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Eliminating avoidable truck rolls to save costs and
improve customer satisfaction

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As per digital service providers' (DSPs') current state, 25% of service truck rolls are found to be non-value added, costing millions of dollars per year

The traditional process involves more human effort while creating truck roll appointments and further follow-up activities. Work orders are keyed-in manually by the customer service representatives (CSRs), which is a time-consuming process.

Since the truck roll appointments are created without thorough assessment, it results in avoidable truck rolls. For example 'multiple truck rolls for the same customer account for different types of service issues without validation' can incur an unnecessary cost to DSPs.

The real business problem with traditional field service operations is unavailability of efficient processes and tools to identify non-value added (NVA) service truck rolls and its associated operational expenditure.

On average, **40% of the network tickets call for truck roll appointments, out of which 25% are found to be NVA truck rolls.**

Service truck roll dispatch process - An overview



Customer reports issue

Through self-service portal, mobile app or phone/IVR to customer care



CSR follows standard procedure

Customer care agent follows a standard troubleshooting guide



Appointment creation

Agent creates an appointment for a site visit to resolve the problem



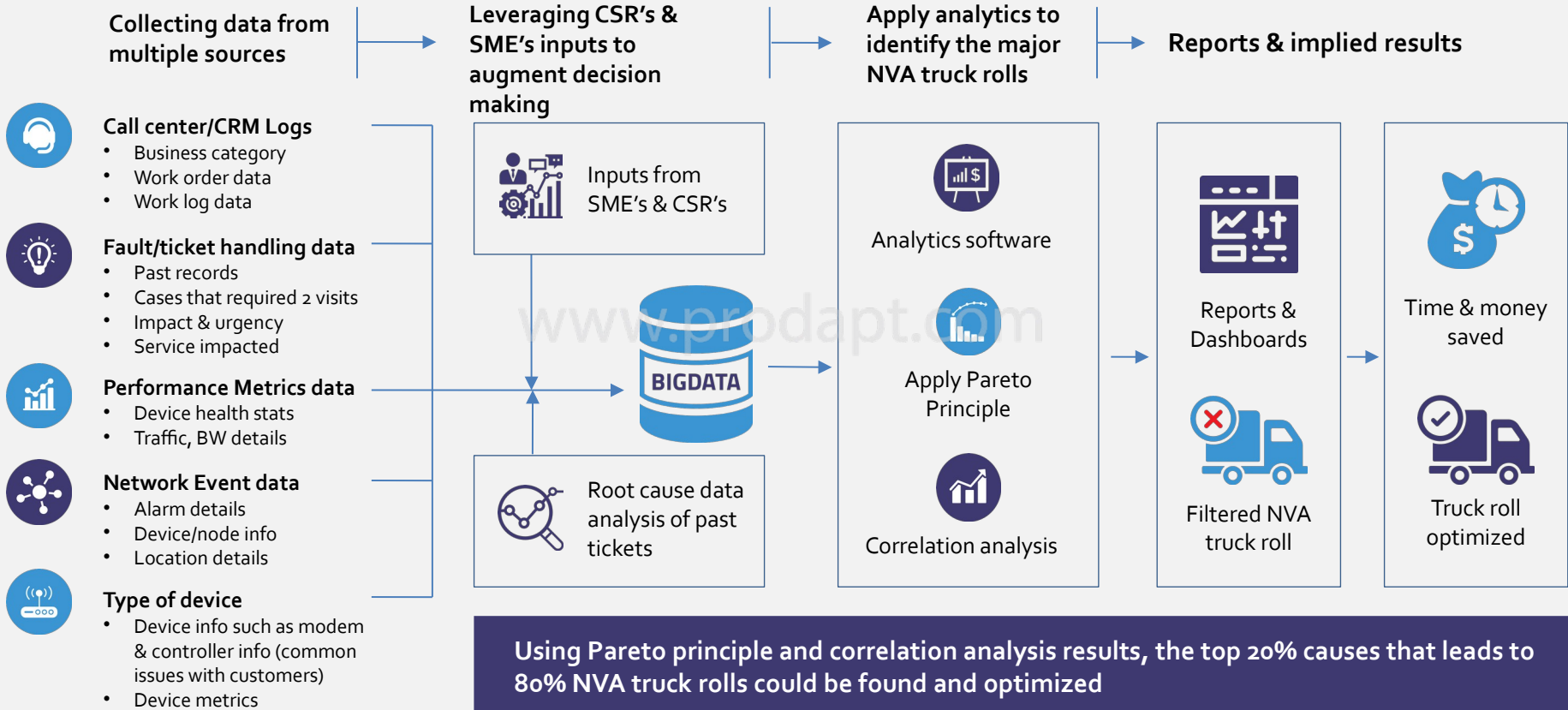
Service truck roll (On-site visit)

Field technician visits customer location to fix the issue

In many cases, after visiting customer location, field service technician finds that a site visit was not really required to fix the problem. These are service calls that result in '**no issues found**' or '**problem already resolved**' -

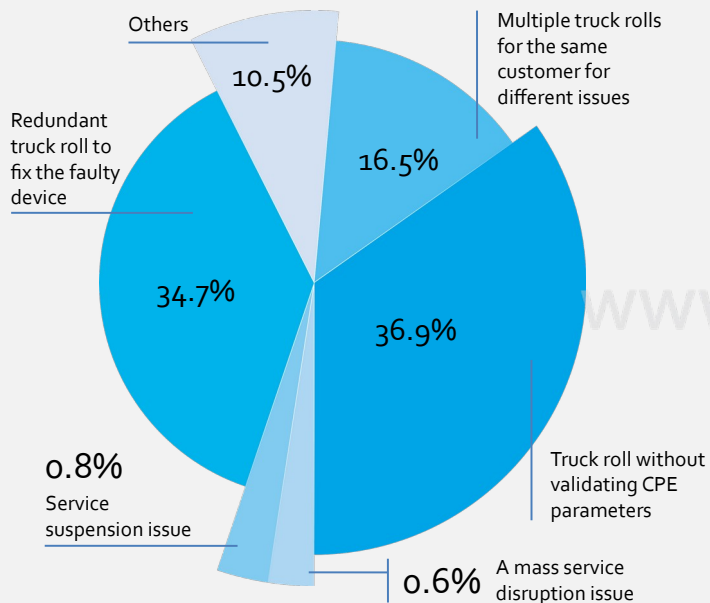
These NVA truck rolls cost millions of dollars to DSPs.

Proven approach for DSPs to address service truck roll inefficiency issues



Applying statistical data analysis, a leading DSP in Europe has identified the top five operational inefficiencies

Inference from statistical data analysis



1

Truck roll without validating CPE parameters

CSR sends truck roll without pre-validating the CPE threshold parameters against the recommended guideline like

- CPE with fluctuating SNR level
- CPE Tx/Rx out-of-range threshold level etc.

2

Redundant truck roll to fix the faulty device

Device upgrade (hardware swap) work order is in progress to resolve the existing issue. CSR sends another truck roll without checking the device upgrade or swap appointment.

3

Multiple truck rolls for the same customer for different issues

Often multiple work orders are raised for the same customer account for different types of services without validation, for which the CSR sends multiple truck rolls to fix it.

4

Service suspension issue

Truck roll for customer site whose account is in "suspended" state. CSR raises work order without validating the account is active or not.

5

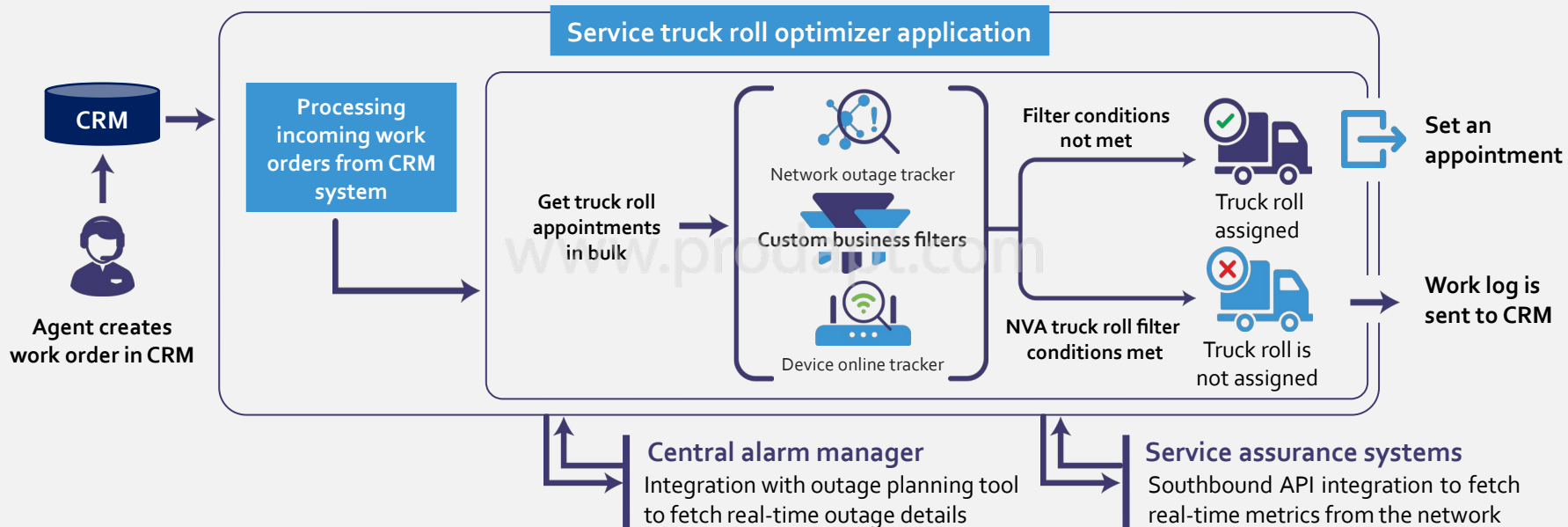
A mass service disruption issue

In the case of known service outage in a specific region, different teams work together to resolve the issue. CSR sends truck roll without checking mass service disruption details of the reported issue.

Pareto principle and correlation analysis are applied for a leading DSP, in this example. The same statistical data analysis principle can be applied for other DSPs as well. However, the top five operational inefficiency results might differ.

Implementing real-time, automated service truck roll optimization to address the identified inefficiencies

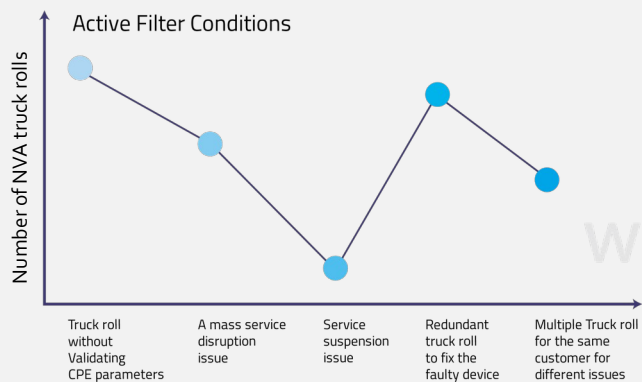
- Build a customized service truck roll optimizer application with business filters for the identified top five to ten NVA truck roll issues
- Integrate service truck roll optimizer application with CRM system for real-time truck roll optimization



Service truck roll optimizer application filters the NVA truck rolls and the work logs are shared with CRM system. Any work order that doesn't meet the business filter criteria will only result in a truck roll.

Key elements in service truck roll optimizer

The service truck roll optimizer has intuitive UI which shows the consolidated view of total NVA truck roll cases found against each business filter conditions



Device online tracker

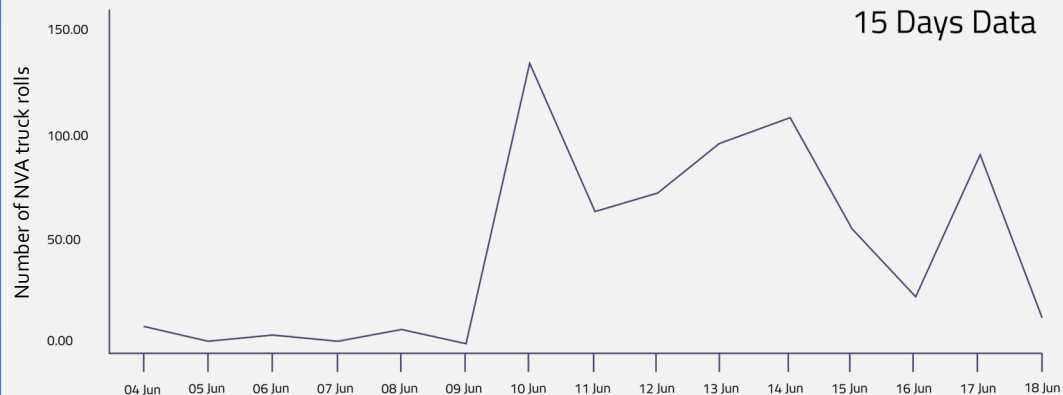
Tracker module gets all customer device online status information using external API calls to downstream service assurance systems. Also, it fetches real-time health information status from CPE devices which enables service truck roll optimizer to identify incoming work order as NVA truck roll or not.



Network outage tracker

The outage tracker module processes mass network outage issues from central alarm manager system in real time and after processing, converts it into an understandable format for service truck roll optimizer. It enables service truck roll optimizer to identify incoming work order as NVA truck roll or not. For (e.g.) for "A mass service disruption issue."

NVA truck rolls saved in last 15 days with the help of network outage tracker



Results achieved by a leading DSP in Europe

KEY BENEFITS

Applying statistical analysis techniques and building service truck roll optimizer described in this insight resulted in the following benefits.

Increased first time fix rate, shorter arrival times, & more engaged technicians

Efficient schedules and effective ticket screening using very minimal resources

Field service operation cost reduced by 20% through eliminating NVA truck rolls

	Before solution implementation	After solution implementation
No. of truck roll appointments per annum	69,674 tickets (5806/month x 12)	50,556 tickets (4213/month x 12)
Total cost incurred	USD 10.45 million*	USD 7.58 million*

% of NVA truck roll saved
27.4% (19,118 tickets)

NVA truck roll cost saved per annum
USD 2.86 million

*Average cost per truck roll is USD 150

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THANK YOU!