



## WorkAssure™ Auto ETA

**1.** AutoETA automates the call process by utilizing an IVR to perform future, same day calls and surveys

Customer has a scheduled service call with a 4 hour window (8am – 12 pm)

**2.** Hello, this is Town Cable calling to confirm your appointment. Your installation appointment is scheduled For June 30th between 1 & 3 pm. Our technicians estimated time of arrival is between 1:30 to 2:00pm. To confirm your appointment press 1, to change your appointment press 2, to cancel your appointment press 3. Thank you, your appointment as been confirmed. Town Cable appreciates your business. Good-bye

**3.** WorkAssure AutoETA helps to increase customer satisfaction!

The customer is no longer waiting in angst, trying to guess when or if the technician will arrive.



[www.arrisi.com](http://www.arrisi.com)

# WorkAssure™ Auto ETA Continued...

**4.** Did you know that 45% of all installation service calls result in a return visit? This contributes to customer complaints and churn.

WorkAssure HouseCheck is designed to reverse these statistics and ensure that Installations are done right the first time!

**5.** WorkAssure HouseCheck delivers comprehensive analysis of network and device performance across all household cable outlets

Simplifies the identification of in-home problems, along with repair of problems at installation, and provides a reference base for use in future trouble shooting

**6.** Increased customer satisfaction because the job was done right the first time!



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