



**SCTE CABLE-TEC**  
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# DEMANDS OF FIELD & WORKFORCE OPERATIONS

**Joseph Guariglia**

Vice President Service Assurance  
Comcast  
Greater Boston Region

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# Demands of the Field & Workforce Operations

## A close look at Greater Boston Region

- ▶ 3.8 MM - Video, Data, Voice RGUs
- ▶ 1,150 Fulfillment Technicians
- ▶ 200-400 Fulfillment Business Partners
- ▶ 1.6 MM Truck Rolls Per Year
- ▶ Highly competitive, diverse, major colleges, high seasonal activity
- ▶ GPS, iPhone, iPads & Laptops



# Demands of the Field & Workforce Operations

## Service Differentiator



# Demands of the Field & Workforce Operations

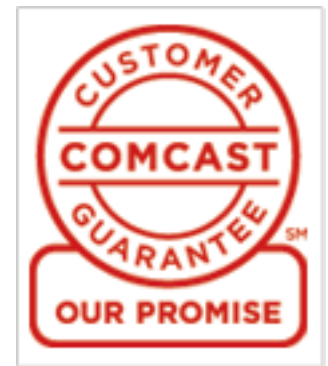
## Topics for Discussion

- ▶ Customers Want More Flexibility
- ▶ Importance of Routing & Efficiency
- ▶ Today's Workforce Agent
- ▶ Impacts of Next Generation Tools

# Demands of the Field & Workforce Operations

## Customers Want More Flexibility

- ▶ More convenient appointment windows
- ▶ Where's my tech?
- ▶ Reduce time in home
- ▶ More self service options
- ▶ Ability to make changes upon request



# Demands of the Field & Workforce Operations

## Importance of Routing & Efficiency

- ▶ 3R's - right tech, right place, right time
- ▶ Improve customer satisfaction
- ▶ Deliver on time commitments
- ▶ Reduced drive time, provide more time for quality



# Demands of the Field & Workforce Operations

## Today's Workforce Agent

- ▶ Skilled on multiple tools and platforms
- ▶ Well-versed on products and services
- ▶ Navigates and multi-task field activities
- ▶ Highly engaged to make quick decision
- ▶ Enjoy working in a team environments

*Today's workforce agents can be compared to air traffic controller.....*



Complete smart home management.  
Even when you're away from home.

**XFINITY HOME**  
SECURITY - CONTROL - ENERGY



# Demands of the Field & Workforce Operations

## Impacts of Next Generation Tools

- ▶ **Inventory Visibility** - *One stop visits to the home*
- ▶ **Home Health** - *Guarantee quality and satisfaction*
- ▶ **Product Knowledge** - *Demonstrate and educate*
- ▶ **Cost savings** - *Fuel, truck rolls and time*
- ▶ **Sophisticated Routing** - *Flexible, quick, efficient*





# Demands of the Field & Workforce Operations

## Conclusions

- ▶ Our business is extremely competitive.....
- ▶ Our customers are more demanding.....
- ▶ Next Gen Workforce tools are essential ....
- ▶ As our products become more innovative so will the employees who serve them



***Next generation workforce management will provide the edge in a highly demanding customer business***