



Oops.....





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

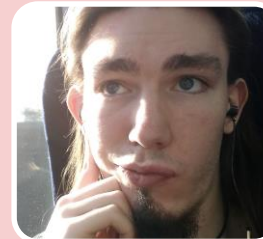


Andrew Lamey

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





Guided Assurance 'Casper'

Presented by Jon Smith & Ro Chopra
February 2018



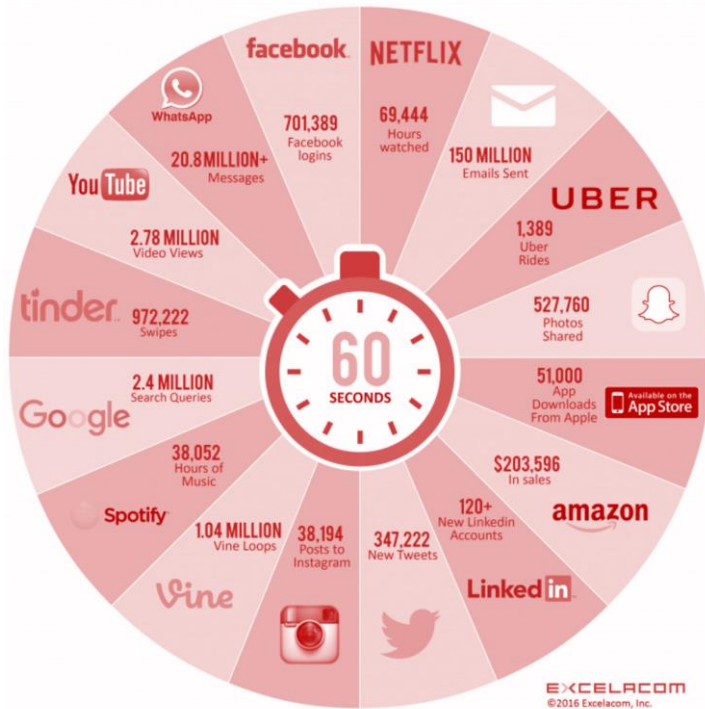
1

The State of the Internet

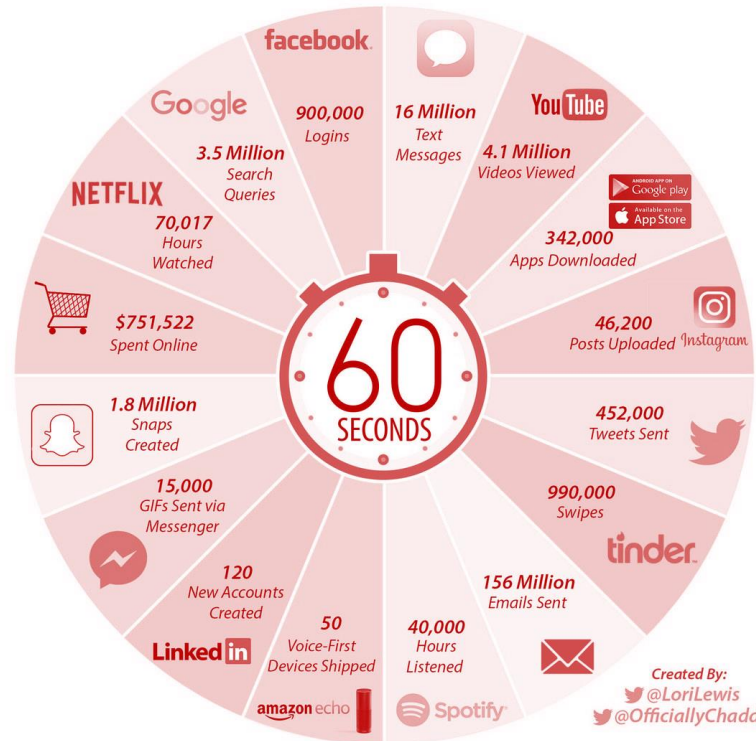


Consumer Broadband

2016 What happens in an INTERNET MINUTE?

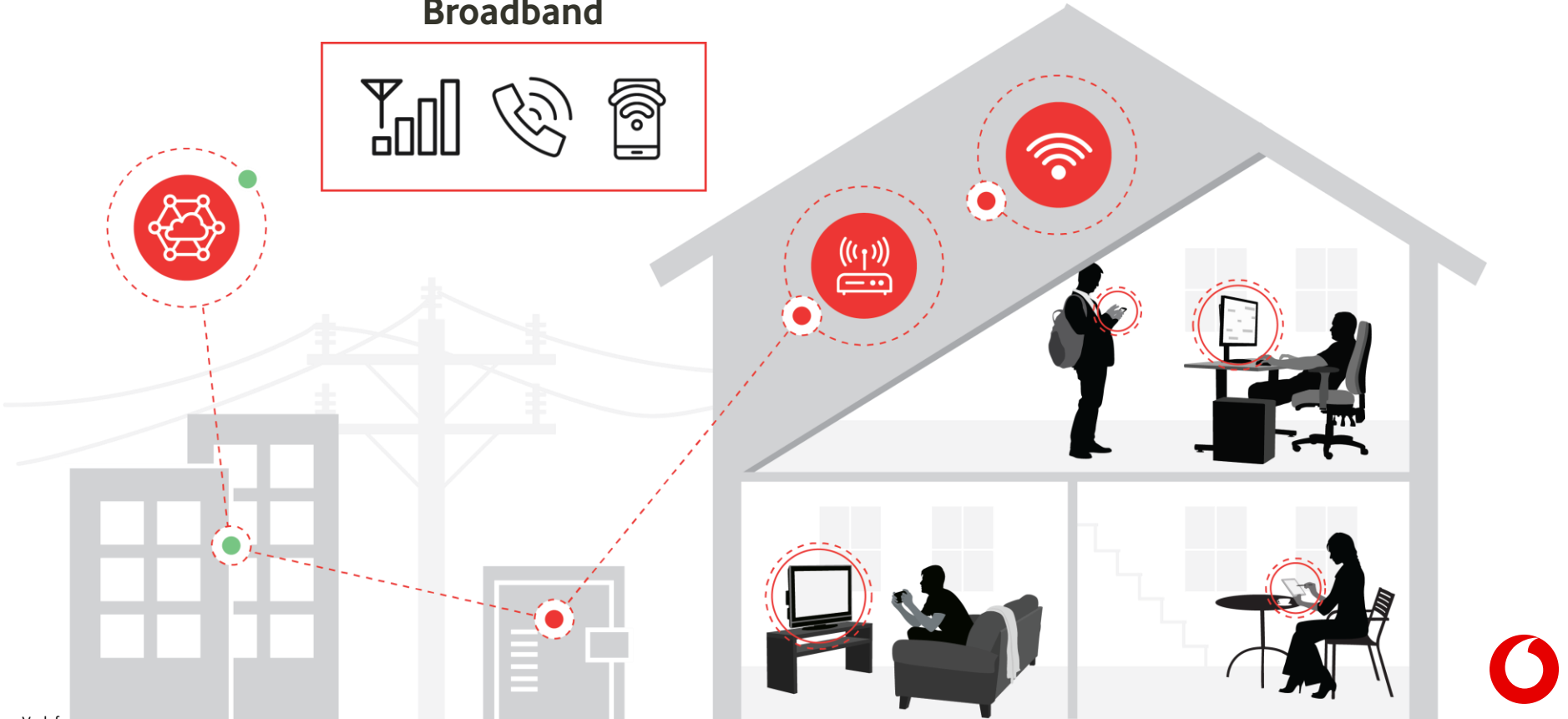


2017 This Is What Happens In An Internet Minute



Vodafone Broadband, Home Phone & Mobile

Broadband

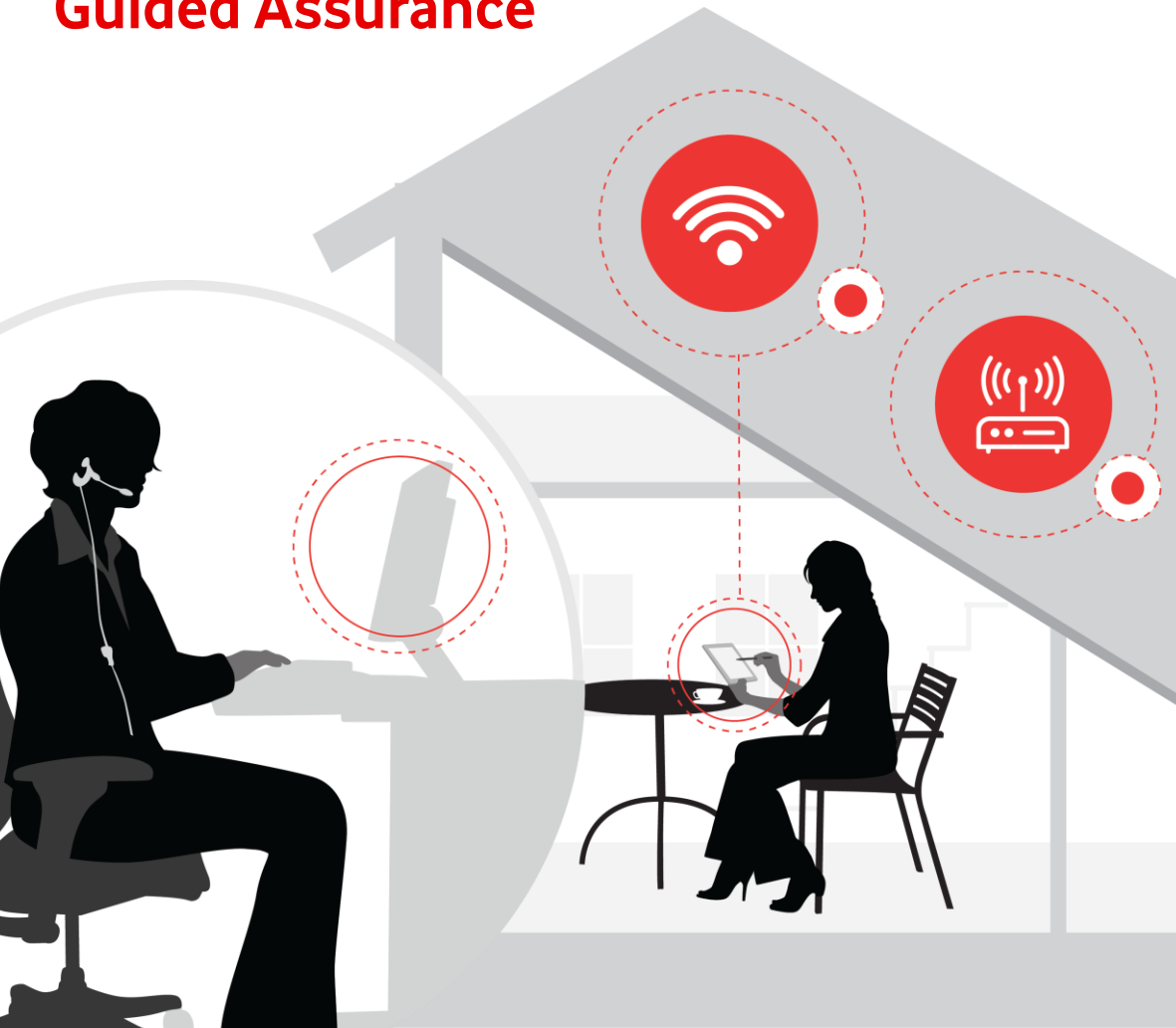


2

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

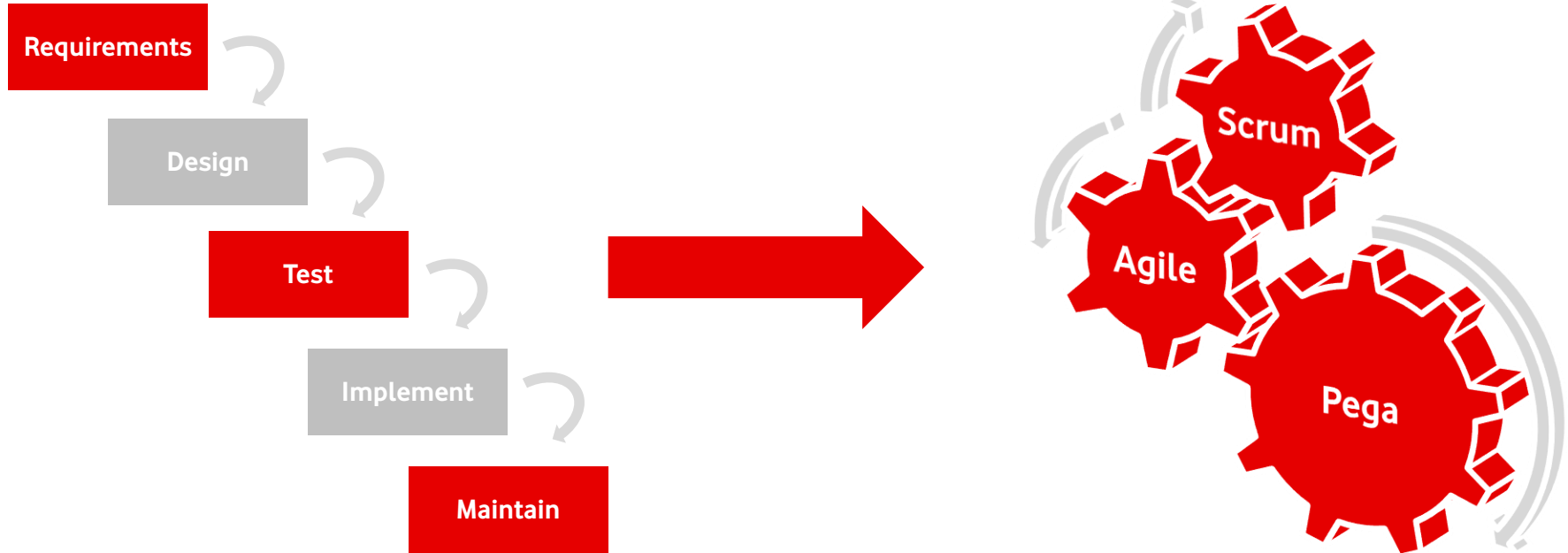
Broadband failure 01/05/17– [\[Click for details\]](#)

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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Introducing 'Casper'



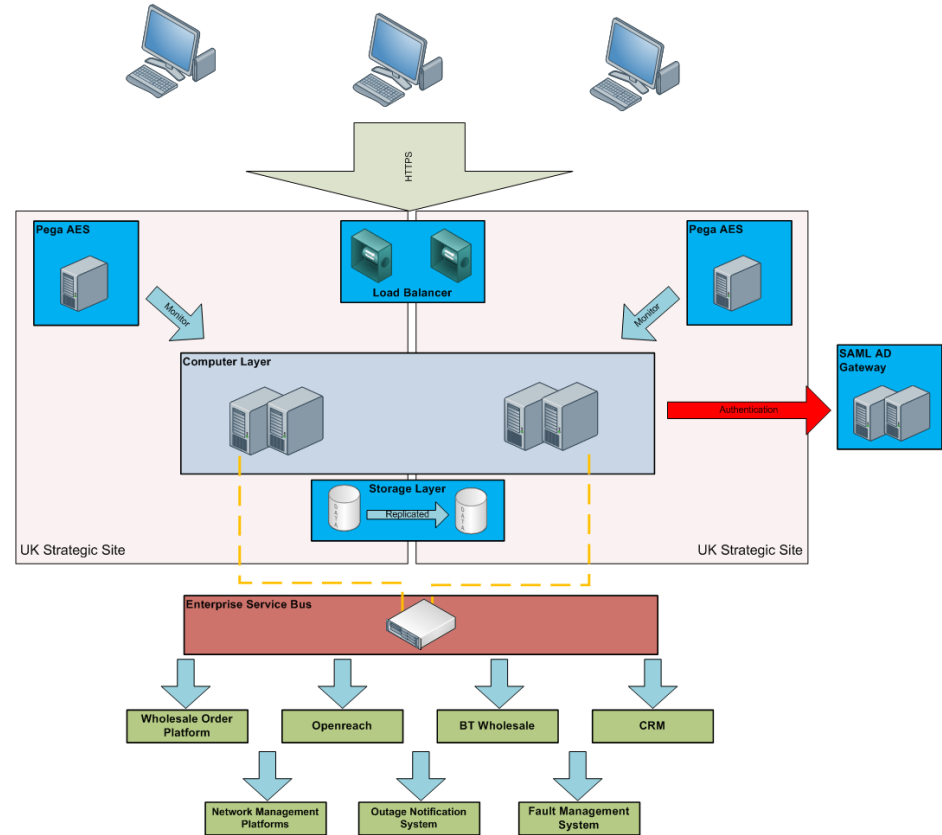
Casper for Colleagues and Customers

- 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



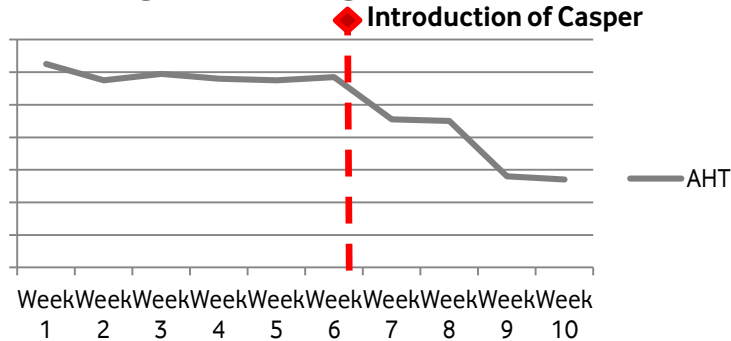
The Platform

- 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



What We've Achieved With Casper

Average Handling Time



Pega ALIVE User Portal

CASPER WORKER

CASPER (C-4223) Open-CareInvestigation

Service Validated ✓ Process Flow - C-... Next Steps - Care Incident Validat... Process Flow - T... Next Steps - Tec...

My Work My Teams Cases

RECENT CASPER C-4223 CASPER C-4148 CASPER C-4204 CASPER C-3737

> CUSTOMER INFORMATION

Does the customer have a dial tone?

Select a response from below

Yes No Handout No

Back

Audit Previous Casper Cases Previous Remedy Tickets

Pega ALIVE User Portal

CASPER WORKER

CASPER (C-4287) Open-CareInvestigation

Service Validated ✓ Process Flow - C-... Next Steps - Care Incident Validat... Process Flow - T... Next Steps - Tec...

My Work My Teams Cases

RECENT CASPER C-4287 CASPER C-4208 CASPER C-4223 CASPER C-4148 CASPER C-4147

Service In Fault: LLU

Vodafone Line Test 47

Vodafone Line Test Results

Test Result: 47

Additional Info 1: OPEN IN REMOTE TERMINAL

Additional Info 2: BMDR NOT AVAILABLE - SUSPENDED

A End Battery Resistance: 9999.0

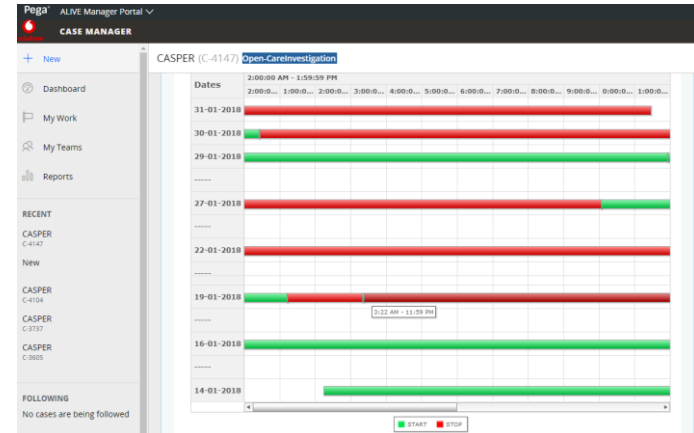
B End Battery Resistance: 9999.0

A End Earth Resistance: 9999.0

B End Earth Resistance: 9999.0

Capacitive Balance: 100

Submit





**The Future is Exciting.
Ready?**

Presented by Jon Smith, Ro Chopra
February 2018

