![Calix - Simplify. Excite. Grow.]

Calix Field Service App

The Calix Field Service App levels up your field teams, putting a mobile operations command center in their hands. The intuitive mobile app helps broadband service providers (BSPs) optimize field service, ensuring installations, repairs, and upgrades are completed correct the first time. Field technicians can validate the service experience to increase subscriber satisfaction and resolve any issues on the spot to deliver service excellence.

Capabilities

MOBILE INTEGRATION WITH CALIX CLOUD

Field techs can easily connect to Calix Cloud and gain end-to-end visibility across subscribers, devices, systems, and services. These actionable, data-driven insights help simplify troubleshooting and enable white-glove treatment. Subscriber insights also equip technicians to offer recommendations that personalize and enhance the experience, such as additional SmartHome™ managed services or mesh units.

INSTALLATION, REPAIR, AND UPGRADE SUPPORT FOR CALIX AND BSP-PROVIDED SYSTEMS

Maximize each onsite visit with the ability to perform installations for Calix wireless gateways, optical network terminals (ONTs), ONT and wireless gateways, and integrated ONT/gateways—as well as repairs and upgrades for mesh units, IoT devices, and Wi-Fi connected cameras.

GUIDED WORKFLOWS FOR CONSISTENT, HIGH-QUALITY FIELD SERVICE

Guided workflows include step-by-step task lists that enable field techs of any proficiency to consistently complete high-quality installations, repairs, and upgrades. The workflows are as easy as selecting the task, selecting the Calix system or BSP-provided device, and scanning each system for quick configuration. Now, every member of your field team can deliver service excellence and ensure subscriber satisfaction.
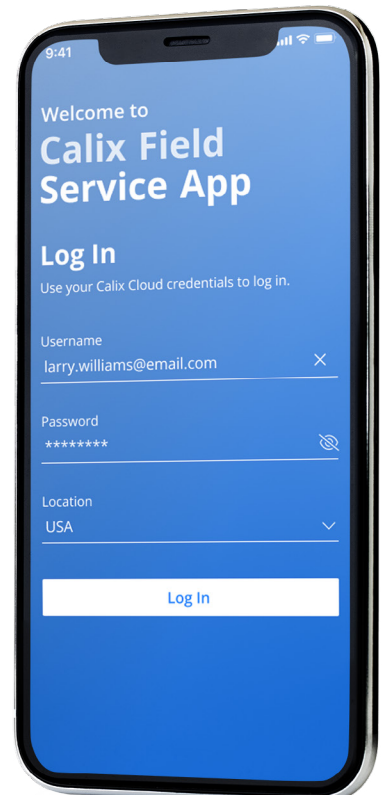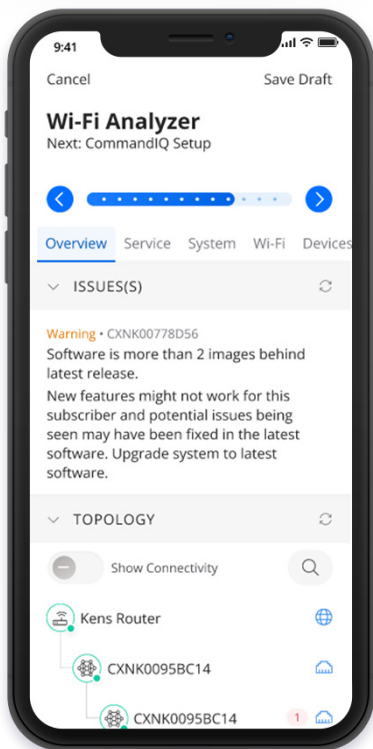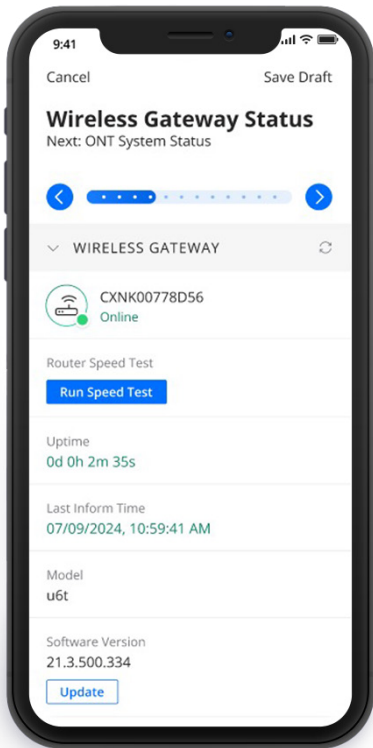
COMPREHENSIVE SPEED TESTING

Field techs can easily validate the service experience with speed and latency tests to the residential gateway and/or to the ONT* to verify the quality of the fiber connection. Additional speed tests (up to 10 Gbps**) throughout the residence allow field techs to identify weak areas, optimize device placement inside and outside the home, and if needed, recommend additional mesh units to ensure an optimal experience.

WI–FI ANALYZER

With insights similar to those in Calix Service Cloud, the Wi–Fi analyzer helps field teams review service quality and troubleshoot connectivity issues. Powerful capabilities enable teams to pinpoint and solve problems proactively—reducing escalations and costly follow–up truck rolls.
These include:

- Topology that provides a network visualization, allowing techs to drill down to each device.
- The quality of experience (QoE) score that measures the subscriber's experience and helps field teams identify and resolve issues quickly.
- Speed and latency test results, bandwidth utilization, WAN status, and configuration.
- Insights into the wireless gateway and any associated mesh units.
- Site scans that provide detailed information on radio frequencies and channels to identify potential congestion or interference.

COMMANDIQ AND SSID SETUP

While onsite, techs can help subscribers download and set up the CommandIQ® mobile app. CommandIQ provides self–service, enabling subscribers to reset Wi–Fi passwords/SSIDs, run speed tests, add devices and users to the network, set parental controls, and more. Once the tech confirms the app setup is complete, they can walk the subscriber through key features and encourage use of it. Greater adoption of CommandIQ is proven to reduce inbound support calls and unnecessary truck rolls—and increase subscriber satisfaction.

FIELD SERVICE CERTIFICATE FOR SUPPORT AND OPERATIONS TEAMS

The Field Service App provides a detailed summary of the onsite visit, documenting every aspect of the installation, repair, or upgrade. This time–stamped summary—the field service certificate—is captured as a PDF, uploaded to Service Cloud, and can be emailed to the field tech and up to 20 other recipients. This information gives support and operations teams an important reference point and comparison to speed future troubleshooting and improve quality.

## SUBSCRIBER PERMISSION FOR SENSITIVE INFORMATION

For the onsite visit, field techs can secure authorization from the subscriber to collect sensitive information, such as GPS coordinates and photos inside and outside the property.

Key Benefits

Differentiate from the competition by providing an exceptional subscriber experience that starts at installation. The Field Service App enables BSPs to improve their business in several ways:

- **Increase service quality.** Comprehensive, step–by–step guidance makes it easy for field teams to deliver service excellence with every installation, repair, and upgrade.

- **Reduce operating expenses (OPEX).** By raising the bar on installation and repair quality, BSPs can reduce return visits and unnecessary truck rolls and lower OPEX.

- **Improve efficiency and productivity.** The Field Service App helps technicians streamline processes and speed up troubleshooting onsite, boosting efficiency and productivity.

- **Accelerate problem resolution.** By validating and documenting the entire onsite visit, BSPs can reduce errors and provide support and operations teams the foundation to speed up troubleshooting and resolution of problems in the future.

- **Elevate subscriber satisfaction and loyalty.** With white–glove service, BSPs improve the subscriber experience, increasing both satisfaction (reflected in higher CSAT) and loyalty (as measured by higher Net Promoter Scores^{SM}).

- **Grow average revenue per user (ARPU).** Technicians become brand ambassadors, recommending managed services and additional systems to improve subscriber experience and ARPU.

- **Improve employee satisfaction and retention.** Empower your frontline employees with the tools needed to be more productive, increase quality, and deliver service excellence with every interaction.
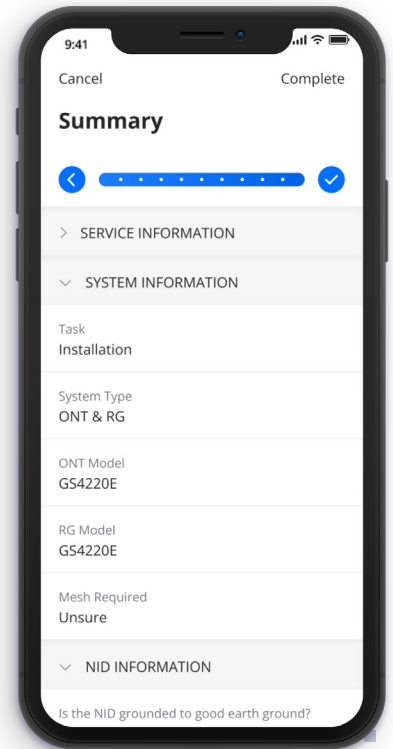
Take advantage of the Field Service App to level up your field teams. With just a few steps, BSPs can ensure installations are done right the first time, validate the service experience, recommend new services, and resolve any issues before leaving. That's how you deliver service excellence—from the very beginning.

For questions or more information, please contact your Calix sales consultant.