

## NOC solutions support your network— and your customers

Quickly identify and address issues with your network, increasing uptime as well as customer satisfaction. Choose CCI's network operations center solutions: customer call center, or customer call center with network monitoring and provisioning.

### **Call center delivers friendly, U.S.-based support**

Our U.S.-based call center technicians answer every call, ready to walk subscribers through network issues and escalate video/audio issues for cable TV customers.

- **Call logging**, also available with your own call center, records incoming and outgoing call information, including location, problem and resolution, and shows the customer's current monitored statistics.
- **Trouble tickets** are issued directly from the call logging software to the correct person every time and escalated quickly, speeding response.
- **Customer history** of calls and trouble tickets is visible, improving service.

### **Monitoring provides peace of mind**

Enjoy the confidence of having our certified engineers and support technicians monitor your network. No additional software is required; everything is included in our easy-to-use solution.

- **24/7/365 attention.** Our team works to detect potential issues before they affect subscribers.
- **Instant notification of down equipment.** We alert subscribers and field technicians, beginning troubleshooting immediately.
- **Custom reporting** includes visual network status reports, maps of surrounding nodes to show outage areas, any SNMP metric, and metrics you select. Use your company's logos and colors, reinforcing your brand.

### **Provisioning lets your staff do more**

Free your staff to handle setup and other services with CCI provisioning solutions.

- **New account management.** Simplify administration with our automated order activation and completion.
- **Increased customer insight.** Accounts are linked to CCI's monitoring software. When an account is modified, you can review the customer's statistics.

### **Make one call – to CCI**

Give your network subscribers high-quality service every day, plus prompt support when they have technical issues. Call CCI to learn more about our NOC solutions.