

# Tech360 Self-Service: Do-It-Yourself (DIY) vs. Contacting TSC for Support

## Actions Techs Are to First Perform Via Tech360 (DIY):

1. **MODIFY JOB STATUS** *Statuses Techs can/should do themselves: AVAILABLE, BREAK, LUNCH, MEETING, OFFLINE, TECH LOGISTICS, TRAINING, ENROUTE, ON JOB, AND END OF DAY.*
2. **ENTER/UPDATE ESTIMATED TIME OF COMPLETION** *Techs are prompted 10 minutes into job to assure ETC accuracy and 10 min before the end of the already entered ETC. (Example: The entered ETC is 10:30am the tech will be prompted at 10:20am) The tech is able to modify the ETC at any time necessary.*
3. **LOCATE/NAVIGATE TO NEXT ASSIGNED JOB USING PRE-LOADED GPS**
4. **VIEW CUSTOMER ACCOUNT INFORMATION AND JOB DETAILS**
5. **View Unified Notes-** *which includes historical job comments from last 5 work orders and tech notes moving forward from 6/5/17. Only showing compilation of last 30 notes – 6/19/17*

CUSTOMER ACCOUNT DETAILS	JOB DETAILS
NAME	JOB ID (LISTED IN THE SCREEN TITLE) & JOB TYPE (E.G., TROUBLE CALL)
ADDRESS	STATIC ROUTE MAP
ACCOUNT # & BALANCE	ACTIVATED DEVICES & DEVICES TO INSTALL
PRIMARY & SECONDARY PHONE #	SCHEDULED ETA (LISTED IN THE JOB CAROUSEL)
DROP TAG & NODE INFO	TRIP DURATION & ESTIMATED MILEAGE (THROUGH GPS APP)
ACCOUNT PACKAGES/RATE CODES	PREMISE HEALTH TEST (PHT) & MOCA NETWORK DIAGNOSTICS
ACCOUNT NOTES FROM CARE AGENTS	NOTES (ONLY FOR LAST FIVE) & APPLICABLE RESOLUTION CODES

6. **ADD EQUIPMENT**
  - **Comcast-Owned:** Techs use Tech360 to complete. *\*ONLY\* if an 'error code' occurs is a Tech to contact TSC.*
  - **Customer-Owned:** Techs use ACEA (NED/West) or SMIT (Central). *\*ONLY\* if an 'error code' occurs is a Tech to contact TSC.*
7. **REMOVE EQUIPMENT**
  - **Comcast-Owned:** Techs use Tech360 to complete. *\*ONLY\* if an 'error code' occurs is a Tech to contact TSC.*
  - **Customer-Owned:** Techs use ACEA (NED/West) or SMIT (Central). *\*ONLY\* if an 'error code' occurs is a Tech to contact TSC*
8. **LIKE FOR LIKE EQUIPMENT SWAP**
  - **Comcast-Owned:** Techs use Tech360 to complete. *\*ONLY\* if an 'error code' occurs is a Tech to contact TSC.*
  - **Customer-Owned:** Techs use ACEA (NED/West) or SMIT (Central). *\*ONLY\* if an 'error code' occurs is a Tech to contact TSC.*
9. **CHANGE THE ORDER OF EQUIPMENT ACCOUNT** *Techs use Tech360 to complete. \*ONLY\* if an 'error code' occurs is a Tech to contact TSC.*
10. **SENDING DEVICE HITS**
  - **HIT:** Prompts Biller to send all known set-top box (STB) attributes (e.g. Service/Event Authorizations, Features, Channel Maps, etc.). **Note:** This function works on legacy STBs only (i.e., non-cable card devices). This is to be used when:
    - Channel showing “not authorized” or a black screen.
    - No Guide information.
    - Cannot tune channel or “skipped” channel or “One Moment Please” (OMP) on one or more channels.
    - Poll STB for any Pay-Per-View (PPV) charges. Biller will retry one time if no response is received from the STB.
  - **INITIALIZE:** Power-cycles STB and purges/reloads channel map/channel guide/authorizations. Initialization should complete for **1)** STB within ~15 minutes, **2)** Video On Demand (VOD) and Digital Video Recorder (DVR) within ~15 minutes, **3)** partial guide within 2 - 4 hours, and **4)** complete guide within 24 hours. This is to be used when:
    - Cannot tune channel or “skipped” channel.
    - OMP on one or more channels.
    - **Note:** This function works on Cable Card devices only. For X1, it should take ~10 minutes to complete cycle with the Xfinity splash screen appearing half way through. Once completed the guide will be fully populated and should appear immediately.
  - **UDB REFRESH:** Validates host Cable Card pairing to allow viewing of copy-protected content.
11. **ADD AMP, REPLACE DROP, OR WALLFISH VIA RESOLUTION CODES FOR TROUBLE CALLS**
12. **COMPLETE/CLOSE WORK ORDER** *Techs use Tech360 to complete. \*ONLY\* if an 'error code' occurs is a Tech to contact TSC.*
13. **VIEW CUSTOMER ACCOUNT NOTES (E.G., LEFT BY CARE OR DURING LAST TECH VISIT) & VIEW/MODIFY PREVIOUS JOB NOTES**
14. **VIEW ON-HAND EQUIPMENT VIA THE SWAP MENU**
15. **VIEW/EDIT DROP & GROUND TAG INFO**
16. **PERFORM PHT** *Techs can run PHT before going ENROUTE/ON JOB by going to “Job Details” and hitting the “refresh” arrow in the top left. Also, PHT runs automatically when a Tech goes ENROUTE so results would be under PHT in the Job Details section.*
17. **Unified Notes – Technician notes will be sent to Unified Notes – 6/19/17. As of 8/8/2017 technicians can now read and write to unified notes while completing the job.**
18. **Past Truck Roll Appts – Techs will now be able to see in history & Notes past appointments and work order information**
19. **OTG – Shows in the history of the account and will auto apply**
20. **RTC – Automatically prompts technician if they want to apply the credit (Repeat Trouble call), If the technician receives any type of error then the technician will be calling in to CommOps to have the credit applied.**
21. **Customer Consent – Technician has access to capture Customer Consent signature electronic. Verify Regional Deployment.**
22. **Jobs without an account number – support jobs without an account number**
23. **PHT Failing on Enroute – PHT can be run on the equipment**
24. **Update LOB Codes – Missing LOB codes were added to the equipment**
25. **Completed Jobs – show completed jobs in carousel**

26. *Display SROs – SROs displayed in the carousel in appropriate timeframe.*
27. *Technicians will be able to see what's next while on job*
28. *Technicians will be able to see past Truck Rolls, (Notes tab) relabeled (History)*
29. *Refer to Underground, U44 auto chosen as a completion code. Technician will need to still swivel to order the Drop Bury.*
30. *Tech Initiate Password Reset – Primary email address will be visible – the tech will be able to initiate the password reset – the instructions then will be sent directly to the customer. The technician will not be able to change any information regarding the email directly.*
31. *Phone Number Details – The phone number details will be displayed for both residential and business clients.*
32. *View Only Scheduled Events – Training, Meeting and Lunch will be displayed in chronological order in the carousel and what's next carousel. The tech will initiate status change from carousel. Once initiated the event will show complete in the carousel. If technician does not take scheduled event, it will poke the tech 1x 15 minutes after the start time to prompt to go to the event. If the technician does not go to the event or initialize it before the end time the event will expire and close.*
33. *Account Search – Search for an account by account number, phone number or a drop tag number.*
34. *Package Info Enhancements – Displays pricing, along with biller descriptions for rate codes*
35. *MoCA Stop on PHT Test – If PHT fails because of a MoCA issue, you'll receive a message reminding you to make sure it's fixed before you can close out the job and move on.*
36. *Placeholders – For an install or change of service, techs can now add placeholders.*
37. *View Scheduled Events – Techs can now see scheduled events for Meeting, Trainings and Lunch in their carousel*
38. *Tandem Tech – The techs can see who the other job associated with the account in Tech360*
39. *xFi Pod Indication- xFi Pods are able to be viewed through the Wi-Fi tab and the tech can also see the RSSI value.*

### Actions Techs Can Contact TSC for Support:

1. **ERROR RECEIVED BY TECH AFTER ATTEMPTING TO COMPLETE THE FOLLOWING VIA TECH360:**
  - **ERROR FROM TECH ATTEMPTING TO ADD/REMOVE/SWAP EQUIPMENT.**
  - **ERROR FROM TECH ATTEMPTING TO CHANGE ORDER OF EQUIPMENT.**
  - **ERROR FROM TECH ATTEMPTING TO CLOSE WORK ORDER.**
2. **JOB CODING CHANGE**
  - **CHANGE CODING FROM MODEM RENTAL TO CUSTOMER OWNED (or Opposite)**
  - **CHANGE STB/DTA TO HD STB/DTA.**
  - **ADD/REMOVE ADDITIONAL OUTLET (AO).**
3. **TROUBLE CALL SHOULD BE FAILED SIK**
4. **TRANSFER EQUIPMENT OR ORPHAN EQUIPMENT PICK UP**
5. **ADD A SERVICE PROTECTION PLAN (SPP)**
6. **ADD/MODIFY HOUSE, AND DISPATCH NOTES WITHIN A WORK ORDER**
7. **REPACKAGE A CUSTOMER (E.G., ADD LOB, NEW EQUIPMENT NOT ON WORK ORDER, NEW PROMO OFFER, ETC.)**
8. **Ask for information on a previously completed job**
9. **Ask for information on jobs previously closed at that account**