

SOLVATiO® @ Swisscom AG

Swisscom stands for reliable fixed-network communications and, with Bluewin, comprehensive Internet services. It ensures the basic overall service which enables you to make phone calls, fax and surf anywhere in Switzerland, at any time. In the year 2004 Swisscom Fixnet decided to introduce **SOLVATiO®** as its backbone for diagnostic support in Customer Care.

(B2C) **SOLVATiO®** is providing diagnostic support to 1650 (internal + external) call center operators, being in charge of resolving fixnet connection related problems. The solution is fully integrated into the existing call center workflow as well as into a variety of test systems for automated background testing (POTS, ISDN and ADSL).

The **SOLVATiO®** knowledge base at Swisscom Fixnet currently contains about 340 rules, with 2.000 different connection related solutions and about 4000 product related solutions.



SOLVATiO

Excellence in Diagnostics



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