

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.

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
X Manual verification of a small portion of installations		✓ 100% of customer installations automatically verified with AI
X Data entry errors from manual field reporting		✓ Automated data capture and form filling
X Disconnected inspection evidence		✓ Inspection data captured directly in system of record
X 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

