**Applicaiton - Einstien: Date: 7/1/2019**

1. **Saves time**- Instead of searching for documents through keywords and navigating through serveral KB’s. example: Search with keyword Printers in OILSA you will get 3 KB’s related to the topic.
2. **Accurate resolution resulting in high FCR**- As the process will be designed by SME’s , Technical contributor for the process and client.
3. **Less Escalations- a)** Correct Tenant , no misses on AMS client, reduction in escalation

**b)** As the trouble shooting will be done step by step designed by experts since the beginning (selection of correct tenant, selecting right group of issue and most importantly asking correct questions) there will be less chance of escalations.

**c)** As every tenant have a different way of authentication for AD password reset, its very important for the advisor to remember weather the security questions needs to be asked for this tenant. By following flows its near to impossible to forget it.

1. **No misses on updates**- If an advisor follows this flow for trouble shoot he/she will not miss any updates as the updates will be done in the flow instead of a document. For SME’s it would be easy to simply update the flow and make a blinking notification about it.
2. By searching with keyword many times it happens advisors toruble shoot as per different tenant steps by mistake
3. **Some examples**:

**OILSA**- Printer issues such as Toner request , printer installs etc have 3 KB’s

**OMEYH**- For ecw trouble shooting 2 Kb’s

**OMEYH-** Dayforce – 2 Kb’s

**OMEYH**-Paragon 3 Kb’s

**OILSA** – Paragon trouble shooting 14 kb’s

**OMEYH**-PACs/Radioloagy/Imaging

1. MTA issues for MARIN. User calling from home I changed her MTA password but it didn’t worked. User asked how should I access it. The answer to this problem should be found out and should be made a process.

**More enhancement:**

1. If merged with SNOW many features can be added such as raising of tickets after the end of the flow of each issue.
2. Else, this application can be used as an replacement for the traditional Knowledge base.

**Application features:**

1. I have written the front end of this application with Java script, CSS & html.
2. For back end .NET, php , python, etc can be used.
3. After capturing each advisors “Copy” data its would be very easy to find in which problem are each advisors are performing and where they need to improve.
4. Similary there wont be need of sorting out call drivers to find out FCR opportunities. The caputured clicks on “Copy” tab will reflect it all in segregated fields such as Tenants, Call drivers, etc.

**Similar Use case for the application:**

Virgin Media uses the similar application to provide trouble shooting for their products.

Virgin Media is British company which provides telephone, television and internet services in the United Kingdom.

**Improvements in CA desk:**

1. There is no Phishing/Spam Problem area for OMEYH like Marin.
2. Why we have to create incident for Problems and change request on calls.
3. Fields such as Product , Problem area , Escalation area can be automated.
4. Information to work on CHLA email and how to open secure email is mentioned in the same KB.
5. Problem area for Medisoft is there there for OILSA while raising an Incident/Porb.