



AccountVu

Providing Customer Insight
to those who need it.



Delivering Customer Insight

Quick, easy access to a comprehensive profile of a customer's TV service. When a customer is on the line you need real time insight to provide the support they deserve.

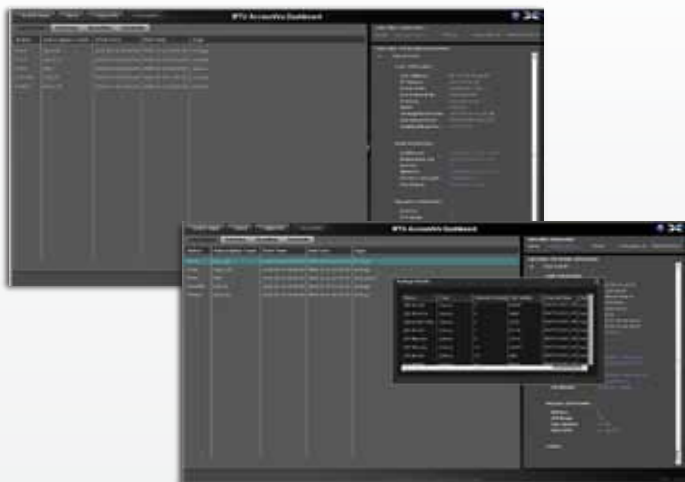
Product Overview

AccountVu is the **xVu** module that enables customer visibility for support teams. This capability is available in Mediaroom™. AccountVu consolidates the subscriber information and service details of your TV offering.

AccountVu Benefits

A real time, consolidated view of a customer's TV service...

- Improves first call trouble resolution
- Conveys a sense of confidence to the customer
- Improves Help Desk productivity
- Assists in upselling customers



Service Features

AccountVu improves Account visibility to the support team. It provides:

- A list of current TV subscriptions (incl. portfolio details)
- The ability to reset passwords and parental control
- Purchase history for PPV Movies and Events
- Current or scheduled PVR recordings
- A list of all the active STBs for each account
- The ability to access account status (Credit Limits)
- Capability to selectively reboot STBs



Mediaroom™ Presentation Framework compatible

Additional Feature

AccountVu can be customized to add any unique account data from legacy systems to enrich the customer's profile and provide insight for the Support team.

making TV better™

www.marinerpartners.com



About Mariner

Mariner is a leading provider of innovative IP video solutions and technologies that deliver unique value to the expanding IPTV industry. Mariner's flagship TV care product, **xVu™**, specializes in Next-Gen IPTV service monitoring. Mariner's **frost™** platform delivers interactive TV, social networking and self-service capabilities to the TV in a highly compelling viewing experience. Mariner enables service providers to successfully deliver and operate advanced entertainment services in today's complex, competitive IPTV marketplace.