Enable and accelerate **ISPs ability** to deliver online immersive experiences in the metaverse

When service is Too focused on Need to Customer ISPs mission is ISPs can't achieve Meta has They are When customers Understanding the Knowing ISPs is reliable in Customers can consumer Most issues their mission if understand the deliver high service is the challenges customer engaged problems are confident in our advantage quality, experience the connectivity customer service faces will help **ISPs** occur in home ISPs arm to quality service solved, people customers in the us deliver tools to aid when other delivering to experience a gap in metaverse the that no other consumers and ISPs are to their MV, bringing it capabilities solve these netwworks in solving customers reliability in the teams already way it should be team has the home achieve their problems satisfied to life customers issues for delivery home focus there goals online Crux of what we need to understand Potential Q3 Roadmap Focuses Explore the challenges ISP What needs **Customer Service** are unmet?

a digital experience for residential consumers that provides self-service troubleshooting guidance to resolve potential in-home connectivity issues The Ins &

The Ins &
Outs of
Customer
Service
Process

Do ISP reps have a standard set of

troubleshooting

steps?

What are the most common in home network issues and solutions?

What are the most useful troubleshooting steps for home network issues?

staff face resolving customers issues

Are there telltale signs for certain issues?

To drive self service design options

How often do
you encounter
consumer
issues with VR?

What does
the escalation
process look
like?

What makes it hard to resolve a customer issue?

Work towards a context-specific solution (format TBD) that delivers role-specific diagnostic information to ISP employees (e.g. Customer Support vs. Home Tech vs. Field Tech) that most helps that person do their job at a given point in in the service journey

Are there differences in process between roles?

Identify the unique needs to design solutions for each role/task

What tasks are required to complete their goals?

What choices do they have to make in the troubleshooting process?

What information do they have about the customer?

What information do they have about a customers home network?

What are the barriers to resolving an issue quickly?

What UX challenges do they face along the way?

Do they use any shortcuts?
Customizations?

What are their major pains and gains?

How comfortable are users in their environment?

Would connectivity tools be useful on a device like a VR headset?

Who else should we be talking to?

What causes repeat issues for customers where they have to continually intervene?

What does the standard configuration for a home network device setup look