BUSINESS PARTNER COMMUNICATION

Passport to CX

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Passport to CX



Comcast Technical Operations

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Passport to CX



Passport / CX

Step #1 Greeting the Customer

Validate reason for visit, and customer needs.



Step #2 Inform the customer of next steps

Be clear on downtime of services, validation of levels from tap to CPE



Install all proper CPE and validate levels, and operation of services and test faults

Step #4 Highly Educate on the Final 15/30 / Value Add

Walk customer through final 15/30 checklist and thank customer/ TNPS SURVEY



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Greeting the Customer "Own it & Be warm and friendly"

As the face of Comcast, this is a critical juncture in the CX. Ensuring our customer is aware, and engaged prior to work being started begins the appointment journey.



Key steps when greeting the customer

- Be on time, and educated on the scheduled appointment (Customer Summary)
- Approved vehicle with proper vehicle branding is mandatory
- ☑ Approved branding uniform with visible badge
- Greet customer and thank them for their time
- ☐ Gain agreement in the reason for the visit install/COS/TC
- Move to explaining next steps



Log in with your Comcast Busine My Account username and password



Inform the customer of next steps

"Set clear expecations"

Communication is a cornerstone of Comcast. The communication we have with the customer prior to beginning work is critical, and a must have for a best in class customer experience.

Key steps when informing customer of next steps

- Inform customer that quality checks are needed, and service will be interrupted
- Being clear on the time needed for the exterior of the home
- ☑ Being clear on access needed within the home I(rooms, basement, attic etc..)
- ✓ Leveraging customer summary



Performing the work "Own It & make it effortless"

Safety first, last and always. Ensure you have the proper tools on hand for efficient level checks and work needs.



Key steps when Performing the work

- Ensure all required CPE is utilized
- Be prepared with proper gear, tools and devices
- ★ Leverage CX tools for accurate trouble shooting (XM, Howler, PHT, Exit Criteria)
- Maintain a clean and organized working space









Confirm with the customer that they hand have them verify that they work u
App and CPE education.





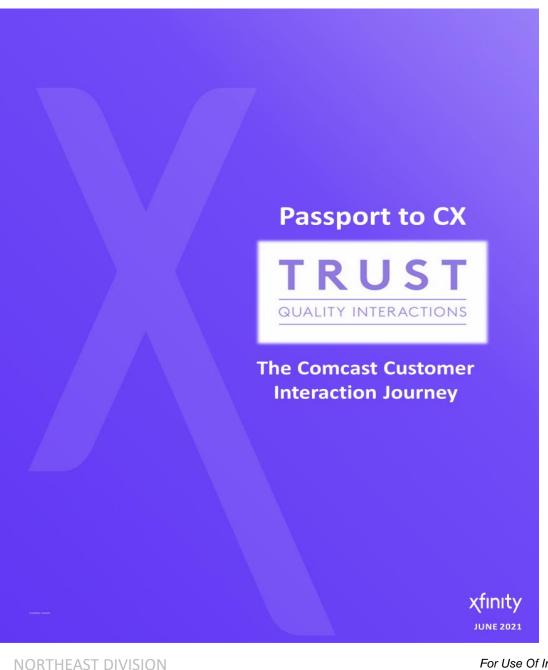


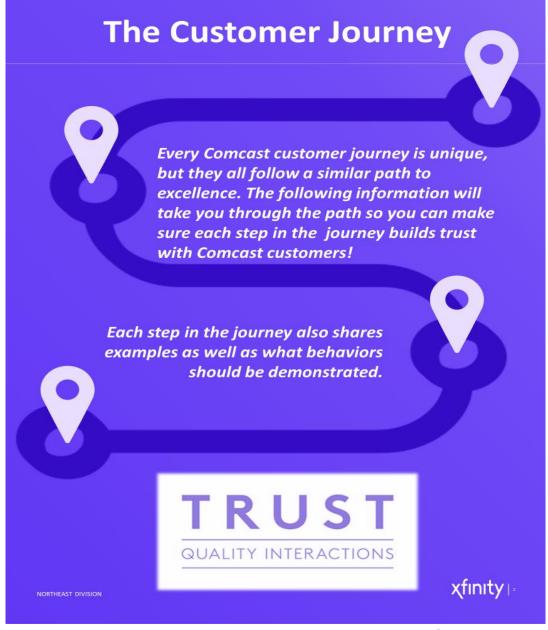
"Show appriciation & Xfinity Ambassador"





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Prepare for the Interaction

It is important to build a foundation of trust and confidence at the very beginning of the Comcast customer journey.

- Set proper job status to let the Comcast customer know you are on your way.
- Look for the best location to park your vehicle.
- Review the work order and utilize your CX Tools to see the health of the home.
- Listen to the customer summary in Tech 360 to understand the customer's history.
- Be sure to check your mindset. Are you ready to convey a can-do attitude?
- Be prepared to confirm the reason for your visit and ready to explain your work process and time estimates.

Own It, Set Clear Expectations, & Show Appreciation

CX Tools

- PHT Pure Pass
- Wi-Fi Visualizer
- Customer Summary in Tech 360
- XIV





Warm Greeting

Provide a warm personalized greeting. Walk up to the Comcast customer with a smile, and introduce yourself to them, letting them know you are here to help.

- Exhibit friendly body language; smile and make eye contact.
- Introduce yourself and exchange names.
- Explain they are will be applying boot covers to show respect for the Comcast customer's home.

Be Warm & Friendly & Show Appreciation

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Make a Connection

Get to know the Comcast customer and their needs by asking questions and relating personally

- · Confirm purpose of the visit.
- Listen attentively to the Comcast customer.
- Relate and build rapport.
- Respond with kindness and a can-do attitude.
- Provide rough time estimates & explanation of work to be performed making sure to capture that in Tech 360 as your ETC. (Estimated Time to Complete)

Be Warm & Friendly, Own It, & Set Clear Expectations



Safety first, last and always. Ensure you have the proper tools on hand to enable you to work efficiently.

- Leverage the proper CX Tools to ensure efficient and accurate troubleshooting (XM, PHT, Wi-Fi Visualizer, etc.)
- Look for ways to prevent future truck rolls through checking connections, updating fittings, ensure proper cable routing.
- Maintain a clean and organized workspace.
- Verify all services are working in the home.
- Be sure to maintain Operational Excellence Standards (OES).

Make It Effortless & Own It

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Educate & Engage

Make sure the Comcast customer is fully educated on how to use their products and services.

- Show the Comcast customer how to use the products that they have in their home.
- Help the Comcast customer install the apps (Xfinity / My Account).
- Make sure the Comcast customer knows how easy it is to troubleshoot and get support in the My Account app.
- Share 1-2 of your favorite features that relate to the Comcast customer's lifestyle. (Parental controls, Voice remote, Kid Zone, Xfinity Mobile)

Xfinity Ambassador & Make it Effortless



Friendly Farewell

Genuinely thank the customer for choosing Comcast and recognize their loyalty.

- Summarize the visit and any next steps.
- Ensure all the Comcast customer's questions are answered.
- Explain the 30-day customer guarantee.
- Share your appreciation for the Comcast customer's loyalty

Set Clear Expectations, Show Appreciation & Be Warm and Friendly









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Thanks for your Continued Partnership

