

End-to-End Premises Platform Standardization

helps every BSP Customer Support team offer an unmatched subscriber experience.

Subscriber experience is king. Every Customer Support team knows the real way to keep people coming back isn't through speed alone—it's about **cultivating a personalized, seamless, end-to-end journey for the subscriber.**

But when subscribers can use their own routers from multiple vendors, it's a huge strain on technicians who need to service them at the premises. And that strain spreads to Customer Support teams. Why? Because subscribers expect the same level of support from their BSP regardless of whether they provided the router or the BSP did—no matter what equipment they choose. **Standardization and consistency is the key to long-lasting, measurable success.** Not only will it relieve the burden on Customer Support teams by cutting down call times and call-backs, subscribers will be happier.



What can premises system standardization do for your Customer Support team?

- ☒ Provide visibility into issues for better troubleshooting
- ☒ Give you actionable processes and exceed your KPI objectives
- ☒ Fill in knowledge gaps faced by your team who otherwise have to understand and troubleshoot premises equipment from multiple vendors

The End-to-End Journey With Calix

1.

GigaSpire® BLAST Systems at the subscriber premises

- a. Faster installation
- b. Product consistency
- c. Easier troubleshooting

2.

Calix Support Cloud in the Network Support Center (NSC)

- a. API integration with billing and ticketing
- b. Enhanced tracking of key metrics
- c. Visibility into the entire subscriber experience

3.

Calix Premier Customer Success for achieving business objectives

- a. Customized strategy for setting, tracking, and achieving KPI goals
- b. Help shifting to a data-driven organization
- c. Enablement sessions for techs and CSRs

Ready to take the next step and go on a journey with Calix?

Let's Chat!

