

# Resolve

Empowering service reps and field technicians with tools to remotely support subscribers

## Overview

As part of the Amino Engage suite of service management tools, Resolve helps Pay TV customer services teams be more efficient and effective. We have learned that many video service support calls are related to configuration issues. We also know that Pay TV providers would like to reduce the number of truck rolls to better manage both operational costs and environmental impact. This unique interface gives customer service representatives (CSRs) the tools to quickly identify and resolve issues impacting the subscriber experience.

With Resolve's intuitive graphical user interface, CSRs can take direct control of a subscriber session, diagnose problems quickly and accurately while easily guiding callers through advanced features of the video services. CSRs and subscribers spend less time on the phone, resulting in higher levels of customer satisfaction and lower support costs.

### Features

-  Remotely access and control subscriber's user interface
-  Connectivity and performance data about the set-top box and connected TV
-  Integrated device speed test
-  Programmable remote macros for multi-key automation
-  Device diagnostic panel alerts CSR agents to potential service impacts
-  Web APIs for 3rd party tool integration
-  Automate access to STB log files
-  Works in any network configuration

### Take the driver seat and be in control

Take the guesswork out of your support calls and take over the controls. Engage Resolve lets CSRs remotely view what the subscriber is viewing and navigate the menus of an Amino device as though they were in front of the subscriber's TV. The platform provides a virtual remote control interface that is identical to the subscriber's remote.

The built-in macros and support for user-generated remote macros enable on-click access to advanced diagnostic menus, boot menus and setup screens.

Additionally, technicians with administrator rights have access to advanced troubleshooting tools like secure file transfer and command line access – all through a single, unified interface. If you already have a customer support tool, Engage's web APIs provide quick and easy integration into your existing CSR tools for a seamless solution.

# Think inside the box

Engage Resolve provides secure remote access to any Amino device, with support for Internet Explorer, Firefox and Chrome browsers on PCs or mobile devices, instantly enabling access to the service for employees with secure access rights.

Engage works with any middleware providing access to all middleware features and transparently enabling access to new features following software updates.

With Engage Resolve, you can easily collect log files, remotely update software and monitor performance of any Amino device. In short, you can conveniently troubleshoot and support your subscribers from virtually anywhere.

## What CSRs see



## What the Customer sees



## Resolve key benefits:



Accelerate support call resolution and improve customer satisfactions



Reduce OPEX by reducing truck rolls



Improve customer satisfaction and NPS scores

**Let us help you simplify your service assurance process. Contact us to find out how we can help you deploy services more efficiently and how to maintain a high quality of service that exceeds consumer demands.**

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