

SERVICE ACTIVATION AGENT

Validate installation readiness and ensure right-first-time service activation.

The Business Challenge

Only 10 to 15 percent of fiber customer installations are verified today. Poor or missing photo documentation, manual data entry errors and undetected workmanship defects mean up to 20% of installs fail at service activation. Each failure costs a truck roll, delays revenue and risks day-one churn. Without reliable validation at the point of install, operators cannot ensure right-first-time activation or trigger fair contractor payments. Where historical installation photos exist, the agent can also analyze these from day one, surfacing previously undetected issues without additional truck rolls.

How the Agent Works

1	Capture Technician captures photos during installation. The agent guides photo quality and completeness in real time.	2	Analyze Visual AI analyzes each photo instantly, validating ONT placement, cabling, labels and workmanship against installation standards.	3	Validate Errors flagged on-site in seconds. Technicians correct issues before leaving, preventing service activation failures.	4	Record Validated installation data and photos are linked to the customer record and work order in Network Manager.
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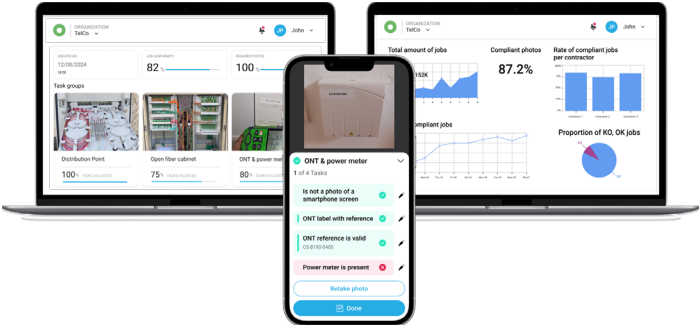
Old Way vs. With Visual Agent Studio

Old Way	VS	With Visual Agent Studio
✗ Existing installation photos unused and unvalidated		✓ Historical installation photos analyzed from day one
✗ Manual verification of a small portion of installations		✓ 100% of customer installations automatically verified with AI
✗ Data entry errors from manual field reporting		✓ Automated data capture and form filling
✗ Disconnected inspection evidence		✓ Inspection data captured directly in system of record
✗ No visibility on contractor work quality		✓ On-site validation prevents service activation failures

Proven Customer Outcomes

Confirmed results from operators deploying the Service Activation Agent:

Outcome	Result
Service activation success rate	Right-first-time rate substantially improved
QA/QC coverage	From 10% to 100% – every installation validated
Failed first-time activations	Down from ~20% baseline
Manual QA and rework costs	Eliminated for validated installs
Contractor billing	Based on AI verified proof of completion
Customer experience	Fewer missed appointments, faster activation



Standard Photo Deliverables (Included)

#	Photo Deliverable	Visual Checks (pass / flag-for-review)	Data Read Off The Photo (OCR)
1	ONT equipment label	• Right photo type (label present) • Usable photo • Serial number field visible • MAC address visible • Barcode/QR intact	ONT serial number · MAC address · Manufacturer, model and port speed
2	Router / gateway label	• Right photo type (gateway label) • Usable photo • Serial field visible • Model field visible	Gateway serial number · Manufacturer, product, model and Wi-Fi standard
3	Indoor installation (overview)	• Right photo type (indoor install scene) • Usable photo • ONT present • Router/gateway present • Power supply connected • Ethernet connected • ONT properly wall-mounted • Cable management tidy • No trip hazards	Any legible device text (brand, stickers)
4	Exterior demarc / NID (overview)	• Right photo type (exterior demarc scene) • Usable photo • NID/house box present • Fiber drop visible • Utility-side context (next to electrical meter sometimes required) • Ground wire connected • NID mounted securely • Exterior cable routing neat	
5	NID close-up (FlexNAP / Tempo)	• Right photo type (NID fills the frame) • Usable photo • Enclosure closed, secured and undamaged • Laser-warning / ISP labels present • Cable glands sealed • Cable routing neat • Building entry sealed (putty, caulk, bushing or fitting)	All enclosure labels: brand, warning text, ISP stickers, serials, hand-written tags
6	Optical power meter (any meter)	• Right photo type (optical meter screen) • Usable photo • Meter's own pass/fail indicators detected • Every displayed reading inside the acceptance window (configurable, no-light-fiber readings fail)	Every wavelength row with exact dBm / μ W values · Meter mode or wavelength setting
7	Speed test screen	• Right photo type (speed-test result) • Usable photo • Test completed • ISP matches the work order (configurable per operator/retail ISP) • Speeds meet the subscribed tier (configurable)	Download Mbps · Upload Mbps · Ping ms (exact as displayed)
8	ONT activation screenshot	• Right photo type (activation app screen) • Usable photo • Activation confirmed by the app • ONT RX level within window (configurable)	ONT RX signal level · Device ID / UUID
9	TV / video service test	• Right photo type (TV tester/set-top screen) • Usable photo • Test in progress or complete • Video service confirmed working (no error state)	On-screen status text