

NetAvail™ Proactive Resolution

NetAvail turns a reactive customer service liability into a proactive benefit for customers, while improving service levels and simultaneously reducing operational expenses at call centers.

Rather than responding to customer complaints, NetAvail proactively initiates customer contact or service provider actions real-time at the reception of event or performance reporting data – before a customer is motivated to contact the service provider, thus turning a potential negative situation into a positive customer experience. This also addresses unreported issues that silently undermine the service provider's reputation.

At NetAvail's core are an event collection, identification, and parsing framework. This framework is managed via GUI configuration tools that simplify development, and more importantly, foster ongoing maintenance required for adapting to changing data formats and changing business rules.

NetAvail's inherent parsing and categorization of events streamlines the normalization of collected data and the population of historical databases. NetAvail's per-event-type mapping of *events* to *actions* readily supports specialized DB tables designed for specific circumstances that mirror use cases, and therefore speed ad hoc reporting by pre-categorizing records.

NetAvail's distributed nature and multi-threaded architecture are designed for maximum efficiency. NetAvail processes real-time data as fast as dedicated hard-coded programs, yet with the stability and maintainability of a proven framework. There is no need for offline batch processing.

NetAvail's proactive alerting and notification functions reduce or eliminate the need for 1st level reporting, and therefore reduce the design and performance load on higher-level reporting requirements.

NetAvail's built-in reporting tools provide historical views of actionable issues. External databases, strategically populated by NetAvail, are available for ad-hoc reporting.

The use cases below take advantage of NetAvail's capabilities, and create even higher expectations of customer satisfaction.

1. Customer Complaint (Proactive)

2. NetAvail receives an event indicating a data session failure.
3. NetAvail performs additional identification to determine cause
4. NetAvail sends message to customer with instructions/link.
5. NetAvail looks up customer account to determine account priority. If the customer account is significant, NetAvail notifies customer support via Alert Viewer screen or email/pager. Customer support optionally follows-up with courtesy call to customer.
6. NetAvail logs event in historical DB that tracks data service/ issues
7. NetAvail alert is configured with 30-minute timeout, so as additional events are received during user's session, they are de-duplicated and do not generate additional pages or logs.

2. Network Issue

1. NetAvail receives MMS performance report indicating service problem.
2. NetAvail looks up affected corporate customers, from DB.
3. NetAvail notifies customer support and/or customers directly.
4. NetAvail notes issue in customer record DB and/or trouble ticketing system.
5. Customer service may manually clear NetAvail alerts, and manually add note regarding fix, e.g. "Wrong URL mapping in DNS". Note is recorded on NetAvail alert.
6. NetAvail logs event in historical DB or trouble ticket system that tracks MMS issues; includes clearing notes from customer service, and root-cause info for categorization, e.g. PDP context activation, bad APN, handset type, etc.

3. Handset Issue

1. NetAvail receives WAP error records
2. NetAvail enriches events with handset type and/or firmware lookup
3. NetAvail logs each occurrence in historical DB, with enriched data for reporting categorization
4. NetAvail applies multi-level thresholding to determine if WAP performance is degrading, e.g. 10 failures per minute, or 1000 per day, etc. If threshold exceeded, NetAvail creates alert and notifies personnel, possibly with list of affected corporate customers

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