

Conduite d'Activité Digital Field Services

Activity Management : FTTH DEPLOYMENT



Activity
Management &
Technician Support.



Monday to Saturday from 08h to
20h and on-call on Sunday.

SERVICES PROVIDED :



Confirm, secure and schedule appointments.



VIP customer service.



Closure management.



Support Tech N1 & N2.

VOLUMETRY :



Between **35000** and
60000 new
connections per
month.



From **1500** to **2800**
appointments per day.



Voicemail messages to
invite customers to call
back (up to **1000** incoming
calls generated per day).



30 FTEs dedicated to
supervising and
supporting the
Technicians to ensure
that the connection
goes ahead on D-Day.



40000 calls a month to
support FTTH
technicians
**TECHNICIANS (N1 &
N2).**



Completion of **100%** of
jobs: validation that the
connection has been
carried out correctly and
confirmation of service.

SPECIFICATIONS :



Security: Tools and data are accessible via VPN and an access card complying with the highest security standards.



Competence: Highly-qualified employees who can easily adapt to different planning, support and validation tools.