

ECO Assist

Troubleshoot Service Issues with Data from the Subscriber's Home Network and Devices



PRODUCT OVERVIEW

ECO Assist is a web application used by customer service representatives (CSRs) to troubleshoot service issues for individual subscribers. Using ECO Assist, CSRs can interact with subscriber devices in real-time and view details about the subscriber's network, upgrade device firmware, and run diagnostics to gather information and resolve issues.

[View subscriber networks and devices within the context of their services](#)

ECO Assist provides CSRs with information about a subscriber's services, including key performance indicators (KPIs) that show the health of each service. KPIs are configured in the service definitions using ECO Manage, and they include content such as diagnostics that show the health of each service and service parameters used to provision the service. In addition to these KPIs, ECO Assist provides information about the devices associated with those services and the other devices within the subscriber's network.

Target important troubleshooting data

ECO Assist has an intuitive user interface that shows only the data relevant to CSRs as they troubleshoot a subscriber's issues. ECO Assist:

- Highlights problem areas to ensure that CSRs can isolate the source of the issue quickly.
- Provides resolution text to ensure that CSRs know how to resolve the issue efficiently.
- Enables control of key settings such as wireless, security, and credentials so that CSRs can assist a subscriber with resolution of these issues.

Leverage business logic and instrumentation from ECO Manage and ECO Collect

ECO Assist works closely with the following platform components.

- ECO Manage administers interactions and service configuration with the devices associated with services. Using ECO Manage, users define the service parameters, diagnostics, actions, and other data that are shown in ECO Assist.
- ECO Collect enables service providers to monitor service quality and understand subscriber experiences through the collection and analysis of subscriber and device data.

Tailor the user interface to your users

The information and look and feel of ECO Assist can be customized easily. Through the use of user roles, level 1 CSRs can be shown a different set of data than more advanced CSRs. By incorporating charts and graphs into the user interface, CSRs can identify trends quickly.

CUSTOMER CARE

Contact Customer Care for product information and sales:

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- International: +1-678-473-5656

Content such as the following can be shown in ECO Assist:

Subscription values

View the properties currently set on devices, such as the phone number associated with each VoIP line

Device property values

View the service parameter values used to configure the subscription, such as the key passphrase used for encryption

Device actions

Run actions on a device, such as clearing all recordings on a set-top box

Diagnostics

View the current health of the service, as shown with red, yellow, and green indicators, such as an indicator that shows whether the pre-shared key used to access the wireless network has been entered incorrectly too many times

Historical diagnostics

View the health of the service over time, as shown with charts and graphs, such as a chart that shows the number of reboots in the last week

Backup and restore settings

Back up or restore properties on the devices associated with the service, such as pushing saved settings to a new set-top box in the subscriber's home

