

## VBT Manager™

*First In-home Broadband Testing Solution to Measure Compliance with Field Test Procedures*



When repeat problems like intermittent faults and slow Internet speeds go unresolved, they lead to repeat dispatches and customer churn. The VBT Manager is a software interface to Tollgrade's VBT™ – a “virtual broadband technician” that is a diagnostic handheld tool used by field techs to pinpoint the causes of repeat and chronic problems within the home or local access network that disrupt or slow down broadband services. Now, with the addition of the VBT Manager, Broadband Service Providers can aggregate all the test results performed by the VBTs in the field, centrally store these results and measure compliance to field repair processes for the first time. This allows service providers to realize significant savings reduce repeat dispatches and measure compliance to their standardized test processes.

### Key Features:

- Eliminates over half of your repeat dispatches
- Pays for itself after the first saved dispatch
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- Reduces amount of unnecessary CPE replacement by up to 80%
- Measures compliance to field repair testing processes
- 50 tests run in minutes finds repeat problems other solutions miss
- Normalizes complex in-home test procedures

### The VBT Cuts Repeat Dispatches and Returned CPE in Half; Pays for Itself after First Saved Dispatch

Actual data from VBT field deployments found that by correctly pinpointing problems inside the home that would otherwise have been left undiagnosed, the VBT reduced repeat dispatches by over 50 percent. In addition, over 82 percent of tested customer premises equipment (CPE) would have been returned unnecessarily had it not been for the diagnostic capability of the VBT to find the real source of problems. With these new, powerful diagnostic testing capabilities, the VBT can pay for itself with the first saved dispatch.

### Find, Fix, Repair: Quick Diagnosis of the Leading Causes of Customer Complaints

Placed in line with the residential DSL modem, the VBT complements the capabilities of traditional handhelds by finding the problems causing these commonly found problems:

- No Internet service
- Slow Internet service
- Random dropping of connection
- Poor speed or connection at particular time(s) of day
- Network equipment or CPE / modem problems

The VBT acts quickly to diagnose the causes of problems that are hard to find – whether it lies with the customer (e.g. electromagnetic interference in the home) or anywhere in the local access network. Once repaired, it can confirm when the problem has indeed been fixed. The VBT Manager captures these test results and provides a historical archive for technicians and the call center to provide unprecedented customer service and commitment to resolving customer complaints.



## The First In-Home Diagnostics Tool to Measure Compliance to Field Testing Processes

The VBT Manager works directly with the VBT handheld diagnostics tool which is placed in line with the residential DSL modem and automatically runs a battery of 50 tests allowing technicians to address many of the most difficult to resolve problems, such as, no or slow Internet service, random dropping of connection, poor speed or connection at particular time(s) of day, or modem problems. Once the test is completed the technician gets immediate results with suggestions on what actions to take.

The VBT Manager allows technicians to store this test data locally on his/her laptop and then transfers it directly into their Operational Support System (OSS) for further analysis and historical trending. Once the data is in your OSS it can be associated with any type of OSS repair, billing or marketing systems that are used across the organization. With a centralized, searchable access to all the in-home testing diagnostics performed by field techs using the VBT, you can conduct historical trending, repair analysis and perhaps one day, capture key test data that could predict future problems before they arise. This field repair data can be measured across a region or the entire network and can be broken down and analyzed by individual customer, technician or fault type.



### Technical Specifications

- PC application for installation on field technician laptop
- Windows 7 / Windows XP compatible
- Connects to VBT through USB port
- Repair and test data provided in xml format
- For custom applications, contact your Tollgrade account manager

### Availability and Ordering Information

The VBT Manager can be licensed on a per technician basis and ships on Windows platforms. For more information, call toll free at + 1-800-878-3399 or email us at [getVBT@tollgrade.com](mailto:getVBT@tollgrade.com)

### About Tollgrade

With more than 200 million lines under test, millions of utility outage minutes avoided annually and 25 years of experience successfully locating faults at the world's largest electric utility companies and telecommunication service providers, Tollgrade is redefining the global standard for reliability. Our award-winning fault detection hardware and predictive analytics software is deployed on four continents to help operators avoid network outages and reduce customer downtime. Learn more by visiting [www.tollgrade.com](http://www.tollgrade.com).