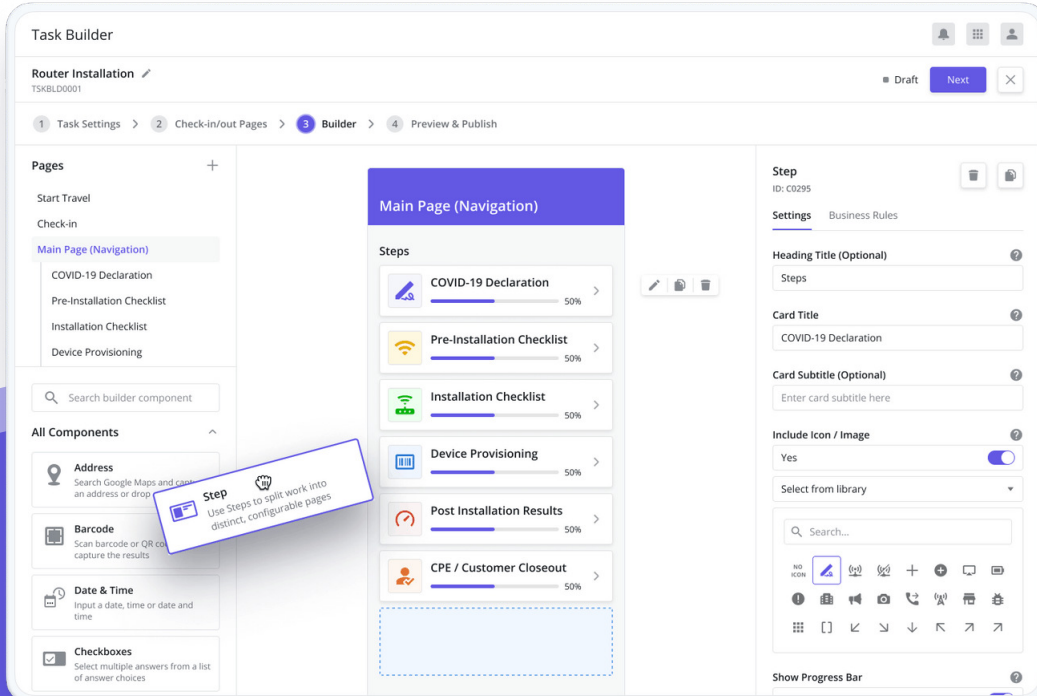


A DAY IN THE LIFE

Boosting Installation Metrics in Real-Time

How one telco operator used Zinier's no-code Task Builder to make real-time changes to their installation workflow in seconds.



Introduction

In the fast-paced world of field service, being able to make changes in real-time as your business requirements evolve is essential for improving operational efficiency and staying competitive. This can be difficult for backoffice personnel, and is even more challenging for field technicians who rely solely on their mobile devices to help them execute their work in the field. As a result, there's often a disconnect between the instructions they receive and the actual jobs they perform. By our estimates, over 50% of all change requests from field service organizations relate to modifying or introducing new mobile workflows. You need a solution that not only meets your needs, but also provides the agility to support flexibility in the field.

Zinier's no-code Task Builder empowers you to control the process of making whatever changes you need, whenever you need them. You don't need to rely on expensive IT resources or lengthy development cycles just to build new workflows or make simple changes. With Task Builder's intuitive no-code framework, anyone can configure a task without touching a line of code, enabling your entire team to become more agile, experiment without regrets, and stay a step ahead of the competition.

Not only can Task Builder help field service teams make rapid and continuous improvements to their operations, but it enables you to make those enhancements in real time. We decided to see how much of an improvement a field operation could identify and implement in the course of a single day.

What follows are several real-world examples of how one of our telecom customers used Task Builder to create a new task and make changes to the task once it was deployed. (We'll call them "Telco Z" and simplify certain aspects of their workflow to protect confidential details of their business.) Telco Z is a large operator based in Europe. This example focuses on a B2C division in charge of installing and maintaining fiber-to-the-home broadband equipment. This case study will focus on the installation workflow used by Telco Z to install fiber-to-the-home for consumer customers.

Over the course of a single day, a Zinier analyst captured several points in the company's installation workflows that were impeding productivity. Taken by themselves, none of these issues were insurmountable roadblocks that prevented field technicians from getting the job done. But they definitely slowed things down.

However, when you aggregate all of these impediments to the installation workflow, and multiply that impact by the scale of the workforce and the number of installations, it adds up to a significant drain on the company's productivity. And in a high-demand business such as providing fiber-to-the-home services, every slowdown in productivity directly translates into missed opportunities to install more systems.

Zinier's Task Builder can streamline those workflows – quickly and easily, and without requiring the technical expertise that often becomes a bottleneck. We'll walk through two workflow improvements that Telco Z identified based on insights that occurred when a member of the Zinier team shadowed the company's technicians in the field for a day.

We'll also show how easy it was for Telco Z to make those changes using Task Builder, and compare that process with the challenges they would have faced using their previous solution. Finally, we'll document the overall impact these changes had on Telco Z's operational efficiency.

About the Customer

"Telco Z" is a large telco operator based in Europe. This example focuses on their B2C division in charge of installing and maintaining fiber-to-the-home broadband equipment.

INDUSTRY

Telecom

TECHNICIANS IN DIVISION

300

USE CASE

Fiber-to-the-home

INSTALLATIONS PER MONTH

25,000

Building the Installation Workflow

Using Task Builder, Telco Z was able to build its initial installation workflow quickly and easily. Before implementing the Zinier platform, Telco Z's technicians had previously used a survey application to collect field data in a simple question-and-answer format. To get started with Task Builder, the company used the questions from this survey as the basis for replicating their workflow in the Zinier system. Telco Z was able to follow this approach to create the new workflow – a fairly typical and straightforward use case – in just a few hours. Telco Z's workflow incorporated the following steps:

STEP 1: TASK SETTINGS

After entering the Task Builder, click the **Add New** button to create a new task. Fill in the task settings per your requirements.

The screenshot shows the 'Task Builder' interface for a task named 'Router Installation'. The interface is divided into several sections: 'General Information' with fields for Name and Description; 'Task Duration' with a field for Estimated Task Duration (hours); 'Task Approval Settings' with dropdowns for Rejection Reasons List and Cancellation Reasons List; 'Skills Required (Optional)' with a list of skills and levels; and 'Services (Optional)' with a list of services. The 'Add New Skill' and 'Add New Service' buttons are visible. The task is currently in 'Draft' status.

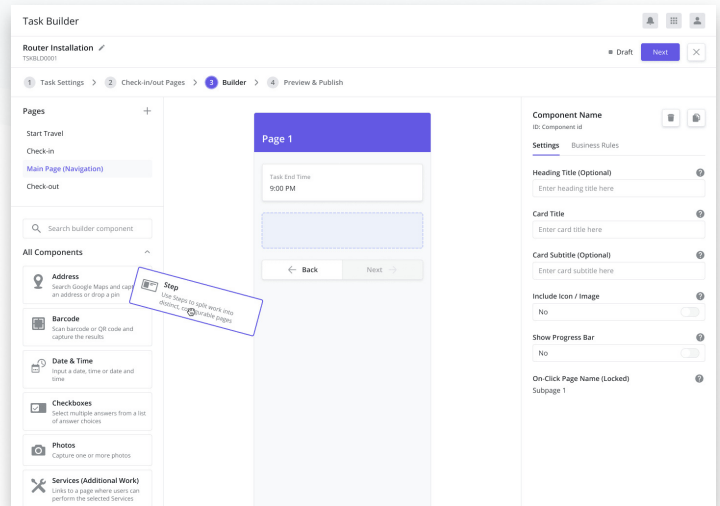
STEP 2: CHECK-IN / CHECK-OUT SETTINGS

The next step asks you to fill in the check-in / check-out requirements. In this case, Telco Z required that all technicians perform a geo-check-in when they reach the customer site and collect the customer's signature upon completing the task.

The screenshot shows the 'Task Builder' interface for the 'Check-in / Check-out Settings' of the 'Router Installation' task. The interface is divided into two main sections: 'Beginning of the Task' and 'End of the Task'. The 'Beginning of the Task' section has two toggle switches: 'Require user to record the moment they start travelling to the site' (disabled) and 'Require user to geo-check-in before starting the task' (enabled). The 'End of the Task' section has two toggle switches: 'Require customer signature at the end of the task' (enabled) and 'Require user to check-out before leaving the site' (disabled). A 'Preview' button is visible next to each toggle. On the right, a 'Preview' section shows a 'Signature' button and a 'Customer Signature' field with a sample signature.

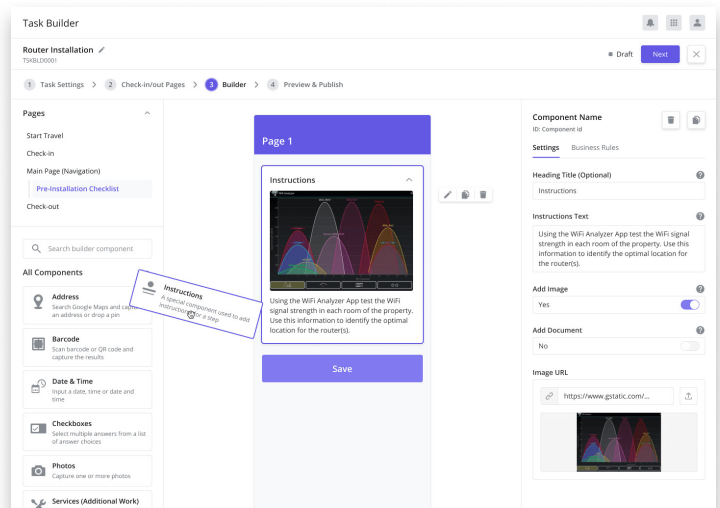
STEP 3: ADD A STEP

From the Builder screen, click on **Main Page (Navigation)**. From here, insert a new **Step** component onto the screen. From the component settings panel on the right, fill in the details and select an icon that represents the Pre-Installation Checklist step.



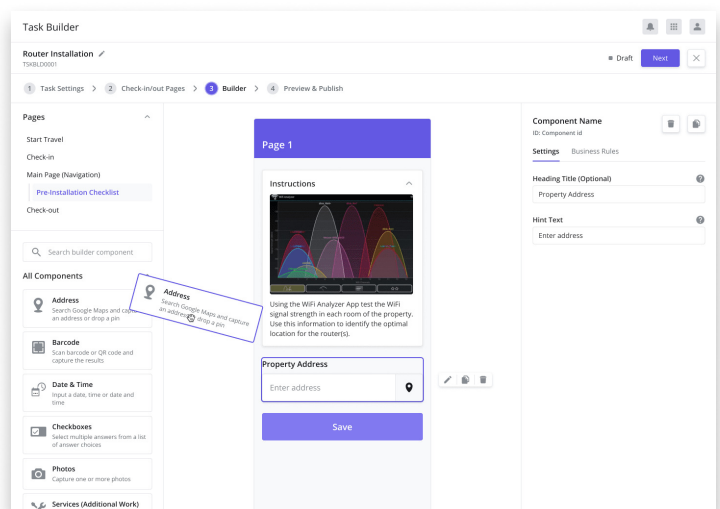
STEP 4: ADD INSTRUCTIONS

Navigate to the new subpage you just created by adding the Pre-Installation Checklist step. Drag an **Instructions** component onto the page and again fill in the component settings panel on the right.



STEP 5: ADD THE ADDRESS

Repeat the process above and add an **Address** component below your **Instructions**.



STEP 6: BUILD OUT THE PAGE

Continue adding components to the page until your first step is complete.

The screenshot shows the 'Task Builder' interface for a 'Router Installation' task. The left sidebar lists various components that can be added to the task, including Address, Barcode, Date & Time, Checkboxes, Photos, Services (Additional Work), Signature, Single Selection, Step, Text Area, Text Input, and Video. The main area shows 'Page 1' with instructions, a property address field, inspection date, technician name, and Wi-Fi analyzer output fields. The 'Builder' step is currently selected in the top navigation bar.

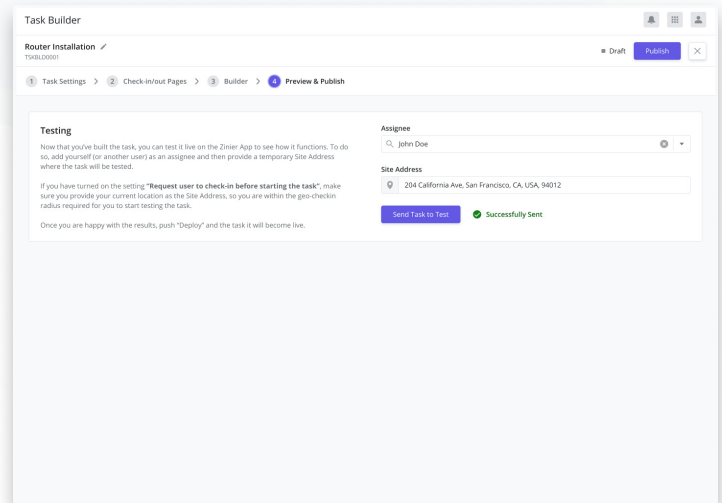
STEP 7: REPEAT FOR EACH STEP

Navigate back to the *Main Page (Navigation)* page and repeat the process by inserting additional *Step* components and building out the pages associated with each step.

The screenshot shows the 'Task Builder' interface for a 'Router Installation' task. The left sidebar lists various components that can be added to the task, including Address, Barcode, Date & Time, Checkboxes, Photos, Services (Additional Work), Signature, Single Selection, Step, Text Area, Text Input, and Video. The main area shows 'Page 1' with a task start time field and a list of steps including Pre-Installation Checklist, Installation Checklist, Device Provisioning, Post Installation Results, and CPE / Customer Closeout. The 'Builder' step is currently selected in the top navigation bar.

STEP 8: PREVIEW & PUBLISH

Navigate to **Preview & Publish**, the fourth and final step in the Builder flow. From here, you have the option of previewing and testing the changes on the Zinier mobile app. To do so, enter your name as the **Assignee**, provide your current address as the location, and click the **Send Task to Test** button. If you are happy with the results, click the **Publish** button on the upper right corner of the screen.

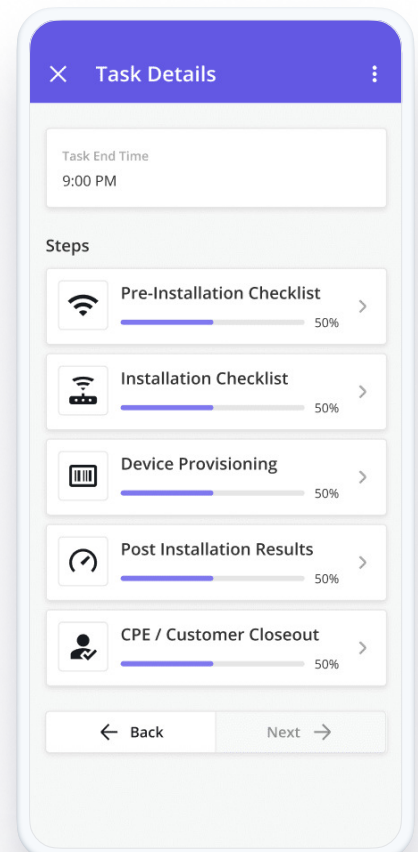


TIME TAKEN TO BUILD THE TASK

2.5 hours

To recap, Telco Z used the Task Builder to create an installation workflow with the following steps:

1. **Check-in:** The technician arrives on-site and does a geo-check-in.
2. **Pre-installation Checklist:** The technician tests the wifi strength in each room to determine the best location for the wifi router(s).
3. **Installation Checklist:** The technician installs the cabling and equipment and tests the equipment (including running an optical power loss test before and after installation), providing detailed photo evidence at each step.
4. **ONT Device Provisioning:** The technician scans the barcode of the optical network terminal device and provisions it for the customer.
5. **Post-installation Results:** The technician tests the wifi speeds in each room after the devices (in this instance, a mesh router system) have been installed.
6. **CPE Information & Customer Closeout:** The technician takes photos of the mesh router serial numbers and ensures the customer has the required passwords, help guides, and router apps installed. Finally, the technician collects a digital signature from the customer and submits the completed task.



Change 1: Adding a COVID Health Declaration

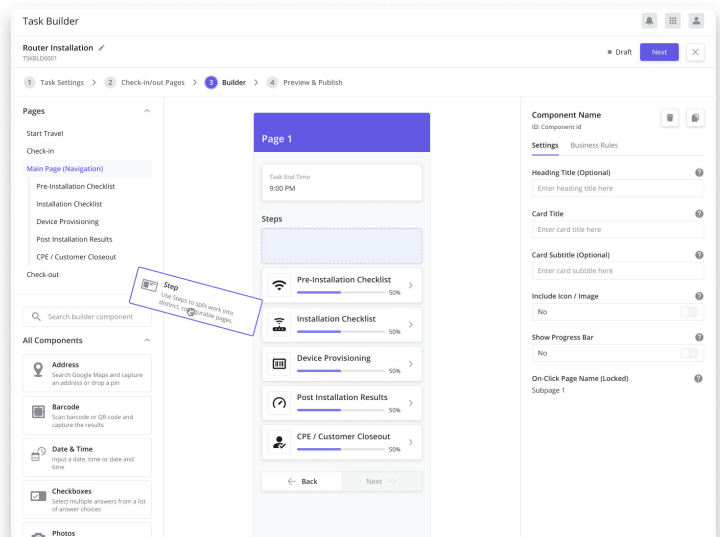
After the original task was built, we sent a Zinier analyst into the field to both observe Telco Z in action and to gather insights that might help them improve operational efficiency.

The first insight the Zinier analyst uncovered was that Telco Z's technicians were required to fill out and submit a pen-and-paper COVID health declaration form for every work order performed at a customer site. Like many field service operators, Telco Z had adapted their business processes to the post-COVID environment. But due to the time it would have taken to update their original survey application, Telco Z took a non-digital ad hoc approach.

We immediately saw an opportunity to digitize that process by adding the COVID health declaration form to the task. Making this change only took a matter of minutes.

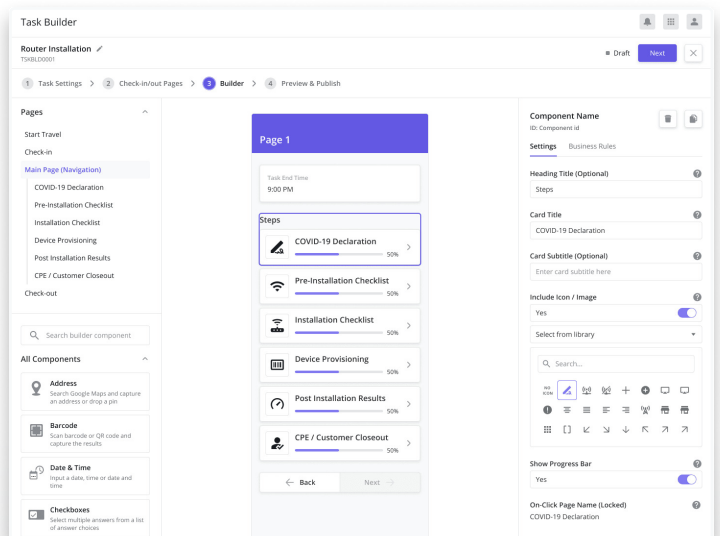
STEP 1: ADD A NEW STEP

After entering the Task Builder, navigate to the third step to reach the Builder tool and click on the **Main Page (Navigation)** in the pages section on the left. From here, insert a new **Step** component onto the screen at the top of the mobile page.



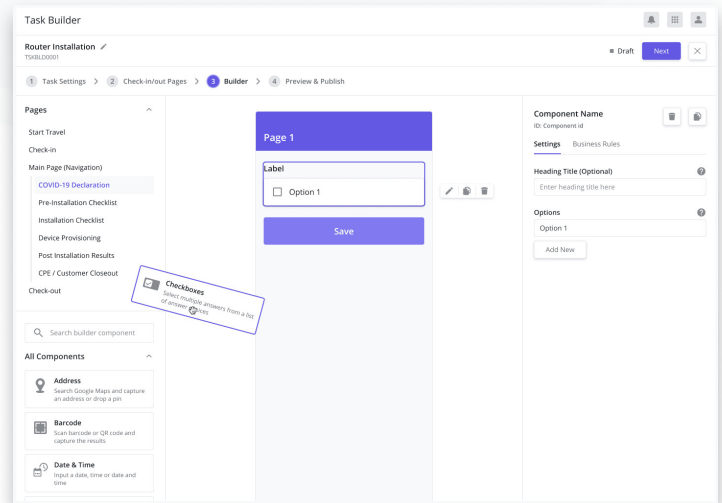
STEP 2: ADD DETAILS

From the component settings panel on the right, fill in the details and select an icon that represents the new step.



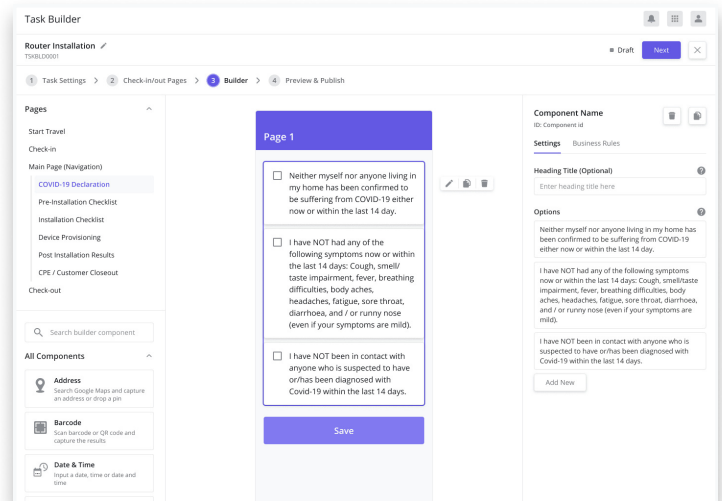
STEP 3: ADD CHECKBOXES

Navigate to the newly-created subpage by adding the Section. Drag a **Checkboxes** component onto the page to build the COVID safety checklist.



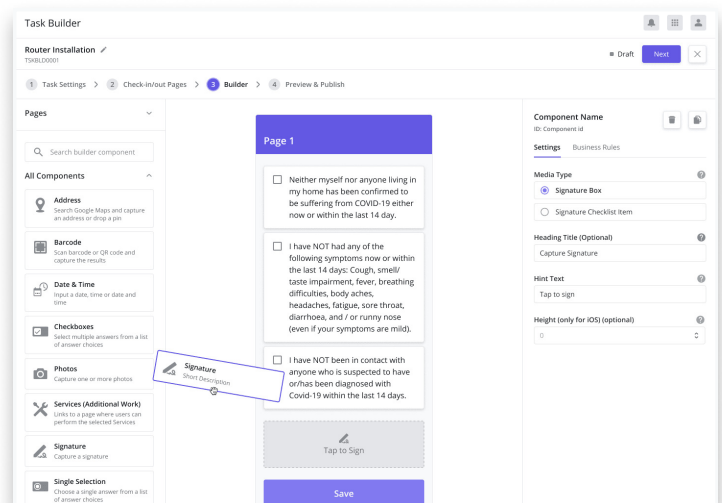
STEP 4: ADD DETAILS

In the component settings panel on the right, build out this new component by adding each checklist item as options.



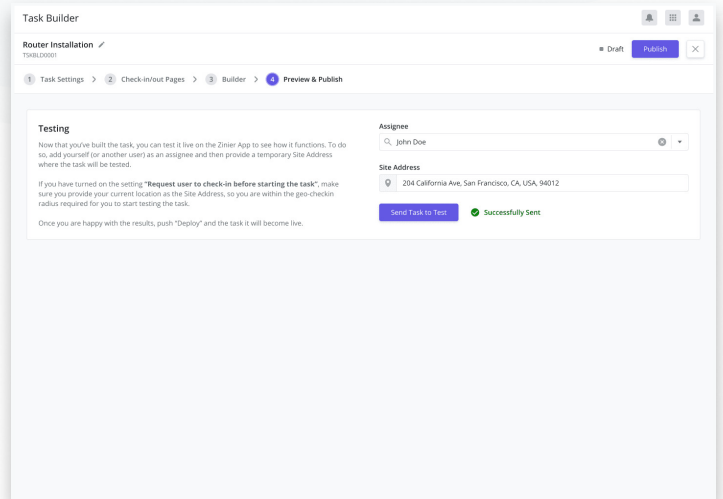
STEP 5: ADD SIGNATURE

Insert a **Signature** component onto the page below the Checkboxes components. In the component settings panel on the right, selecting **Signature Box** as the Media Type will add the Signature component as a gray box on the mobile screen. Alternatively, you can select **Signature Checklist Item** to convert the signature into a checklist item.



STEP 6: PREVIEW & PUBLISH

Navigate to **Preview & Publish**, the fourth and final step in the Builder flow. From here, you have the option of previewing and testing the changes on the Zinier mobile app. To do so, enter your name as the **Assignee**, provide your current address as the location, and click the **Send Task to Test** button. If you are happy with the results, click the **Publish** button on the upper right corner of the screen.



TIME TAKEN TO MAKE THE CHANGE

5 minutes



BENEFIT

Health & Safety

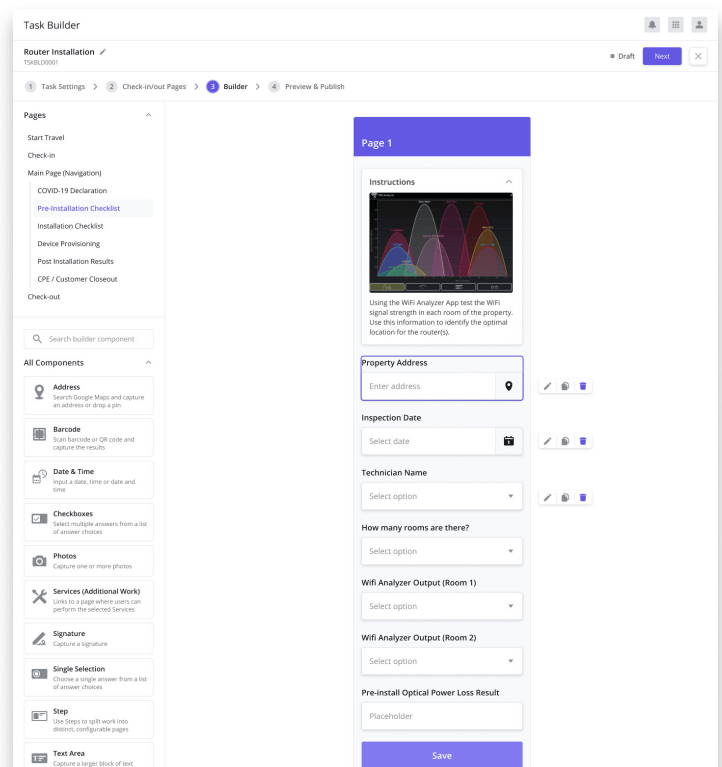
Adding the COVID safety checklist was critical for Telco Z to ensure the safety of their field technicians and customers, as well as staying within compliance of local COVID regulations.

Change 2: Streamlining Task Questions

The second insight our analyst uncovered was that several of the questions in the task were unnecessary. With Telco Z's prior survey application, technicians had been inputting their own name, task date, and the customer site address for every task performed. They were so used to this process that they included it in the Zinier-built task, forgetting that Zinier captures contextual task information by default. Telco Z removed these three questions by performing the following steps:

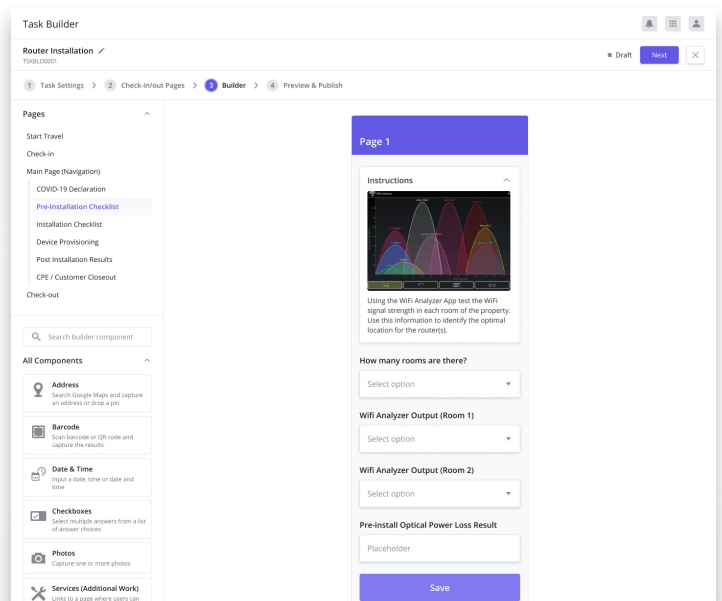
STEP 1: NAVIGATE TO THE AFFECTED STEP

After entering the Task Builder, navigate to the third step to reach the Builder tool and click on the third step to reach the Builder tool and click on the *Pre-Installation Checklist* in the pages section on the left. Click on the first component titled *Property Address* and then click the *Delete* icon to remove it from the screen.



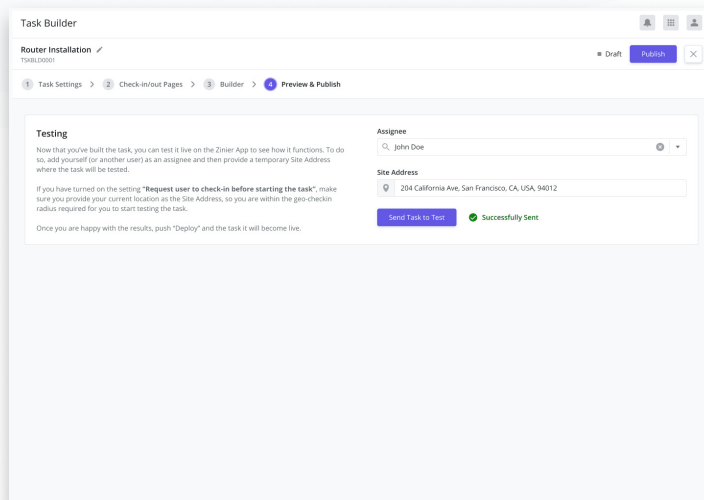
STEP 2: DELETE UNNECESSARY FIELDS

Repeat the steps above to delete the other two unnecessary fields (*Inspection Date* and *Technician Name*).



STEP 3: PREVIEW & PUBLISH

Navigate to *Preview & Publish*, the fourth and final step in the Builder flow. As before, enter your name as the *Assignee*, provide your current address as the location, and click the *Send Task to Test* button. If you are happy with the results, click the *Publish* button on the upper right corner of the screen.



TIME TAKEN TO MAKE CHANGE

1 minute



SAVINGS

\$10,500 USD / month*

30 seconds saved per task = 210 hours saved per month x \$50 USD / hour.

Task Builder vs. Previous Solution

Before implementing the Zinier platform, Telco Z's technicians used a question-and-answer survey application to collect data in the field. That tool wasn't specifically designed for field service applications, and there was much room for improvement. Telco Z experienced several immediate benefits as soon as the company switched to Zinier and started using Task Builder.

BEFORE (PREVIOUS SOLUTION)

Sequential task pages

The tool Telco Z had been using was sequential in nature; technicians were required to move from one mobile page to the next using back-arrow and forward-arrow buttons. This was acceptable for certain use cases, but Telco Z's technicians often captured data out of sequence. As a result, they spent quite a bit of time navigating through task pages just to enter each new piece of data.



AFTER (WITH ZINIER)

Streamlined navigation

With Task Builder, technicians start their field work from a single navigation page that enables them to go from one step to any other step with a single click. Ultimately, this provides them with a better user experience compared with solutions that lock end-users into entering data sequentially. The net result is that technicians save time by reducing the number of taps required to navigate to different steps in a task.

Collected redundant information

The previous tool was a stand-alone survey tool, not connected to their systems. As a result, technicians were required to collect unnecessary or duplicated information such as their own name, the date of the task, and the address of the customer site.



Connected and intelligent

The Task Builder is a connected application – there is no need for technicians to enter their name, the customer's address, the date of the task, or any other information that is embedded and contextual to the task itself. This saves time and money, allowing technicians to focus on the critical data they need to capture from the field as part of workflow execution.

Limited data capture capabilities

The data-capture capabilities of the survey tool Telco Z was using were fairly limited. These limitations constrained the types of information that could be collected.



Built to capture field service data

The Zinier platform and Task Builder were purpose-built for the field service industry and provide advanced data-capture capabilities such as barcode scanning, digital signature, photo-annotation, and geo-tagging and check-in. The result: a more flexible and powerful tool that can be used for a variety of field-service specific use-cases.

Real-time Impact

As a wise man once said, the only constant is change. Whether you're adapting to new business requirements to keep your technicians and customers safe, or making incremental improvements that save your technicians time, Zinier's Task Builder puts you in the driver's seat with its no-code customization capabilities. With no-code customization, it's easy for anyone to implement changes in minutes, without requiring any coding skills. By eliminating the bottlenecks, time lags, and costs created when specialized developer skills are required, Task Builder significantly improves your operation's time to value.

Contact us

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