Service Plans –Premier Technical Support - As available, share marketing collateral explaining Premier Technical Support. - If customer enrollment is on-site, provide collateral/phone number for future use - If customer needs immediate assistance, offer to connect them to PTS through the customer's phone and perform a warm transfer; i.e., *"Mr. Ms. Customer, thank you for waiting, I have _____ on the line from our Premier Technical Support Team, and s/he will be happy to assist you further."*	**Virtual Dispatch Operations (VDO)** Process customer enrollment in Premier Technical Support through Tech Mobility or a call-in: - Process the order modification if valid, or Call the technician for clarification. - Add Premier Technical Support to customer's account. - Perform No Truck Change of Service. - Add Premier Technical Support rate code (monthly or one-time). ***If a customer decides to enroll in Premier Technical Support and/or the Service Protection Plan during a chargeable trouble call, the 1 time trouble call charge will be waived by Billing & Collections.

What services are covered by Premier Technical Support?	A premium level support of support including:
	- Providing customers with a virtual "Help Desk" they can access from home
	- Setup, support and education for all connected devices (**Note:** There is no time limit as to how much time a PTS expert will spend on the phone helping a PTS customer)
	- Advanced troubleshooting and optimization of system performance
	- Recovery of content due to virus and malware.
	- When a customer signs up for PTS, he/she will also automatically be enrolled in the Service Protection Plan at no additional charge and will receive priority call queuing when they contact Customer Service.
	
	Note: Set-up, support, and education also include:
	- Sync & Share: Help customers protect & access their content anywhere and on demand through any of their devices.
	    o Device syncing, support with the Cloud, Music/media content, backup & restore
	    o Connectivity: Verifying connectivity to all devices, including Wi-Fi connection after install
	    o Wi-Fi & home networking, content streaming, internet browsing, router setup & troubleshooting
	- Accessories: setup and help devices to work together seamlessly.
	    o Bluetooth pairing, wireless printing, speakers, TVs, gaming consoles, adaptors
	- Virus & Access Support:
	    o Anti-virus/Spyware /Malware, Firewall, Remote Access	

Premier Technical Support- Field Services Quick Reference Guide

What products are covered by Premier Technical Support?	All devices that connect to the Internet are covered by Premier Technical Support. A listing of major categories and device types can be found below for guidance to answer customer inquiries (this is not fully exhaustive):
	
	 - Mobile apps
	 - Smartphones
	 - Tablets
	 - Personal computers (Laptops, Notebooks, Desktops)
	
	 - Smart TV
	 - Smart accessories (Chromecast, Apple TV, Fire Stick, smart dog feeder, etc.)
	 - Smart home
	    - Automation (locks, thermostats, window shades, etc.)
	    - Audio (Sonos, wireless sound bars, etc.)
	    - Security (door/motion sensors, cameras, smoke/CO sensors, thermostats, etc.)
	
	 - Gaming consoles (Xbox, PlayStation, Wii, etc.)
	 - Auto (infotainment, connecting devices, Wi-Fi connectivity, etc.)
	 - Smart appliances (refrigerator, etc.)
	 - Smart printers (all)
	 - Wired devices that connect to a "connected device" (printer to a laptop, speakers to a Sonos bridge, etc.)

How much is it?	For an ongoing monthly fee, the customer will be entitled to unlimited technical support as needed for any devices that connect to the internet, or they can pay a one-time a la carte fee for one-incident help.
	    - Recommend the subscription service model at $19.99 per month (includes the Service Protection Plan). There is a minimum term of 1 month for the subscription model.
	    - The a la carte one-time fee model is also available at $99.99 per incident.

What is the phone number for Premier Technical Support?	Use this phone number when connecting customers to Premier Technical Support, or provide it to subscribers to call in as needed: **1-844-213-2061**