

# Digital Field Services Business Management

## CONTEXT

- Large-scale FTTH deployment project requiring dynamic operational management and multi-channel support to ensure the success of field operations.

## OPERATIONAL SCOPE

- Confirmation, securing, and scheduling of appointments
- VIP customer service
- Management of intervention closures
- N1 & N2 technical support
- Voice message delivery and incoming call generation

## KPIs

- 60,000 new connections/month
- 1,500 to 2,800 appointments scheduled per day
- 40,000 calls per month for technical support (N1 & N2)
- 100% of interventions closed and validated
- 1,000 incoming calls generated per day

## CHALLENGES


- Compliance with intervention deadlines
- Optimization of connection success rates on D-day
- Real-time support for technicians
- Customer satisfaction and volume control

## TAILORED APPROACH

- 1 Dedicated team of 30 FTEs for management and technical support
- 2 Secure tools via VPN and access cards that comply with security standards
- 3 Experienced employees who are adaptable to planning and support tools
- 4 Extended hours: Monday to Saturday, 8 a.m. to 8 p.m. (on call on Sundays)



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