Next Generation Services Require Next Generation Service

Fenavic

"FENAVIC BRINGS NETWORK KNOWLEDGE AND TROUBLESHOOTING SCENARIOS TO THE CSRs, HELPING THEM SOLVE COMPLAINTS WITHIN A FEW MOMENTS WITHOUT THE NEED FOR ESCALATION"

What does it take to deploy next-generation services?

Next-generation service is not only about your next-generation network. It's making sure your service organization is able to cope with new technologies, new services, and more technical calls. For the first time your service organization will be faced with technical issues involving complex configuration, provisioning and billing problems. And with so many technologies involved in the provision of the service, troubleshooting will become increasingly difficult.

Today when complex problems arise, they are immediately escalated to the next level support. But when most calls become more technical, escalation is not an option. You need to empower your first-level support staff with the ability to deal with more problems on their own.

Fenavic empowers your support organization with the ability to solve more complex problems before they are escalated. Specifically designed to support next-generation services, Fenavic minimizes the impact of deploying new services by empowering your existing staff with the ability to manage the complete process "from customer complaint to resolution".

Going Beyond Service Assurance Solutions

While service assurance solutions, such as Fault Management and Performance Monitoring, focus on the malfunction of network components, Fenavic takes a more holistic customer-oriented approach. Fenavic is activated by a customer complaint, which may not be related to problems in the network (e.g. configuration problems), to empower the CSR to deal with network and non-network related problems through a single interface.
The network's health status received by these systems is one of many inputs considered in the troubleshooting process.

### Bridging the Gap between BSS and OSS

CRM systems do not provide networking access to the CSR/TSR. The result is a "Chinese wall" between the CSR and the network knowledge that may help solve the complaint. Fenavic bridges this gap by accessing the network on behalf of the CSR, performing related diagnosis, and when relevant opening a trouble ticket at the NOC. Once the NOC solves the problem it can report the fix to Fenavic who will notify the CSR that the complaint has been solved.

The Fenavic Suite

FENAVIC SUITE OFFERS A COMPLETE SET OF PRODUCTS TO SUPPORT BOTH FIRST-LEVEL CSRs AND SECOND-LEVEL SUPPORT EXPERTS IN THE RESOLUTION OF CUSTOMER SUPPORT CALLS.

Fenavic Mentor™

Fenavic Mentor can be embedded in the CRM as a portlet or wizard and assists the first-level CSR in the process of identifying and diagnosing support calls. Designed to optimize the limited time allocated for interaction between the CSR and the customer, Mentor assists in the categorization of the problem (home networking, last mile, aggregation layer etc.). Mentor has a built-in Q&A rulebase engine and a set of features allowing it to start basic diagnosis (Residential Gateways, ACS, etc). It can then communicate its findings to the Fenavic back-end to start more in-depth diagnoses on behalf of the CSR.
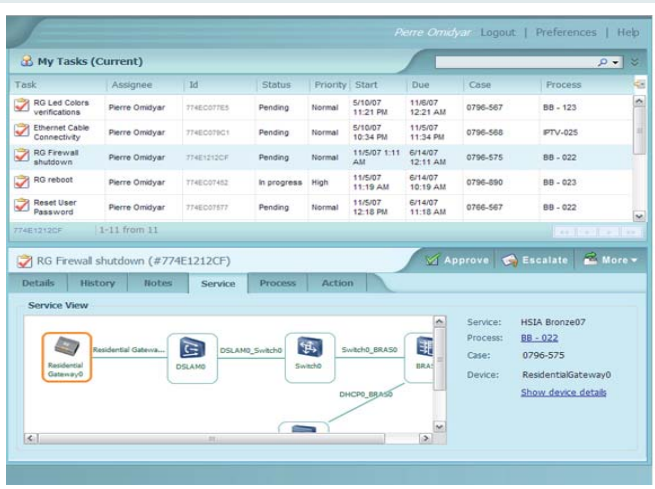
Fenavic Inspector™

Fenavic Inspector assists the TSR (technical service representatives) in the resolution of the escalated support ticket. It provides a more in-depth perspective through advanced troubleshooting features which may take longer to run, such as customer service VLAN configuration issues. Inspector interfaces with OSS applications (inventories, product catalog, etc.) for retrieving customer configuration data. After discovering the problem, Inspector can notify the user or open a trouble ticket at the NOC. Inspector has four modes of operations. It can be activated by the CRM, activated manually by the technicians, scheduled to run preventive tests periodically, or used by end users who are approved to run a self care diagnosis over the internet.

Inspector provides a customer service configuration map to the CSR/TSR and uses the map to highlight the progress of the troubleshooting process.

Fenavic Corrector™

Fenavic Corrector can actively repair customer complaints, assisting Fenavic Inspector in improving MTTR. After Inspector diagnoses the problem, Corrector is activated to repair it. Corrector interfaces with OSS systems and runs corrective scripts for fixing customer configuration issues.

Fenavic Studio™

Fenavic Studio™

Fenavic Studio is an environment for the design, modelling and simulation of diagnostic scenarios. Based on component-oriented methodology, Fenavic Studio assists in the transformation of business and technical logic into complex troubleshooting scenarios. These scenarios are based on customizable sequences of events that take place according to predefined rules. It features pre-defined service templates that encompass typical next-generation service scenario. In addition, users can develop their own scenarios as well as add their own network devices in the Device Catalog for ongoing scenario maintenance. Fenavic Studio enables the design of sophisticated scenarios by knowledge experts without the need to know the specific equipment's commands.
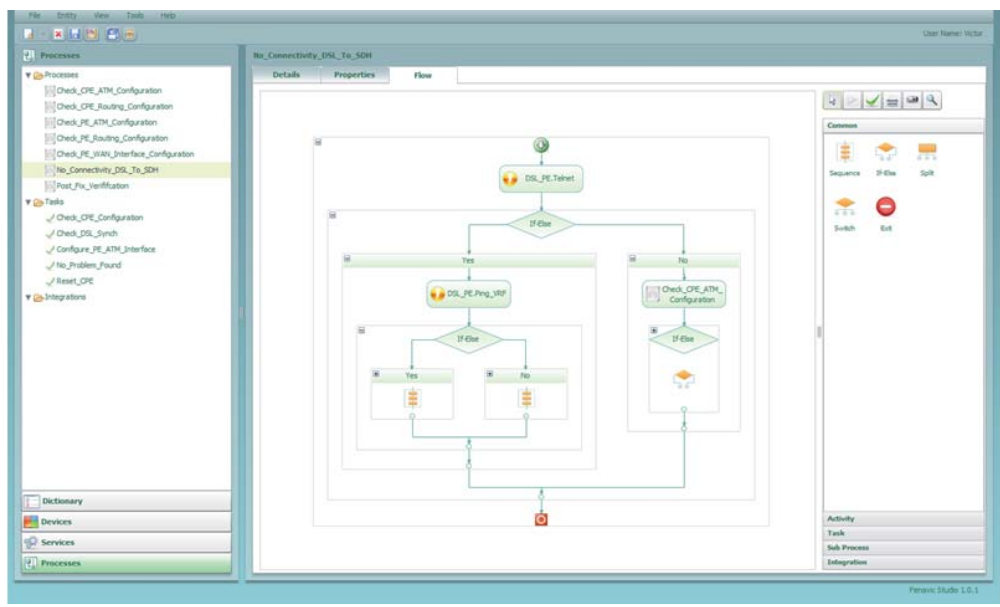
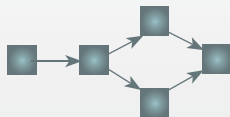## Process Creation – combination of test commands creates troubleshooting scenarios
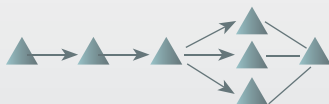

- ● Ping
- ■ Line Test
- ▲ Ping ATM
- ⬠ Show Config

DSL Diagnostic Process

VoIP Diagnostic Process
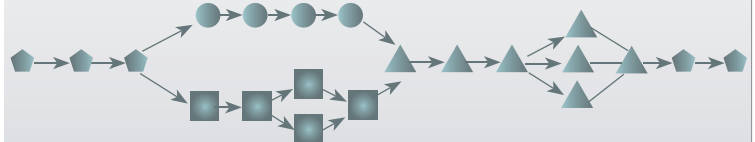
IPTV Diagnostic Process

Triple Play E-2-E Diagnostic Process

"FENAVIC'S NEXT-GENERATION KNOWLEDGE BASE EMPOWERS YOUR EXISTING SUPPORT STAFF WITH NEXT-GENERATION KNOWLEDGE."

Next-Generation Knowledge Base

Fenavic has been specifically designed to support the provision of next-generation services.

Its next-generation knowledge base includes processes, devices and service catalogs covering all aspects of next-generation services.

Process Catalog - includes a comprehensive library of triple-play services troubleshooting scenarios, from simple home networking issues through complex last mile miss-configurations.

Device Catalog - includes a comprehensive library of specific vendor equipment.
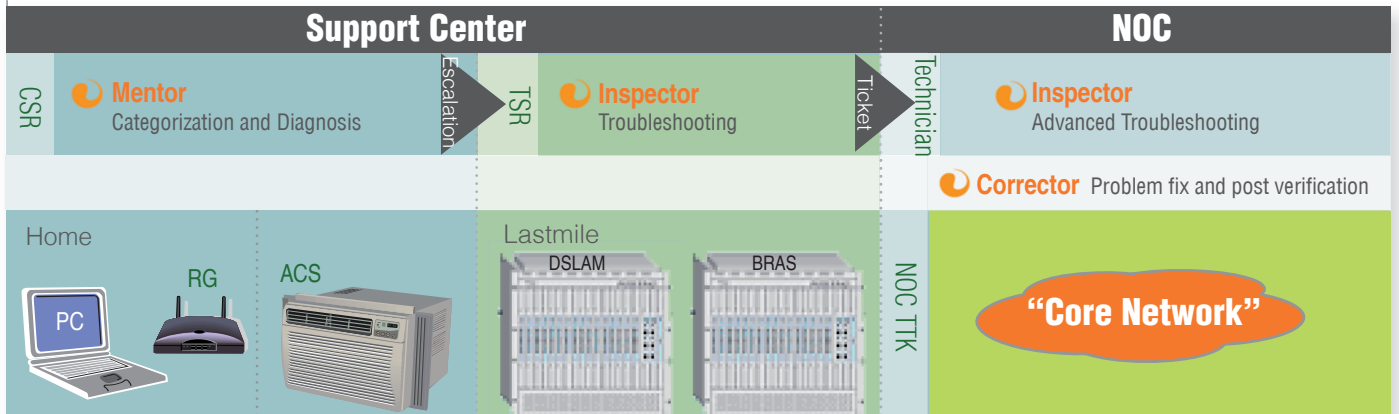
Service Catalog - includes triple-play service definitions that can be specifically adjusted to the individual carrier's deployment or environment.

Comprehensive Complaint Orchestration

Fenavic assists the CSR/TSR in the resolution of around 80% of incoming complaints within a few moments. It orchestrates the entire complaint cycle on behalf of the CSR/TSR, from the initial Q&A interaction with the customer to the complete resolution.
To achieve this goal, Fenavic orchestrates and interfaces with:

- » OSS systems for customer service configuration
- » Network equipment for troubleshooting
- » Trouble ticketing systems for NOC Integration

Support Center		NOC
CSR · **Mentor** Categorization and Diagnosis → Escalation · TSR · **Inspector** Troubleshooting → Ticket · Technician		**Inspector** Advanced Troubleshooting
		Corrector Problem fix and post verification

Home — PC — RG — ACS | Lastmile — DSLAM — BRAS | NOC TTK | **"Core Network"**

Benefits

- » Prepare your existing support organization for next-generation services without changing its structure and expertise level.
- » Scale your services without scaling your organization.
- » Ensure consistent trouble-shooting methodologies.
- » Reduce the learning curve for new CSRs/TSRs.
- » Improve MTTR dramatically.
- » Improve customer satisfaction and reduce churn.

Main Features

- » Q&A rulebase engine assists the CSR with the categorization of the problem by providing the questions to be asked during the call
- » Comprehensive diagnosis, including home networking tests, customer residential gateway, and customer service configuration (DSLAM, BRAS, aggregation level)
- » Built-in process catalog with comprehensive troubleshooting scenarios
- » Built-in device catalog with comprehensive library of vendor equipments
- » Automatic follow-up diagnosis for a specific customer
- » Priority management
- » Automatic escalation to OSS's trouble ticketing systems (NOC)
- » Fenavic Studio – knowledge experts enter information on networks and corporate procedures
- » Advanced reporting to analyze long-term complaint patterns that may suggest network design issues

Empower Your Service for the Next Generation

fenavic