Oops.....
GB
FN62 FBD

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# Our Development Team

**Samiha Ali**

*Developer*

*~Technical System Specialist~*

Samiha joins the automation domain from the Graduate programme with a background in Electronic Engineering

**Rick Power**

Lead Developer

~System Design Authority~

Rick has moved to Delivery from several years in technical operations specialising in DSL internally and within the industry.

**Heather Reid**

Developer

~Technical System Specialist~

Heather heralds from a background in customer services and operations having gained experience internally and from her time at Virgin media

**Andy McKee**

Product Owner

~Technical Design Authority~

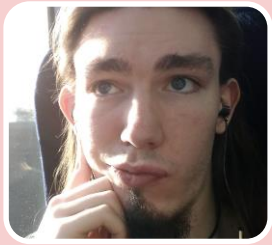
Andy joins the team from the EDGE domain with a career spanning testing, architecture, web and and more recently in DSL helping to support the launch of Vodafone's Broadband Offering

**Andrew Lamey**

*Developer*

~Technical System Specialist ~

Andy has moved across from the Data Domain bringing his data expertise and experience from many areas of Vodafone to the team.



**Thomas Crow**

Developer

~Apprentice~

Thomas has joined the team from the Apprenticeship scheme bring a fresh, enthusiastic energy to the team



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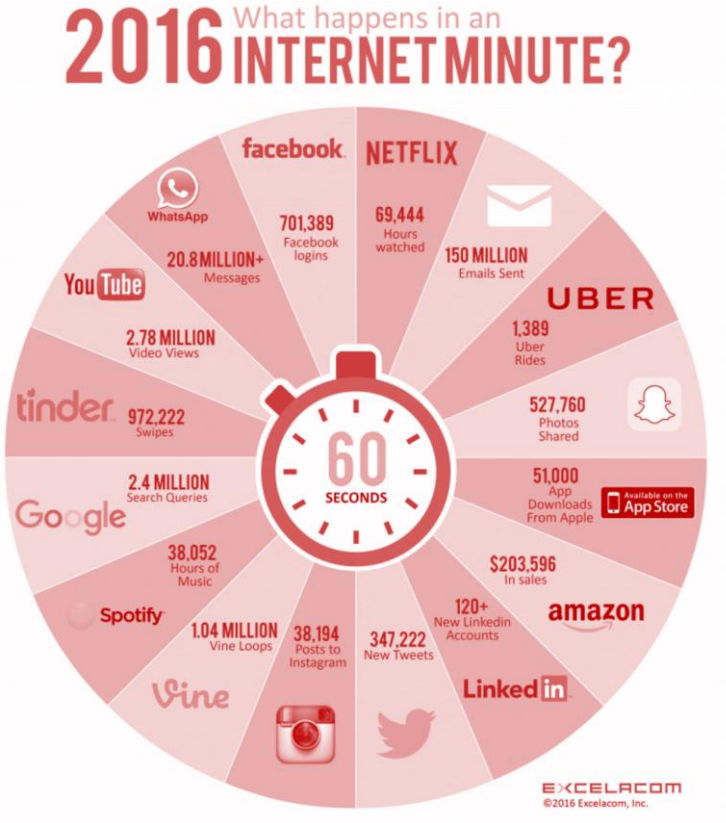
# Guided Assurance ‘Casper’

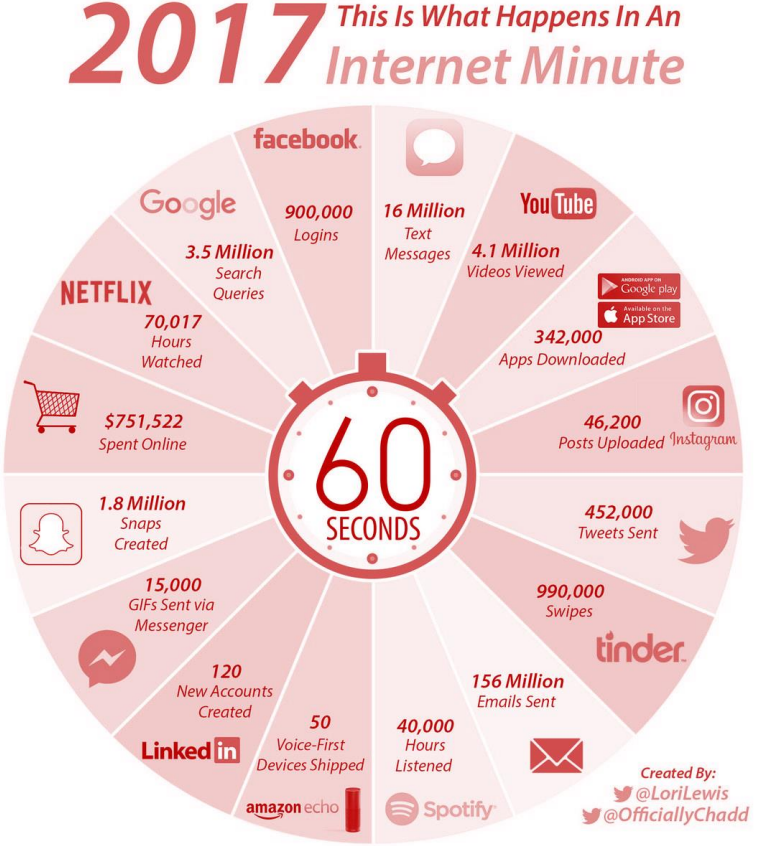
Presented by Jon Smith & Ro Chopra
February 2018

# 1

# The State of the Internet

# Consumer Broadband



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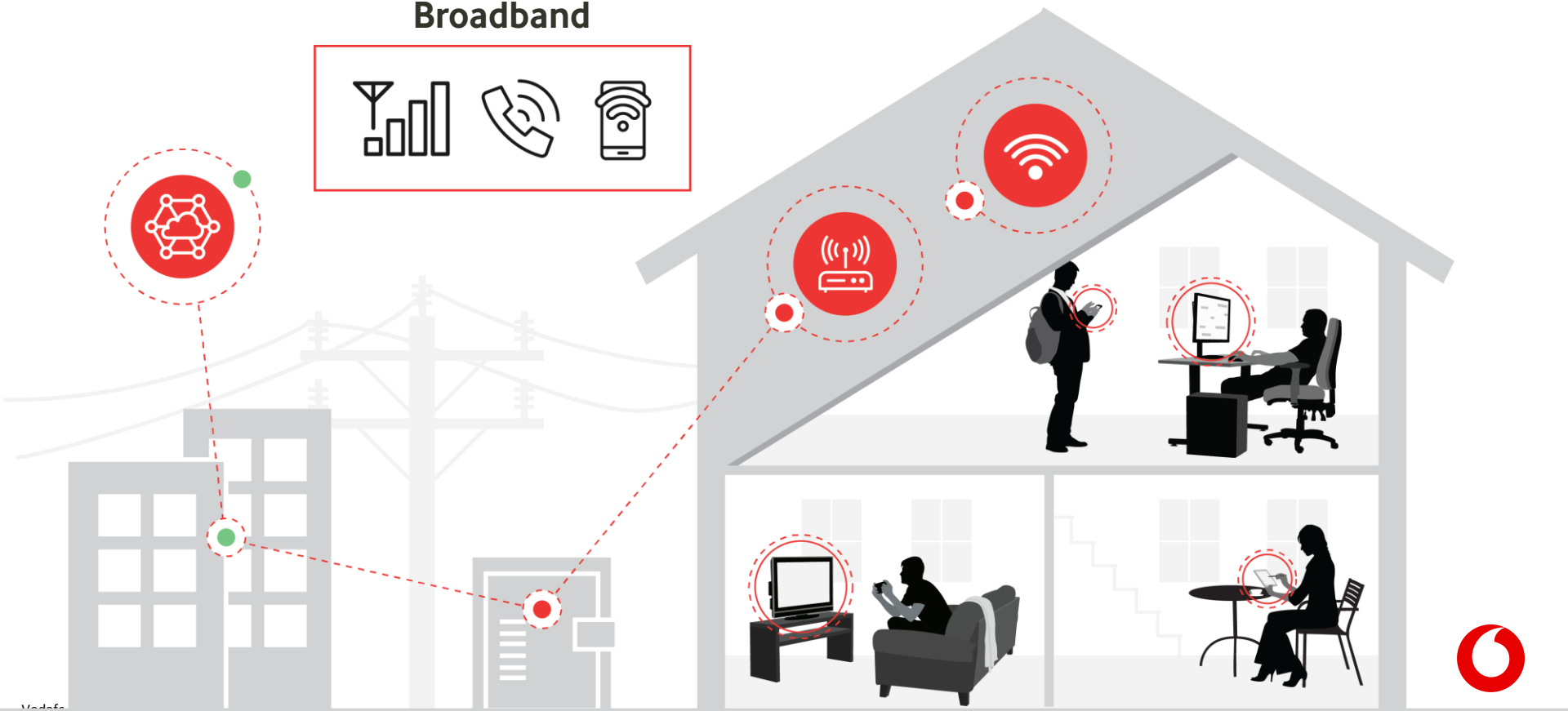
# Vodafone Broadband, Home Phone & Mobile



# 2

## Power to our People

# Guided Assurance

**Customer:** Mr Jon Smith
**Account Number:** 123456789
**Status:** Connectivity Issue Detected

Repeat Call, Check History

Flow Continued from Self-Serve

## History

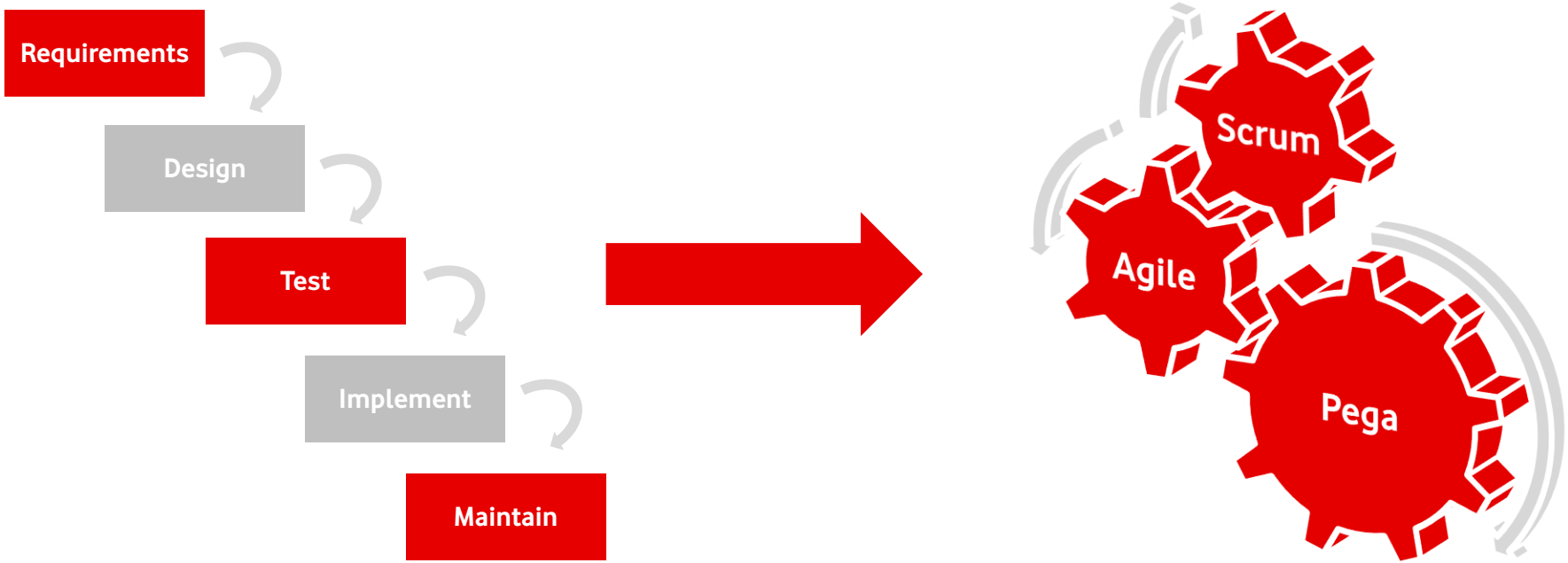
Broadband failure 01/05/17– **[Click for details]**

## Remedial Flow

*Line test shows copper line break*

- Advise customer router will be rebooted – **[Click here]**
- Router reloading.....complete!
- Advise customer and engineer is required and will be dispatched ASAP **[Click here]**
- **<<Additional structured diagnostics steps>>**

# Guided Assurance & Casper



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# 3

# Introducing ‘Casper’

# Casper for Colleagues and Customers

- Casper makes it easy for Colleagues
  - Process entry is **simple** to select, based on how **customers** describe their problems
  - Process is **easy** to follow, click through questions, **automation** of actions, testing, interpretation of results
  - Colleagues focus on the **customer experience**, not the technology

- Casper makes it easy for Customers
  - Customers are **happier**, as our teams can focus on **service** and are quicker to resolve faults
  - Our teams can provide all the available information to our customers, which they **value**
  - Pega lends itself to **self-service** and we know that a lot of customers like this

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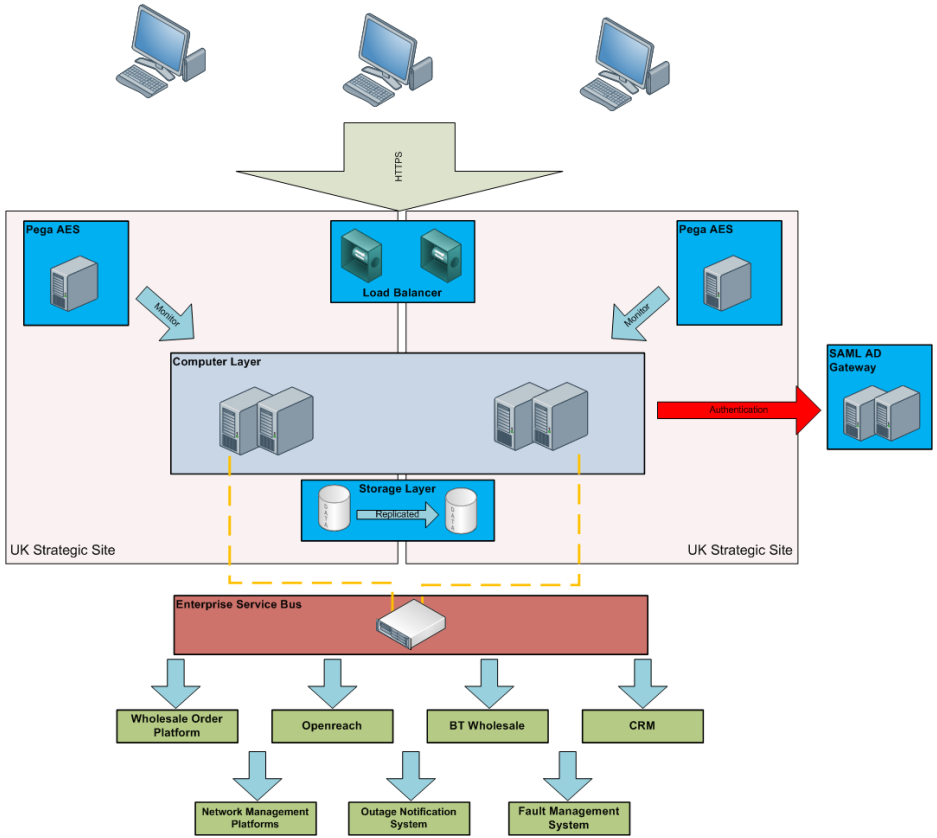
# The Platform

- First in the country to upgrade to 7.3 and run in production
- Run compute using an active/active setup for resilience
- Automatic data replication and failover of database later
- Centrally managed authentication against Activate Directory using SAML
- Currently have ~1000 live users on the platform and growing



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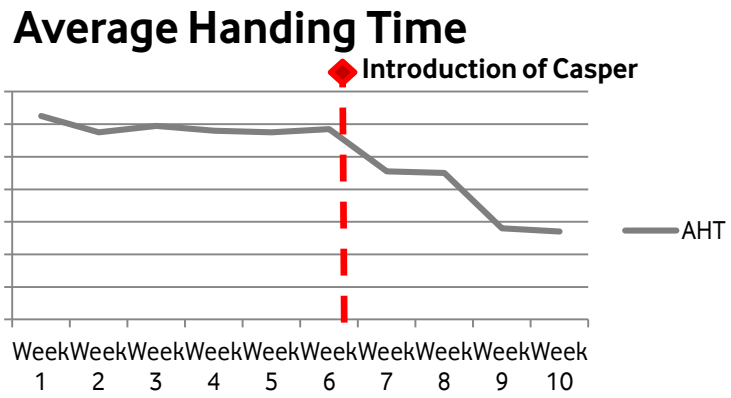
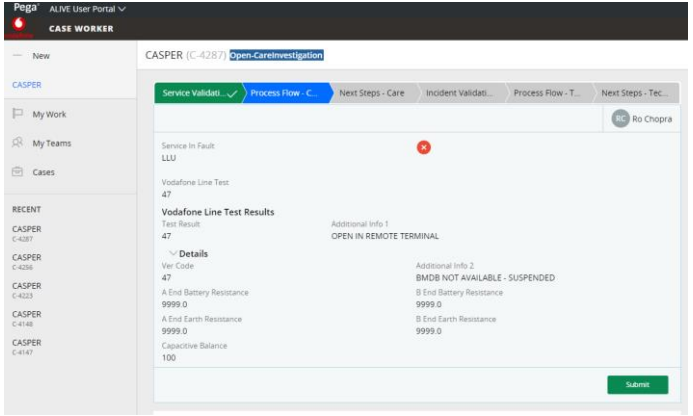
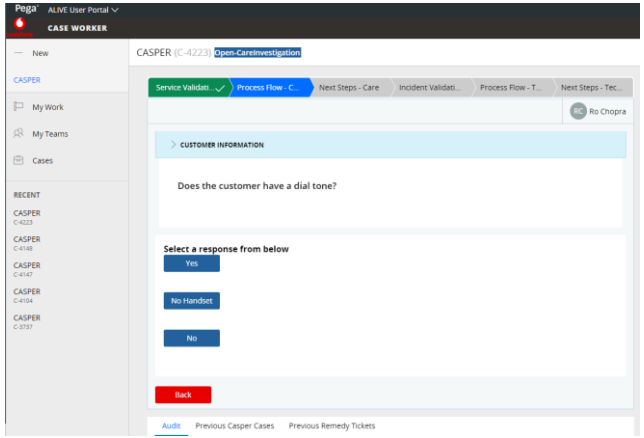
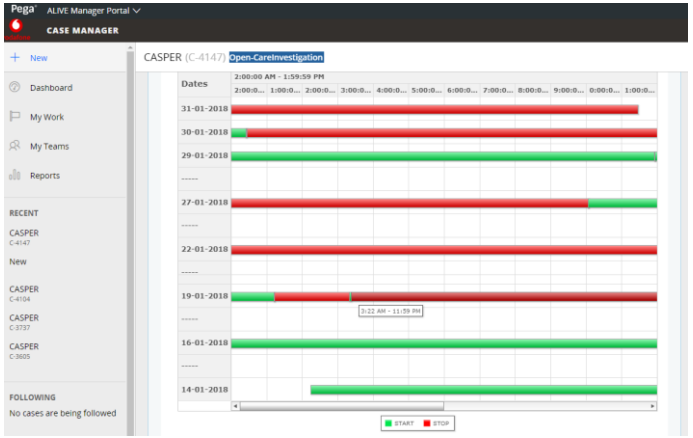
# What We've Achieved With Casper



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# The Future is Exciting. Ready?

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