Comcast Research Readout

Field Service Reimagined
(research, design, build support)

2015-2018+

COMCAST

E L I M I N A T I N G T H E F R U S T R A T I O N

COMCAST

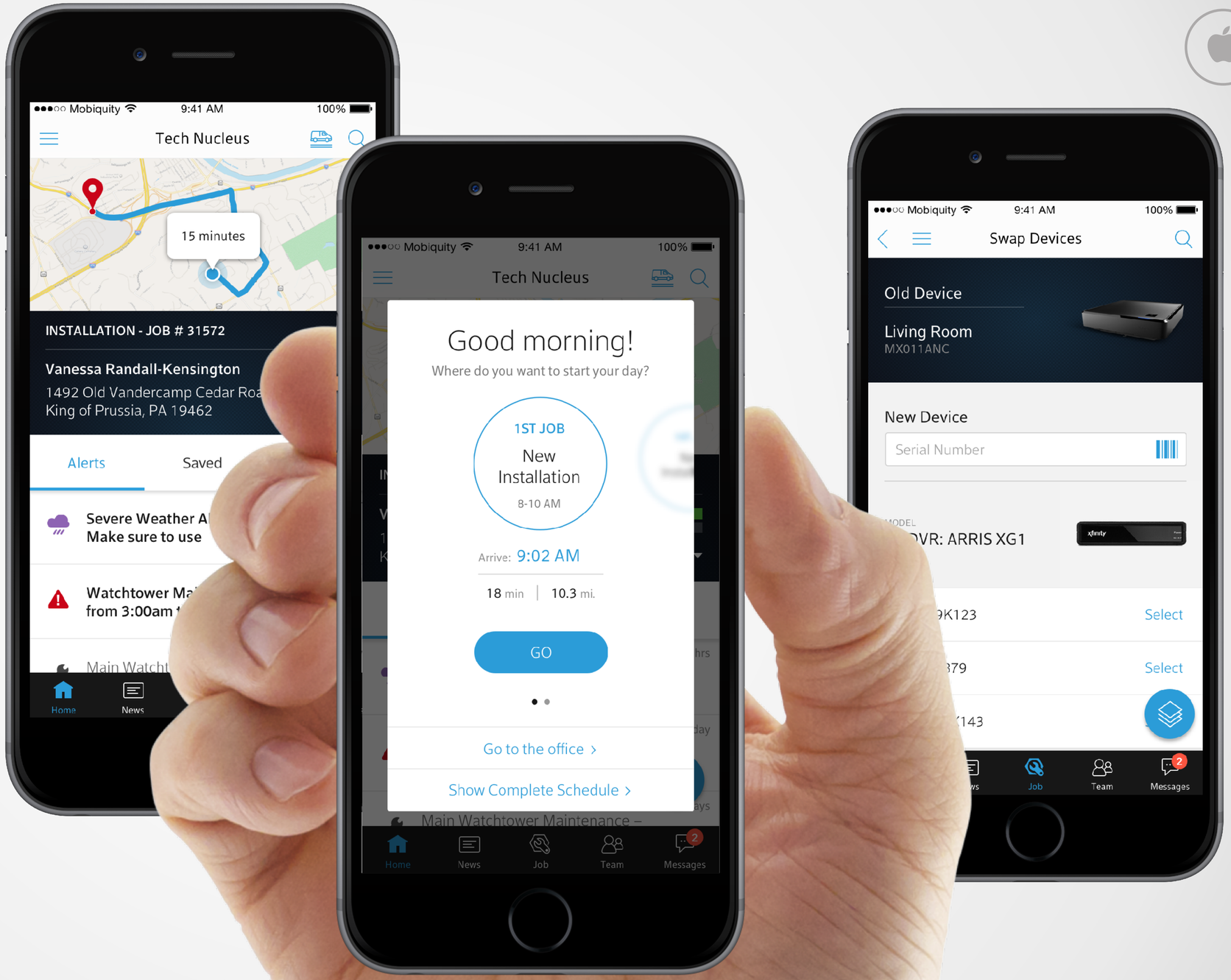
The Driver

Field Technician Experience

- Eliminate distractions
- Provide freedom to focus on customer issues
- Identify process changes

Solution Offerings Used

- Box 0
- Design & Build
- DBi
- Support
- Delta iQ



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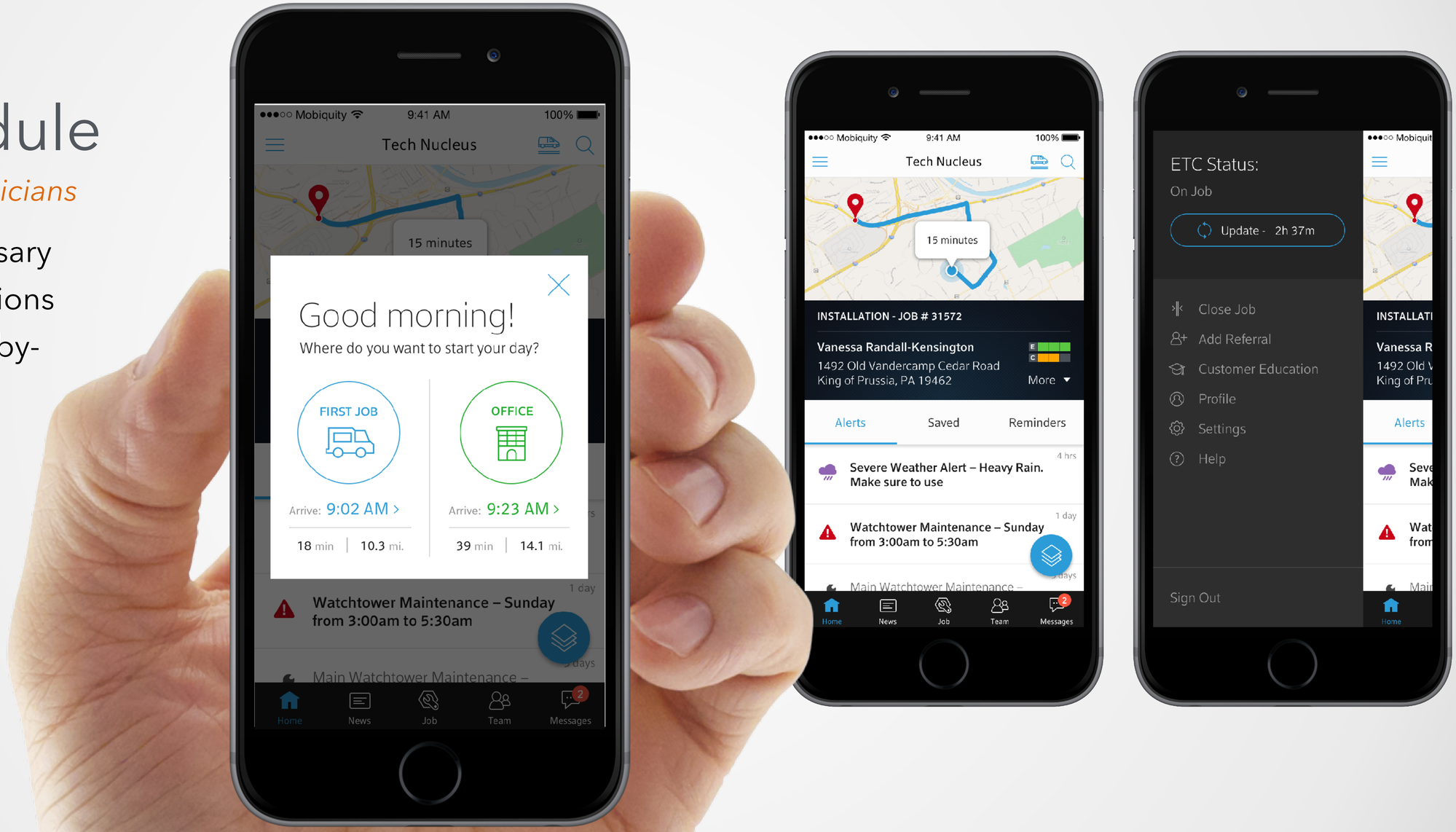
The Schedule

Optimized for Technicians

- Eliminate unnecessary technician interactions
- Provide clear turn-by-turn directions
- Improved job completion estimates lead to more accurate scheduling



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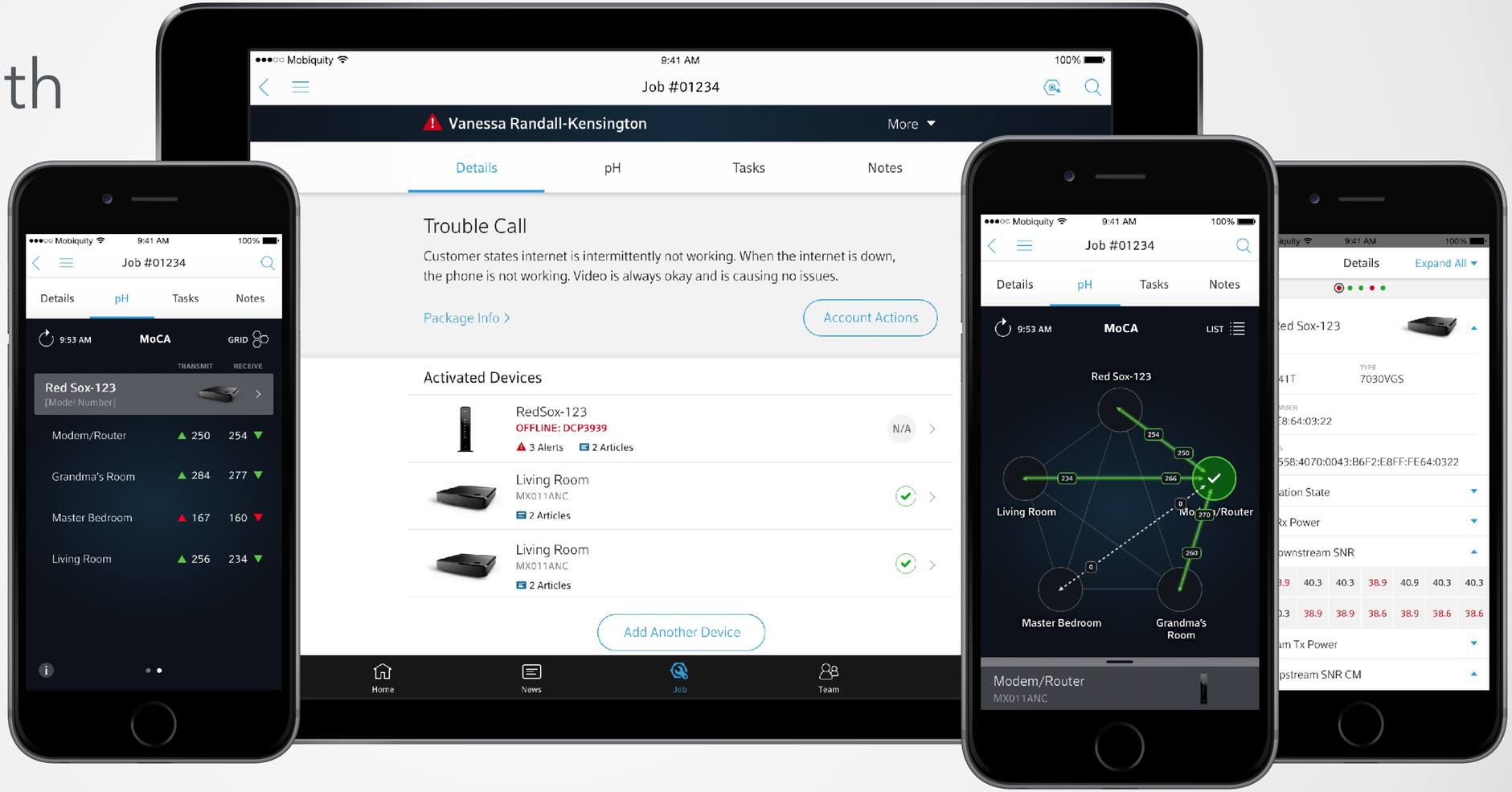
Network Health

Homes & Businesses

- High-level awareness
- Quickly tap to drill-down into details
- Integrated for device-level actions (restart, refresh, send hit, etc.)



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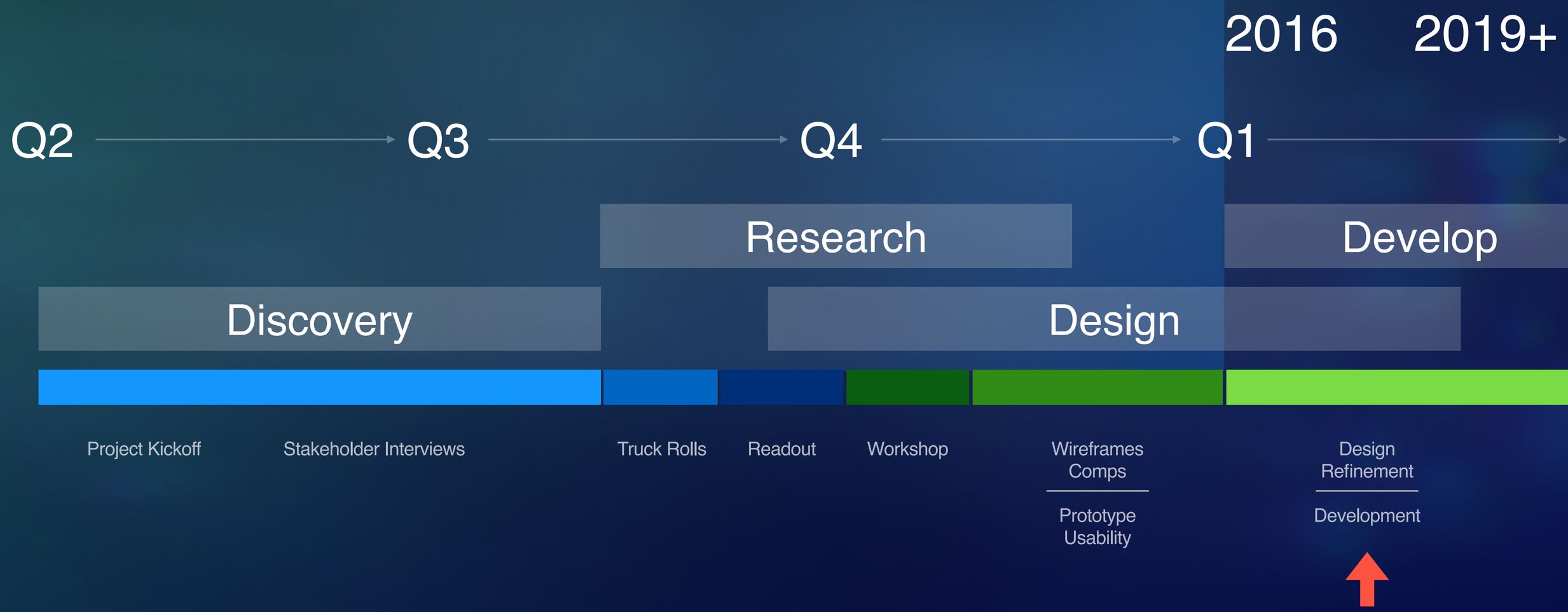
Tech Nucleus

Research and User Experience Design

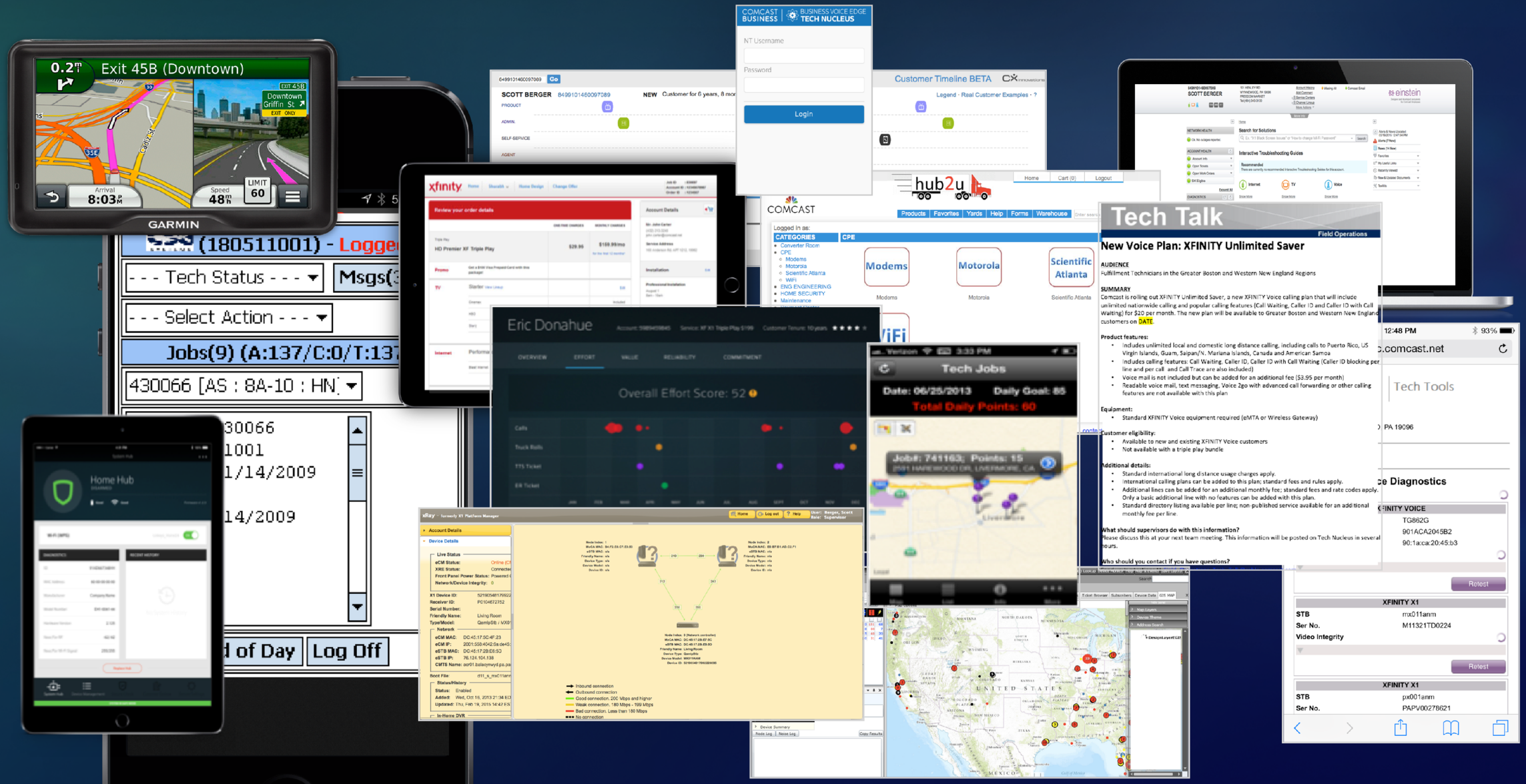
TIMELINE


2016
2019+
Q2
Q3
Q4
Q1
Research
Develop
Discovery
Design
Project Kickoff
Stakeholder Interviews
Truck Rolls
Readout
Workshop
Wireframes
Comps
Prototype
Usability
Design
Refinement
Development

THE WHAT: PRODUCT OVERVIEW

	WFA	Premise Health	Triage	Analytics & Content
MVP	• Job Statuses • Customer Details • GeoFencing • Job Allotment • Task Messaging • EPC Product Mapping • Inventory Management • GPS Routing • ETA	• DOCSIS/ Rolling History • MoCA • Node/WatchTower • Alerts • Outages • Visualization	• Device Hits/Queues • Firmware Update – X1 • Notes (read) • Customer History / Timeline • Task Tracking • Wrap-Up • Customer Ed/G'Bye	• Product Content Authoring • Alerts & News • **Logging** • Security/Identity • User Roles • NT Login mapping • Supervisor View • Production Support
Future	• Change Pending Order • Up-sell • Tech-to-Tech Inventory Swap • XH DocuSign • Activation (CHSI/CDV) • Activation - XH • Proactive Device Swap/EOL	• XH Device Diagnostics • Wifi Analyzer • COAM Device Wifi Health • X1 Known Issue • PowerCloud • Spectra	• LOB Repair • Business Services Repair • Drop Bury • RTM • Notes – Write • Audible Customer History • FTTP Support	• Time In Motion • XH License Access • Maintenance View • Tech Forum

WHY WE’RE DOING THIS…



Stakeholder Interviews

Stakeholder Interviews

10
visits to Comcast corporate

1
visit to call center

+19HRS
of audio and video

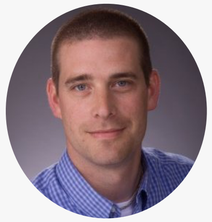
8
in-person interviews

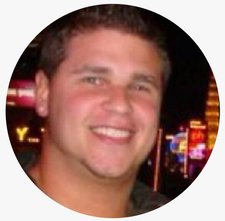
17
phone interviews

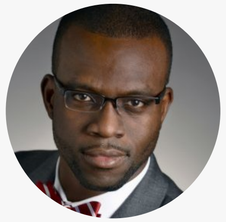
4
follow-up interviews

6
demos & showcases

31 Events







Work Orders: Issues

Job Overview

Disorganized details

Cryptic rate codes

Inaccuracy

Cloud Notes

Lack of context

No historical perspective

Biller Details

No transparency

Lack of integration

Uneducated customer

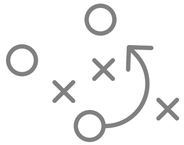
Support Calls

Frequent need to call for assistance

Techs not empowered

Chad Carloss
on unified notes

Work Orders: Ideas



Front Line
Offense/Defense

First impressions

Confidence

Accurate inventory

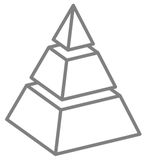
Measure

Better estimates

Improved ETAs

Optimized schedule

Communications: Issues



Lack of Structure

Communications lack categorization

Information priority

Improper Cadence

Too frequent

Too Many

Irrelevant

No Context

Article discoverability

Un-targeted communications

Unreliable results

Consumption

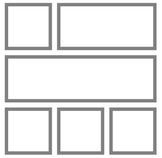
Medium doesn't match audience

Lots of content / Little time

No accountability

Bruce Byorkman
on Tech Talk cadence

Communications: Ideas



Smart Content

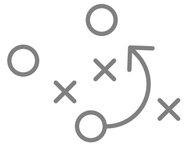
Contextual

Organization

Classification

Crowd-sourcing

Media



Front Line
Offense/Defense

Less screen time

Informed assessment

Measure

Auditing

Compliance

Transparency: Issues

Awareness

Arrival

Techs near me

Job/tech status

Inventory availability

Heather McLay
on inventory issues

Continuity

Job information

Problem-solving

Process

Summary

What was done

Sign off

Education

Transparency: Ideas

Smart Content

- Article ratings
- Proximity-based inventory
- Tech map
- Smarter dispatch

Front Line Offense/Defense

- Complete Notes
- Customer temp
- Triggers
- Leveraging sat. scores
- Burnout mitigation

Lift

- Leaderboards
- Yearly roll-ups
- Badges
- Awards

Education: Issues

Tech

Classroom training

Message cadence

Localized

Organization/search

Customer

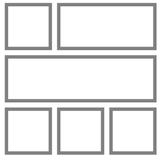
Too generalized

Self-directed

Feature-set awareness

Chad Carloss
on customer education

Education: Ideas

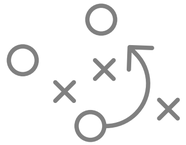


Smart Content

Contextual scripts

Relevant articles

Intra-day training



Front Line
Offense/Defense

Push, not pull

Multi-channel

Personalized

Measure

Triggers

Auditing

Compliance

Truck Rolls

By the Numbers

84
Truck Rolls

3
Divisions

70+
Hours of Video

8
Researchers

8
Regions

1000's
of Notes

20
Man Days

9
Locations

100's
of Photos

Context Matters

CUSTOMER CALL
Request for Service
A customer calls into Comcast to report trouble with a subscribed service. After an unsuccessful attempt at resolution.

SCHEDULE
Receiving a Job
The technician will receive a new job notification through their mobile device using the "TechNet" application. Upon receiving, the tech will accept the job, reply with an ETA and then head out to the customer address.

STARTING THE DAY
Most technicians will begin their day by rolling out to headquarters to touch base with a supervisor, attend meetings and/or to restock their service vehicle with all needed equipment to complete repairs and make installations.

RESEARCH JOB

TECH AT HOME
Prepping for the Day
Technicians spend time organizing, cleaning and maintaining service vehicles for the day ahead. During this time the tech may also review educational materials, read emails about SOP and receive their initial work assignments for the day.

ARRIVE
Arriving at Customer Site
Before greeting the customer the tech will thoroughly review the work order to ensure they can show empathy for any customer situation. The tech will also perform an initial network scan (HIC) to detect any service/device irregularities.

DIAGNOSTICS
Network Inspection
After concluding initial customer communications, technician thoroughly inspects the job site making note of any obvious errors and/or hazards contained within. Technician then begins testing hardware signal strengths.

RESOLVE ISSUE
Doing the Job
The tech will test signal from the tap, double check wiring integrity and configuration for best usage protocols. Tech will replace any old or faulty equipment/connections and upon completion run additional tests to ensure optimum performance.

WRAP UP
Ensuring Customer Satisfaction
With the service issues successfully resolved the tech would now take time to perform any needed customer education; this could include customer walkthroughs on equipment usage and/or best practices for care.

CLOSE JOB
Mission Accomplished
Tech returns to their service vehicle, records any items of interest about the completed work order and then confidently close the assigned job. This action will queue up the tech's next assignment job assignment.

NEXT JOB
On the Road Again
Having received a new work assignment, the technician will accept the work, sent an ETA and will then head out to the next job.

FOLLOW UP
How Did We Do?
when the job is closed an automated call is placed to the customer prompting them to partake in a brief customer survey to rate satisfaction. The user gives the technician and Comcast high marks and hang up.

Observations & Pain Points

- ★ There is uncertainty in a tech's schedule (install/trouble, un/assign)
- ★ Tech requests changes via DOJ (no shows, unprepared, timing)
- ★ Schedule visibility varies by region (little as 30 mins prior)
- ★ Pressure pool, unaccounted for jobs, create anxiety
- ★ Location-based assignment of jobs is inconsistent by dispatch
- ★ Skill-based assignment of jobs is inconsistent by dispatch
- ★ Proximity to first job does not account for morning routine
- ★ Ripple effects of poor ETA guesses affects all schedules
- ★ Responsiveness inconsistent in ETA interface (observed elsewhere)

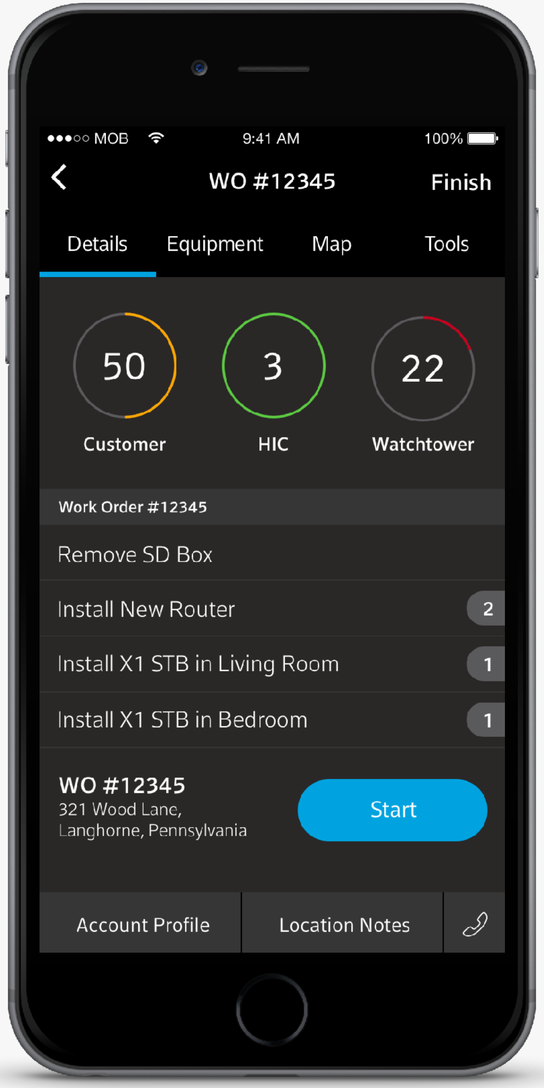
Managing Stress

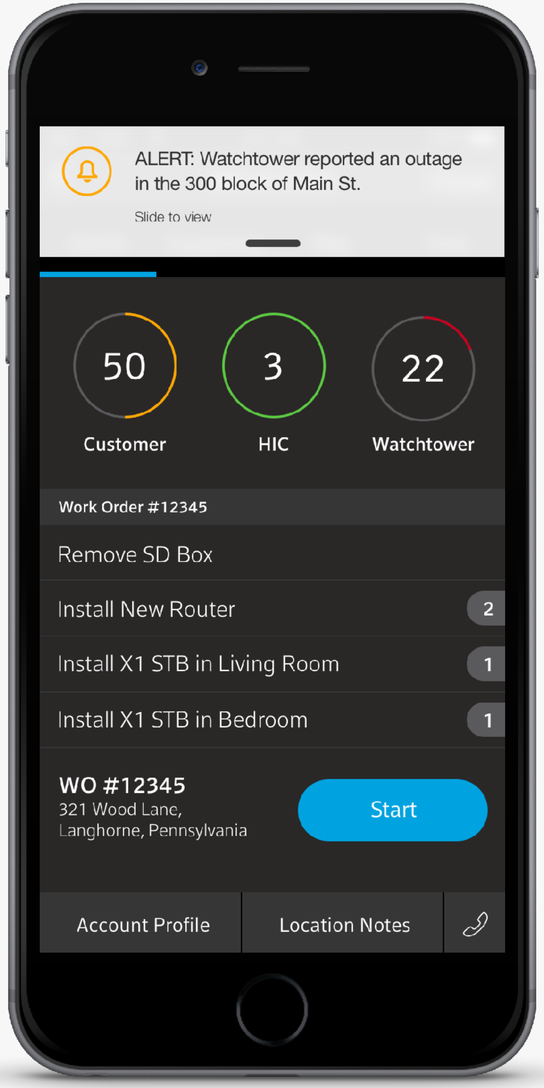
SCHEDULE

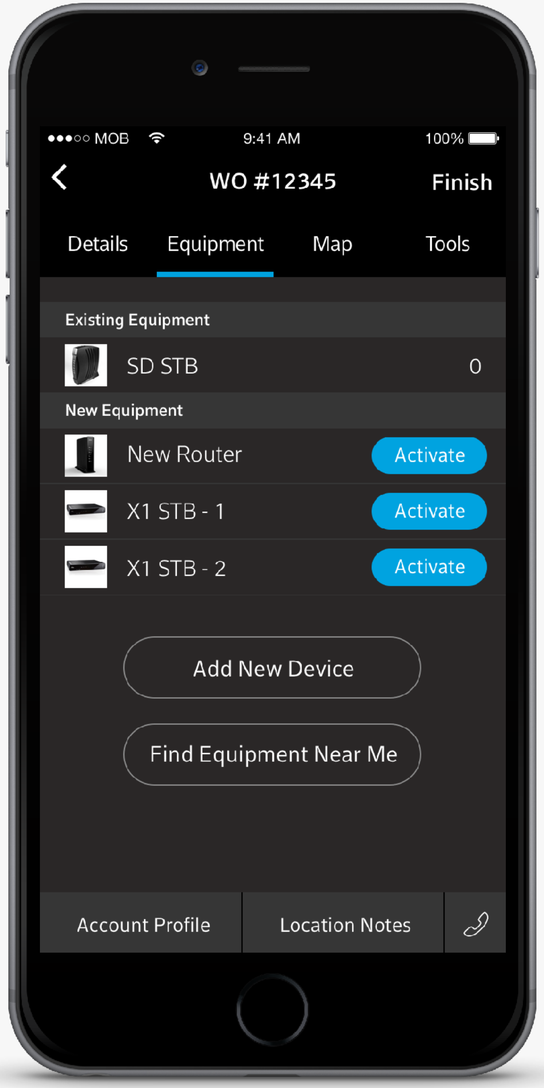
1:57

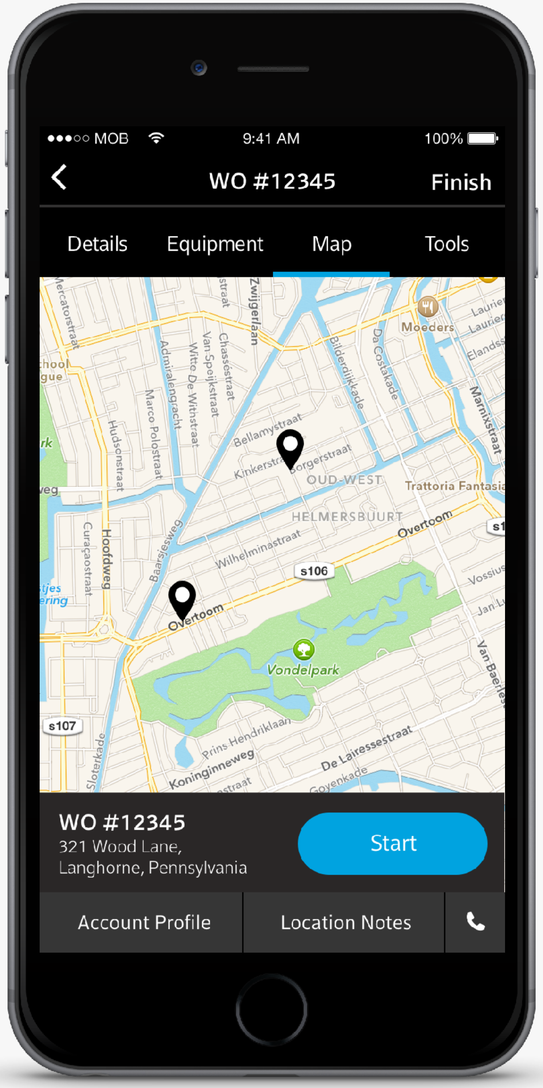
Concepts

Early Comps: Work Orders

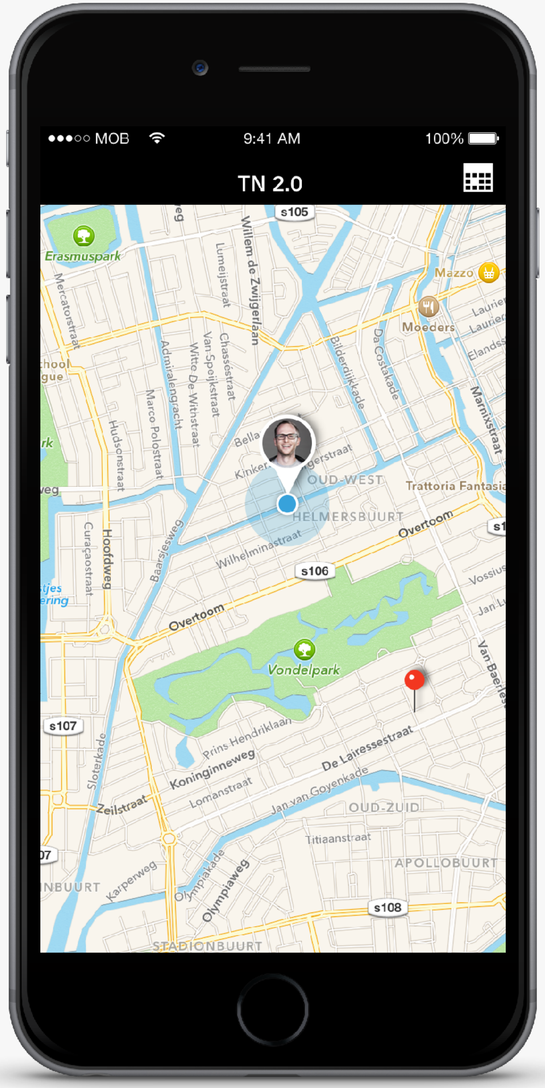


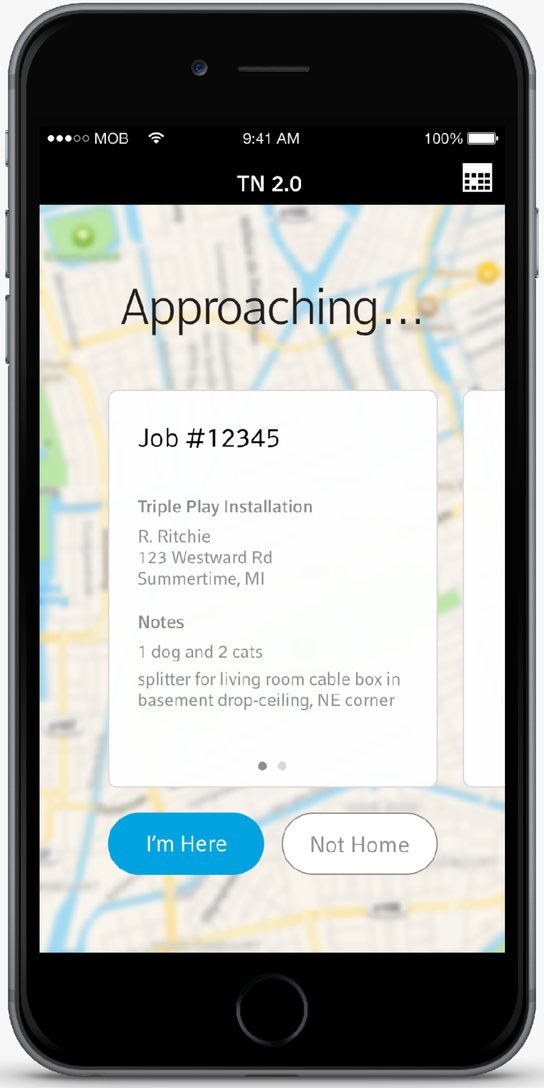


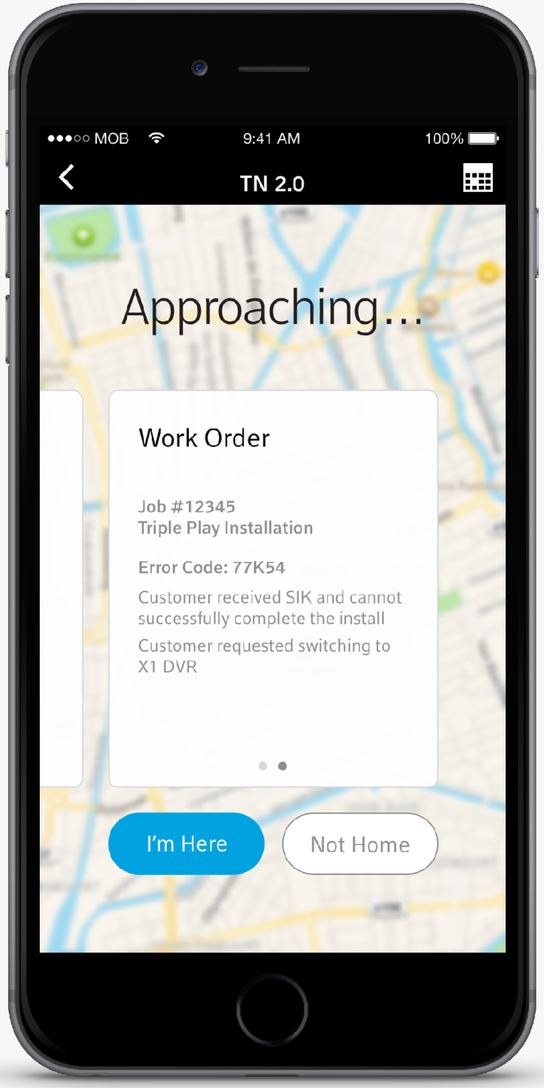




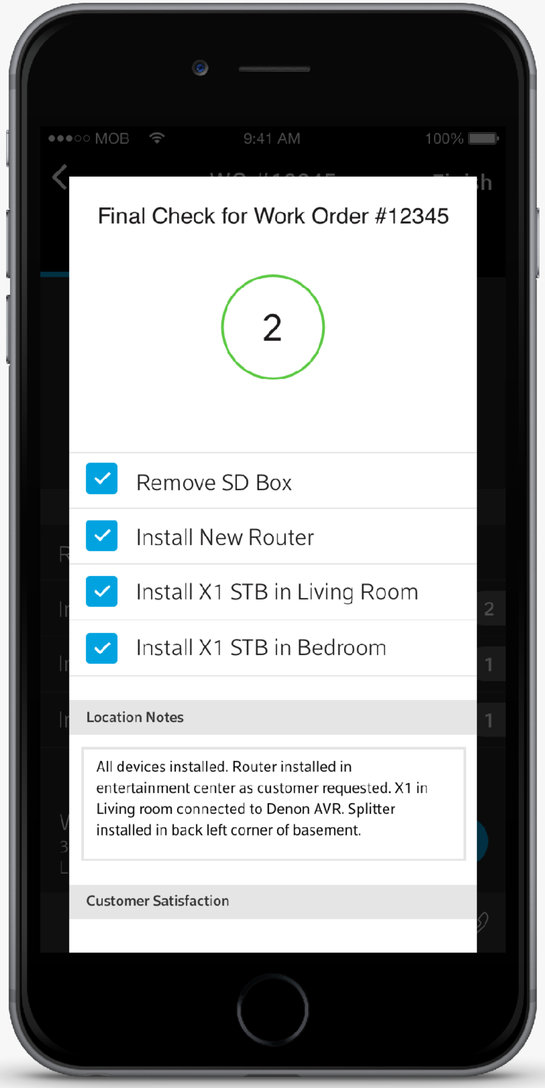
Early Comps: Arrival

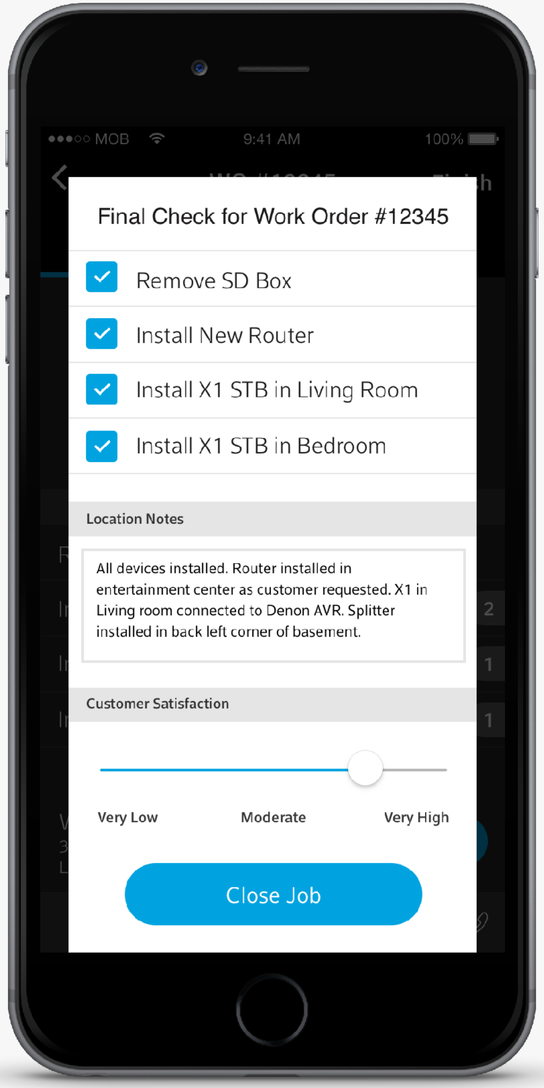


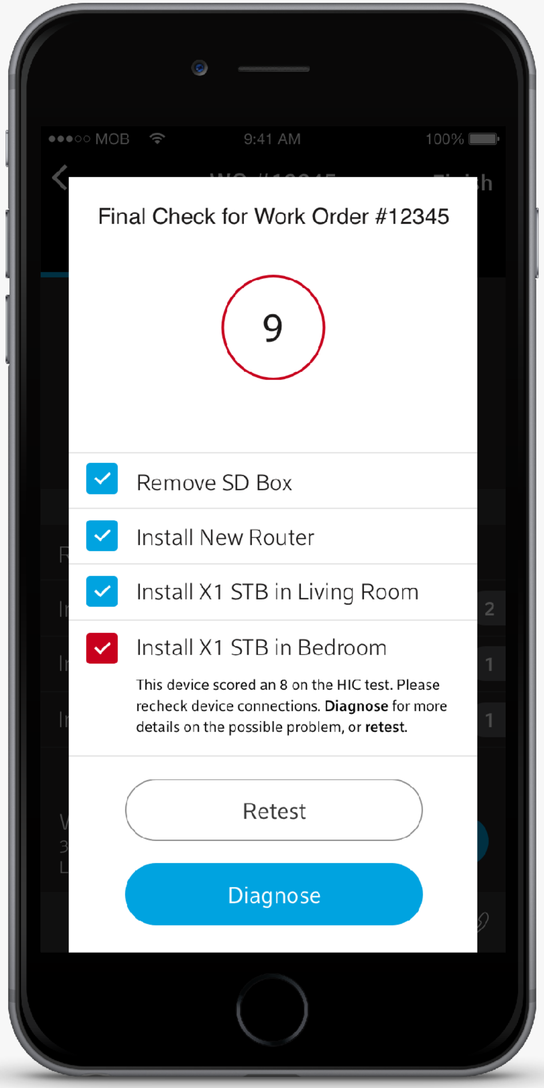




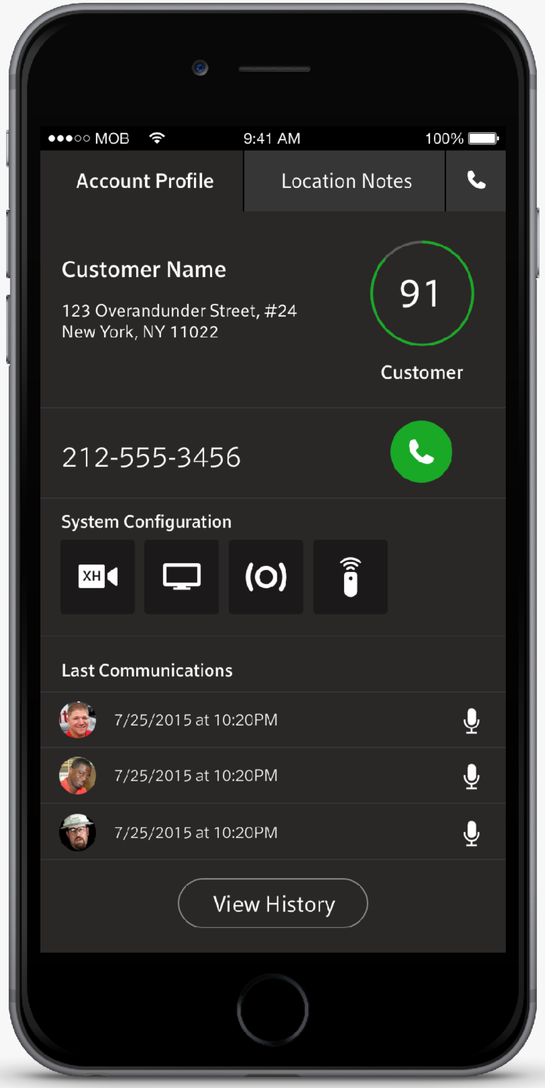
Early Comps: Wrap-up

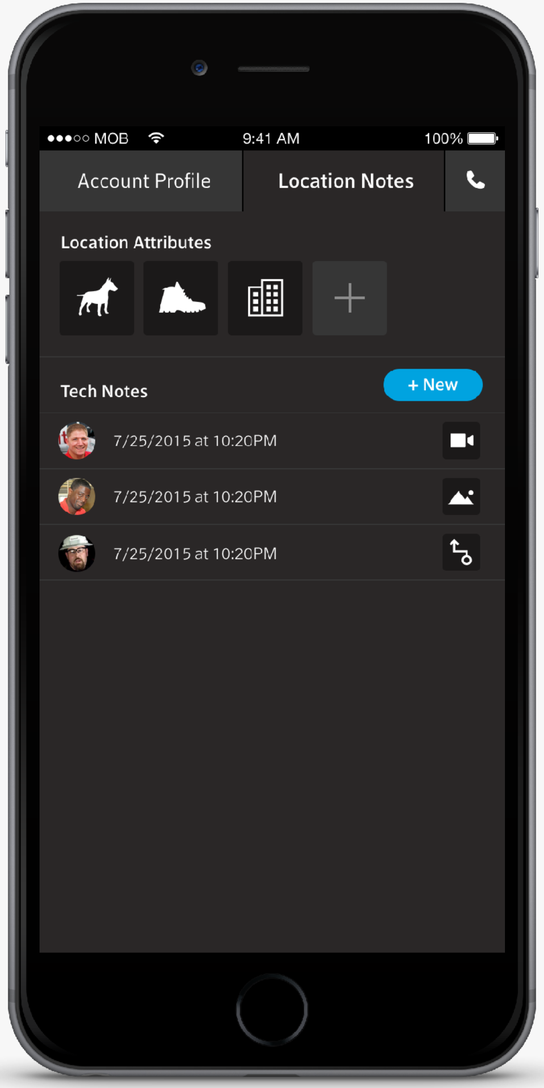


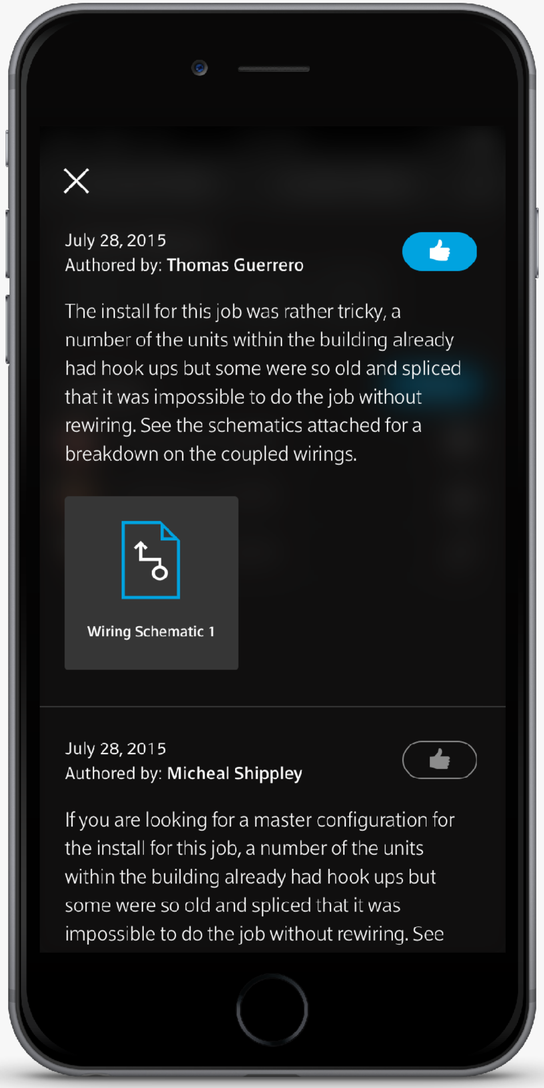




Early Comps: Notes



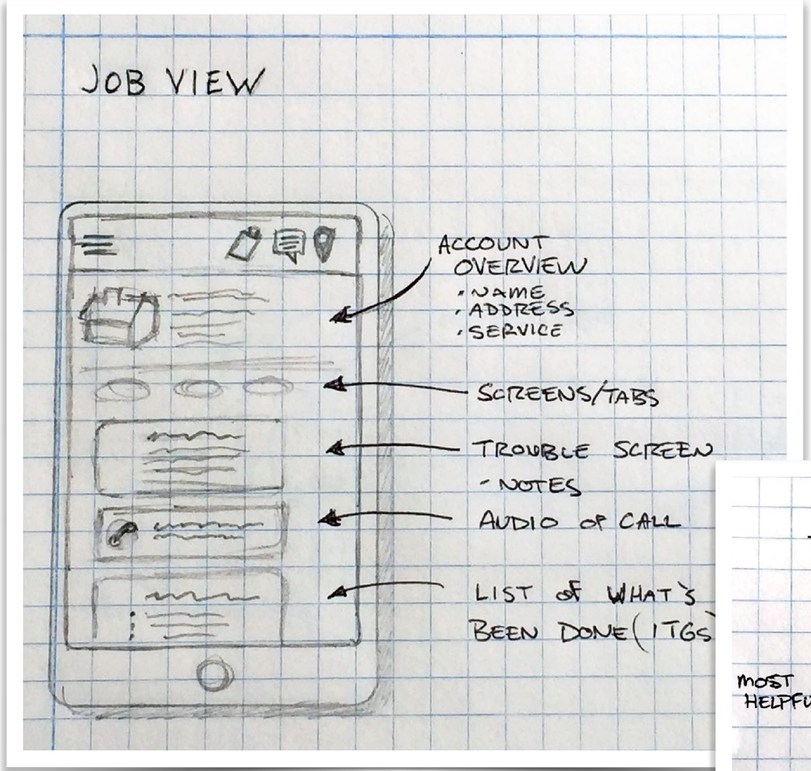


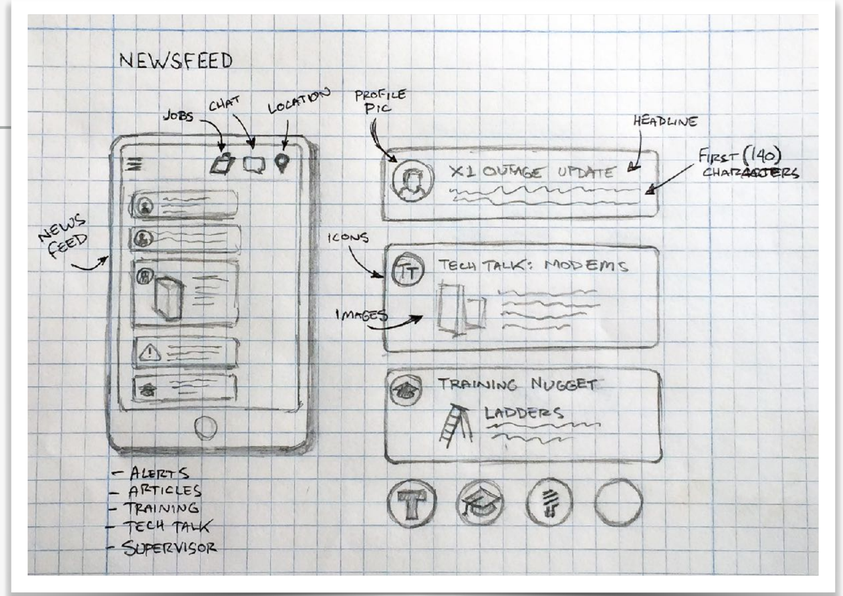


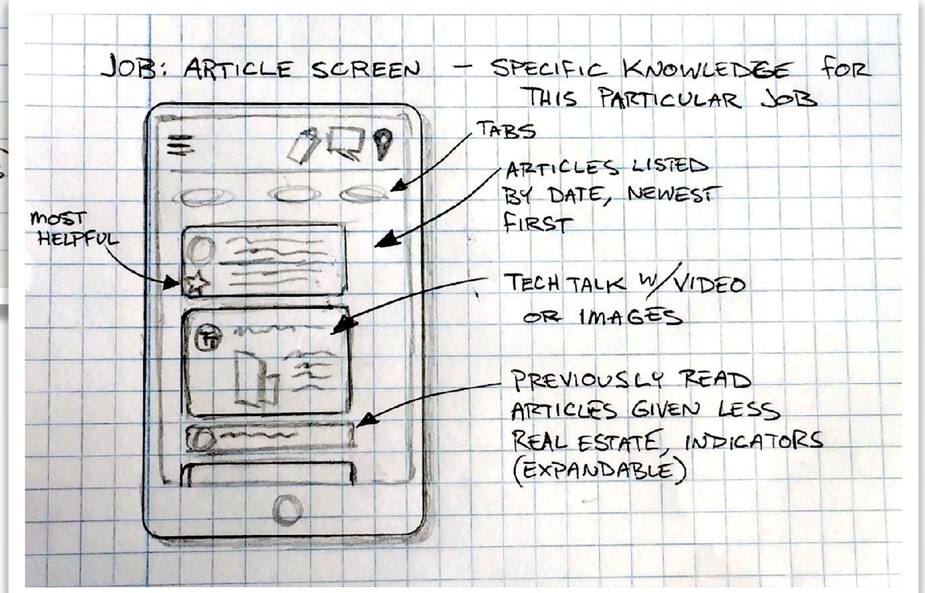
Smart Communications

COMMUNICATION IN CONTEXT

- Newsfeed organized by date, type, importance
- Unique item presentation types
- Unread/Read states
- Bylines and Avatars
- Crowd-sourced feedback
- Embedded video



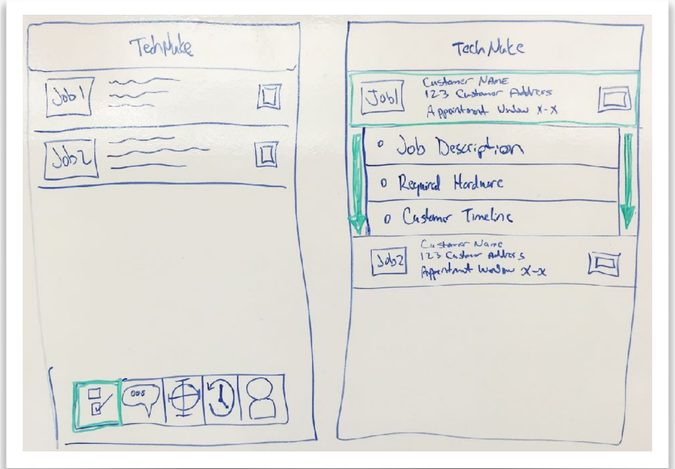


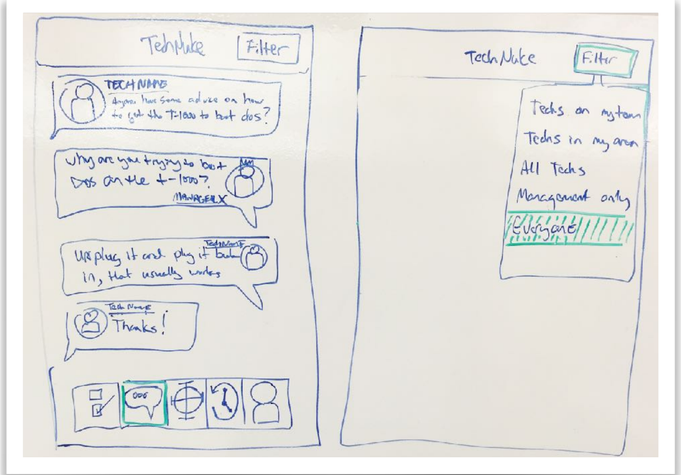


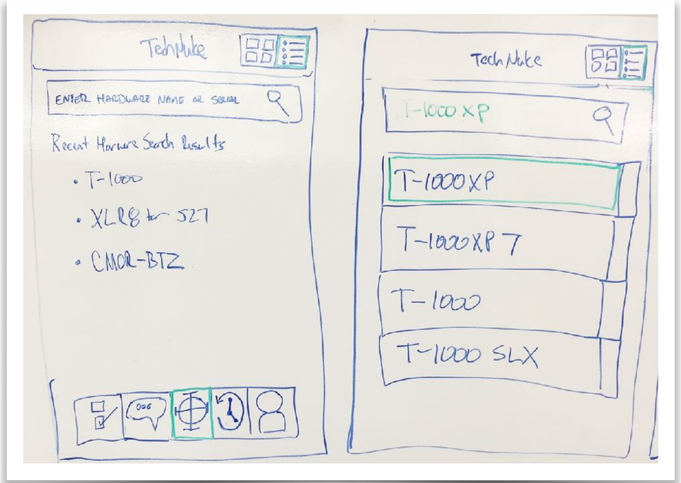
Framework

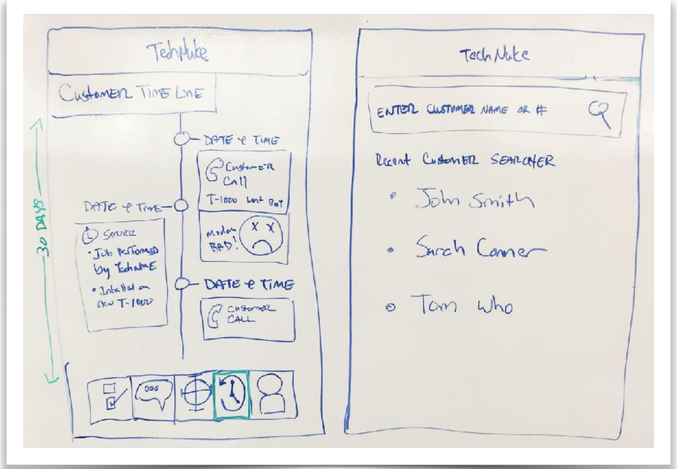
WITHIN THUMB'S REACH

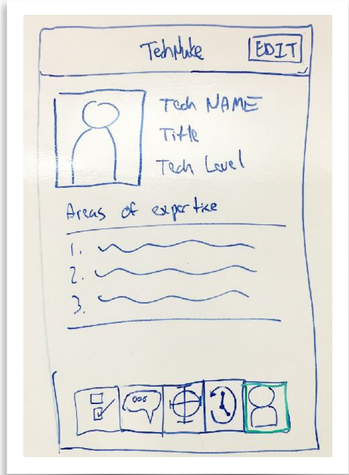
- Customer timeline
- Cloud Notes
- Tech Profile
- Tech GPS
- Tech Chat
- Job List

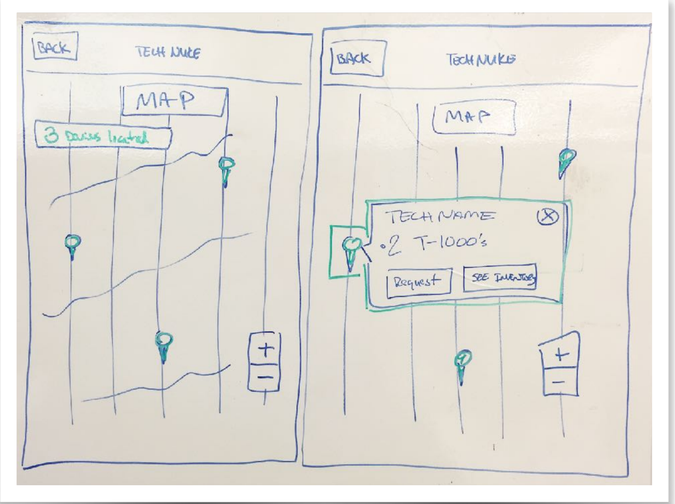




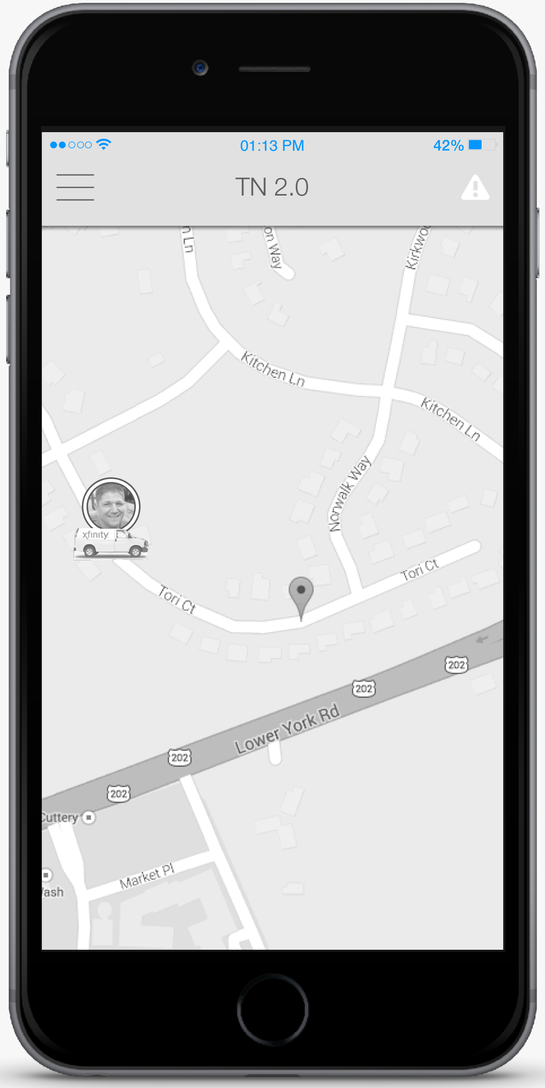




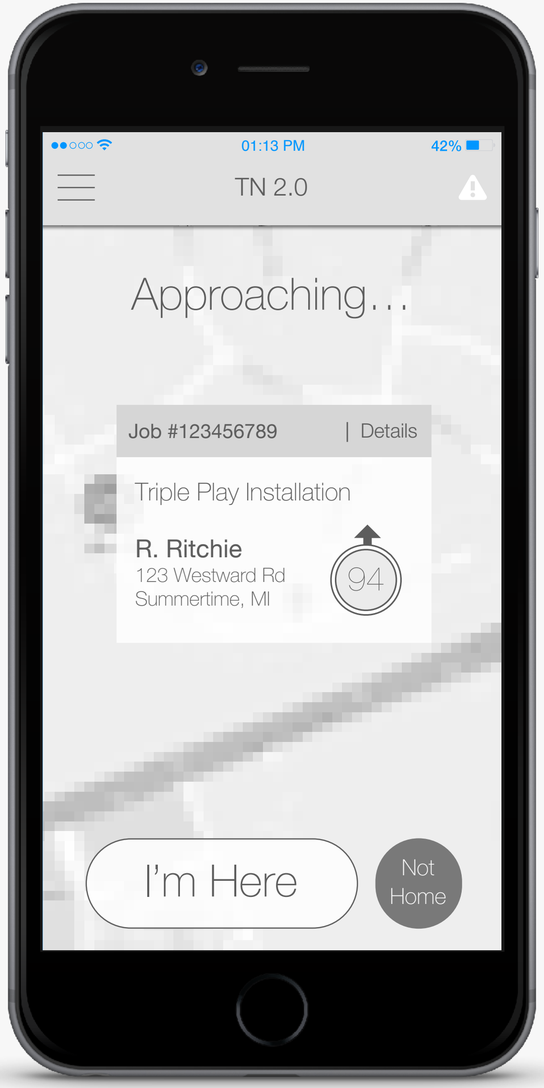




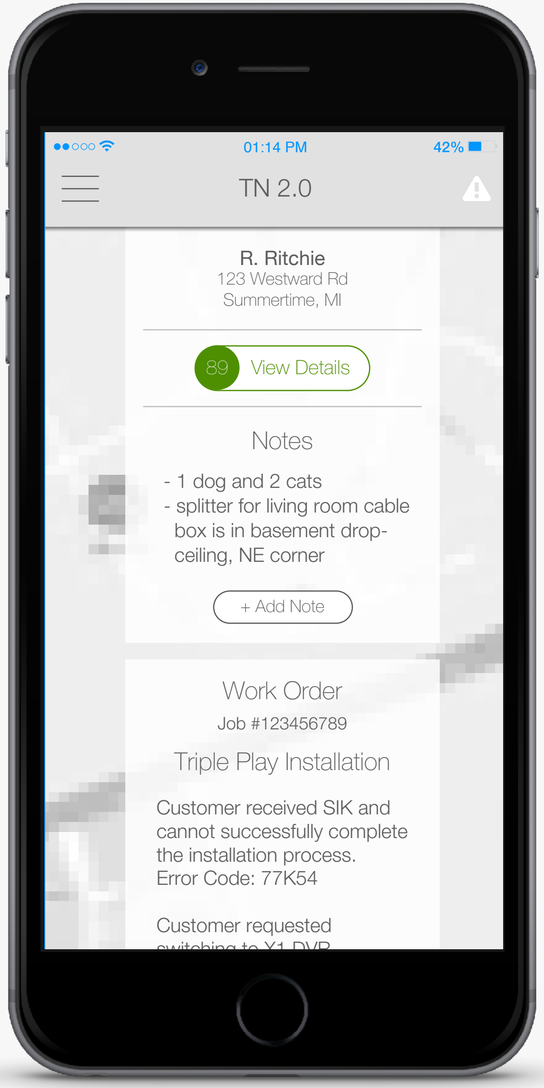
Arriving at the Job



Mapping

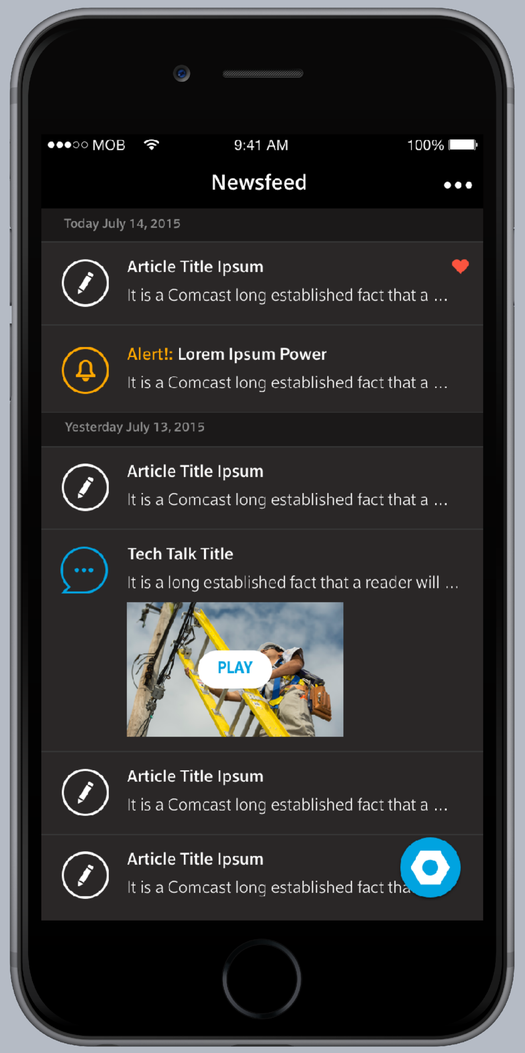


Approaching



Job Notes

Concepts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Today July 14, 2015
Article Title Ipsum
It is a Comcast long established fact that a ...
Alert!: Lorem Ipsum Power
It is a Comcast long established fact that a ...
Yesterday July 13, 2015
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Article Title Ipsum
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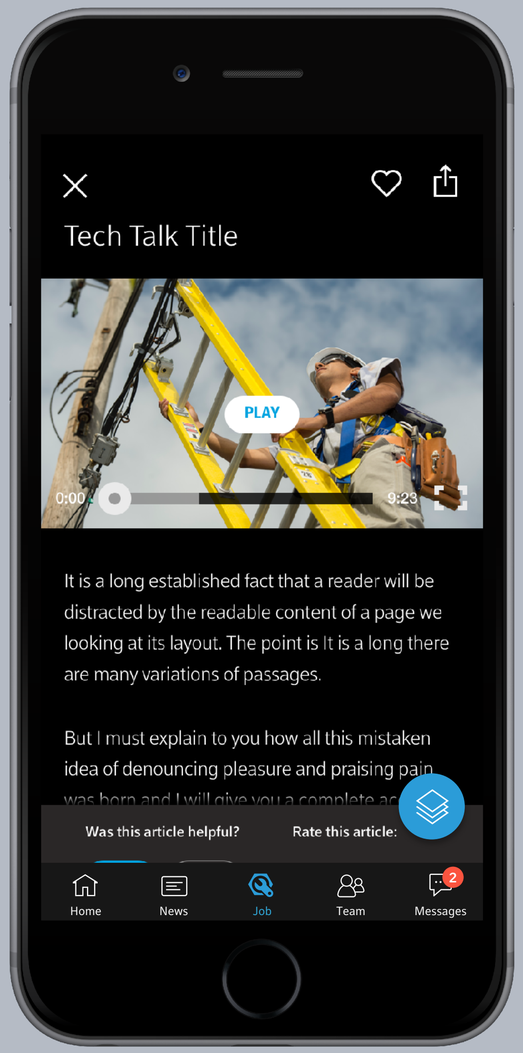
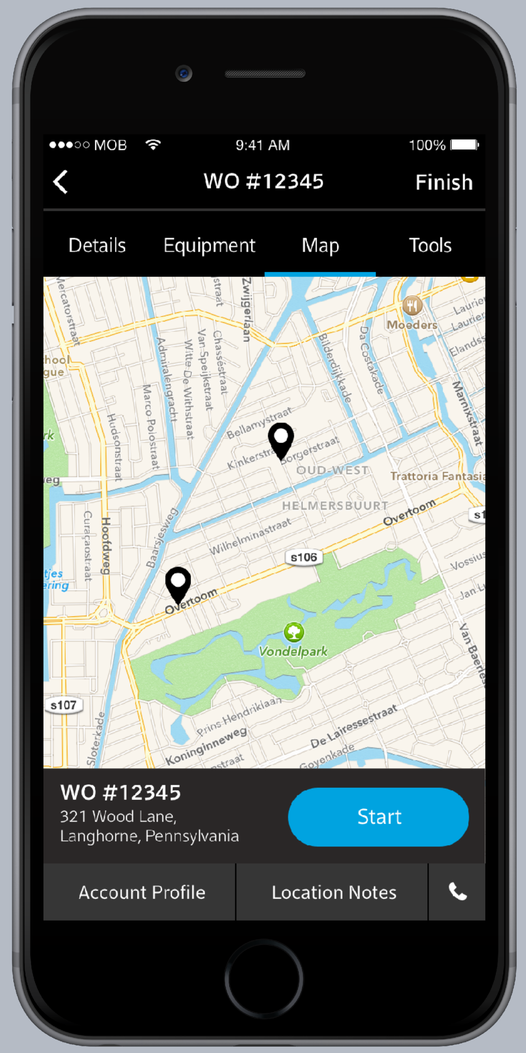
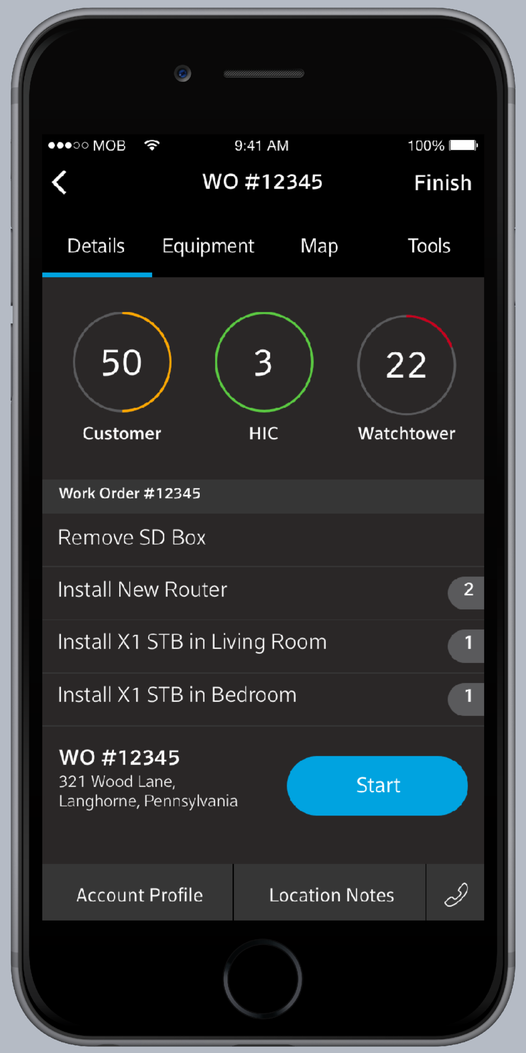
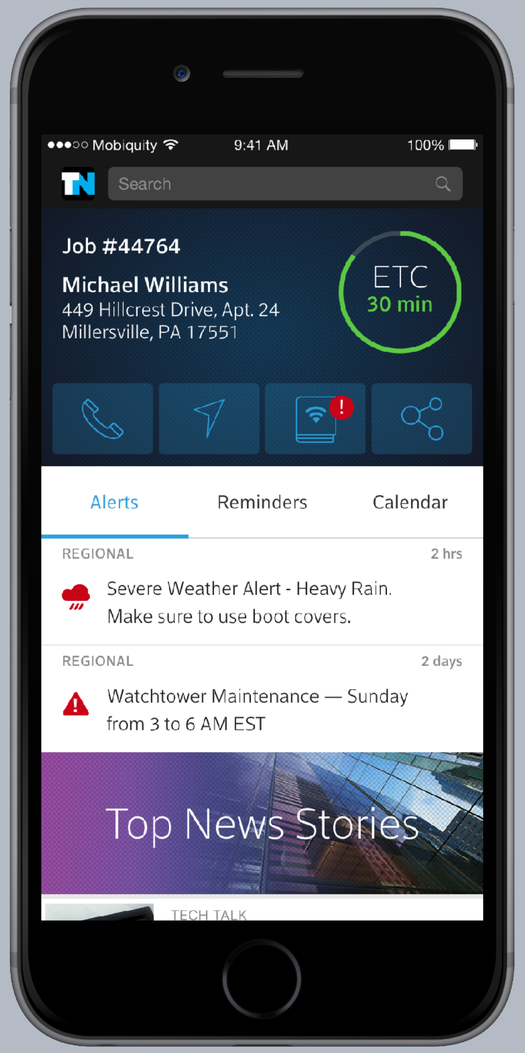
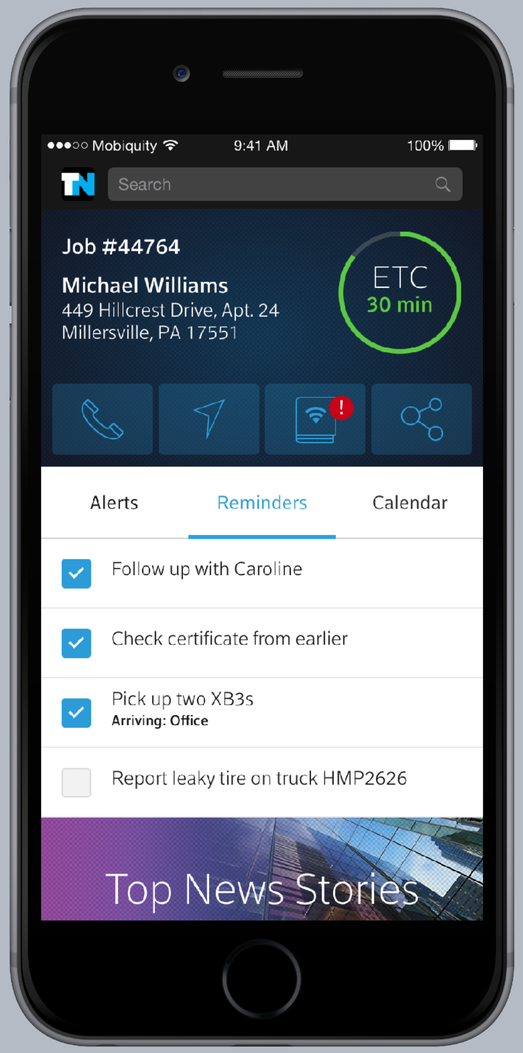

Tech Talk Title
PLAY
0:00
9:29
It is a long established fact that a reader will be distracted by the readable content of a page we looking at its layout. The point is It is a long there are many variations of passages.
But I must explain to you how all this mistaken idea of denouncing pleasure and praising pain
Was this article helpful?
Rate this article:
Home
News
Job
Team
Messages
2

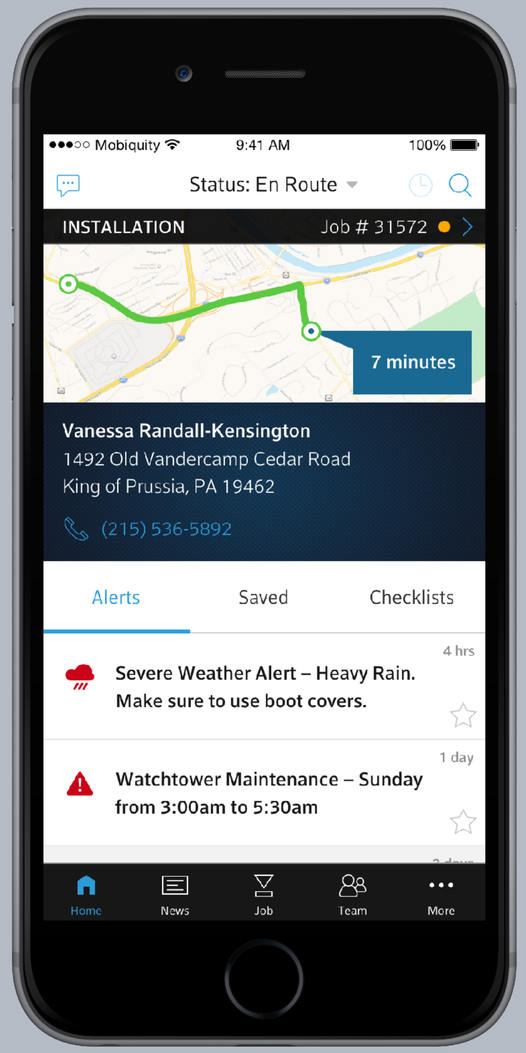

MOB
9:41 AM
100%
WO #12345
Finish
Details
Equipment
Map
Tools
OUD-WEST
HELMERSBUURT
Vondelpark
WO #12345
321 Wood Lane,
Langhorne, Pennsylvania
Start
Account Profile
Location Notes

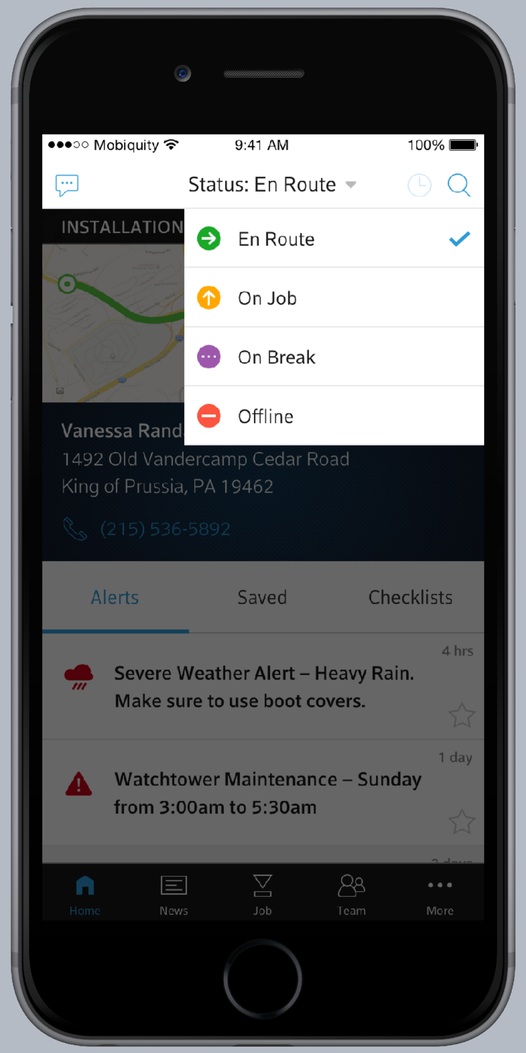

MOB
9:41 AM
100%
WO #12345
Finish
Details
Equipment
Map
Tools
50
Customer
3
HIC
22
Watchtower
Work Order #12345
Remove SD Box
Install New Router
2
Install X1 STB in Living Room
1
Install X1 STB in Bedroom
1
WO #12345
321 Wood Lane,
Langhorne, Pennsylvania
Start
Account Profile
Location Notes

Concepts

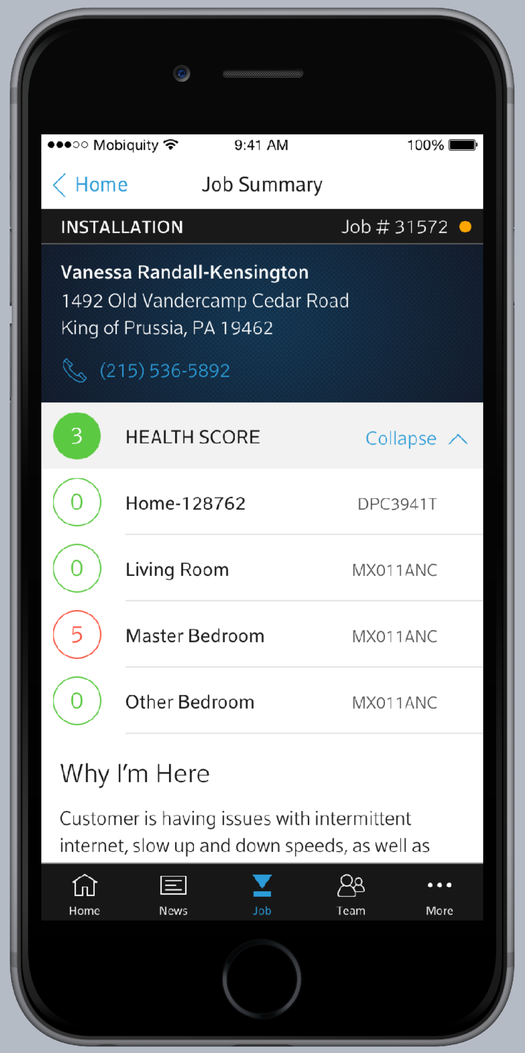

Mobiquity 9:41 AM 100%
Search
Job #44764
Michael Williams
449 Hillcrest Drive, Apt. 24
Millersville, PA 17551
ETC
30 min
Alerts
Reminders
Calendar
REGIONAL
2 hrs
Severe Weather Alert - Heavy Rain.
Make sure to use boot covers.
REGIONAL
2 days
Watchtower Maintenance — Sunday
from 3 to 6 AM EST
Top News Stories

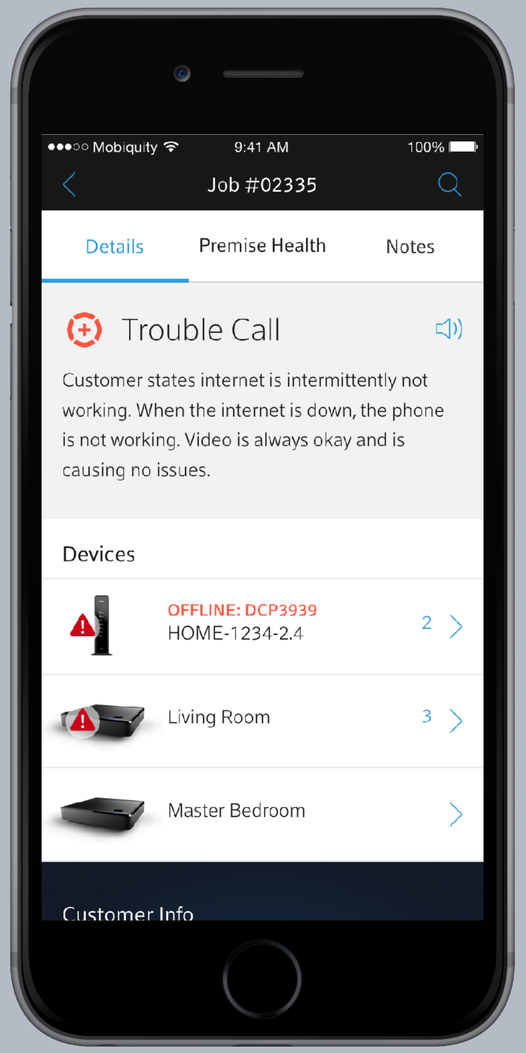

Mobiquity 9:41 AM 100%
Search
Job #44764
Michael Williams
449 Hillcrest Drive, Apt. 24
Millersville, PA 17551
ETC
30 min
Alerts
Reminders
Calendar
Follow up with Caroline
Check certificate from earlier
Pick up two XB3s
Arriving: Office
Report leaky tire on truck HMP2626
Top News Stories

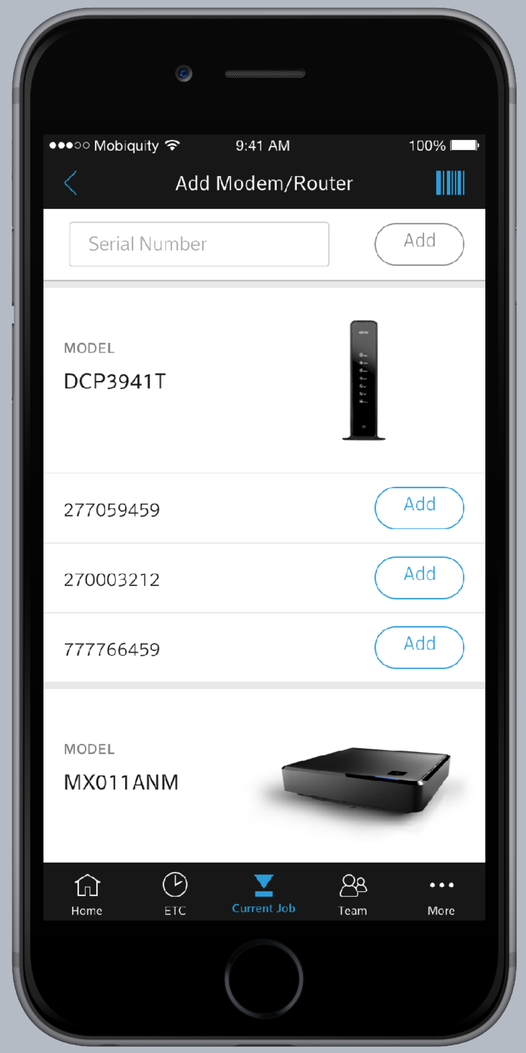

Mobiquity 9:41 AM 100%
Status: En Route
INSTALLATION
Job # 31572
7 minutes
Vanessa Randall-Kensington
1492 Old Vandercamp Cedar Road
King of Prussia, PA 19462
(215) 536-5892
Alerts
Saved
Checklists
4 hrs
Severe Weather Alert – Heavy Rain.
Make sure to use boot covers.
1 day
Watchtower Maintenance – Sunday
from 3:00am to 5:30am
Home
News
Job
Team
More

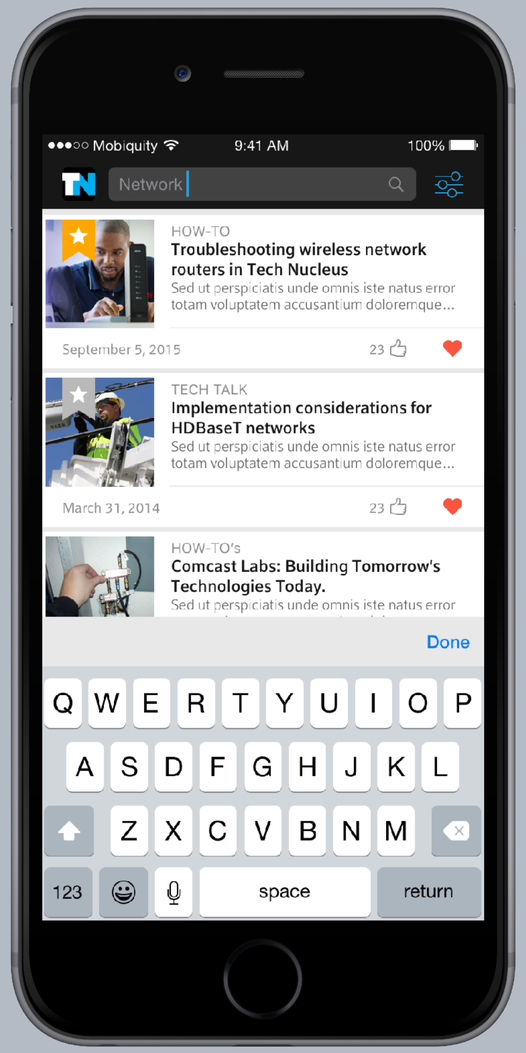

Mobiquity 9:41 AM 100%
Status: En Route
En Route
On Job
On Break
Offline
Alerts
Saved
Checklists
4 hrs
Severe Weather Alert – Heavy Rain.
Make sure to use boot covers.
1 day
Watchtower Maintenance – Sunday
from 3:00am to 5:30am

Concepts

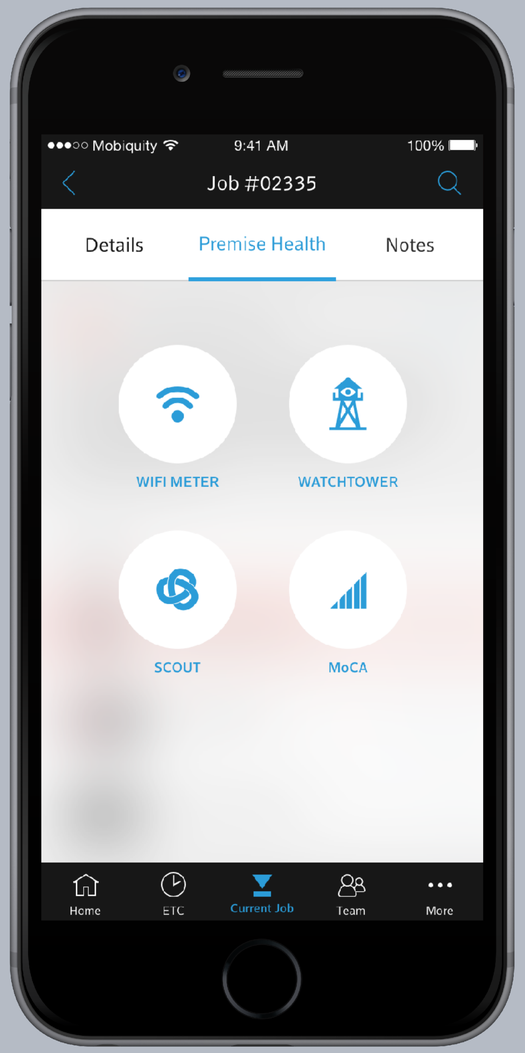

Mobiquity 9:41 AM 100%
Home
Job Summary
INSTALLATION
Job # 31572
Vanessa Randall-Kensington
1492 Old Vandercamp Cedar Road
King of Prussia, PA 19462
(215) 536-5892
3
HEALTH SCORE
Collapse
0
Home-128762
DPC3941T
0
Living Room
MX011ANC
5
Master Bedroom
MX011ANC
0
Other Bedroom
MX011ANC
Why I'm Here
Customer is having issues with intermittent internet, slow up and down speeds, as well as
Home
News
Job
Team
More

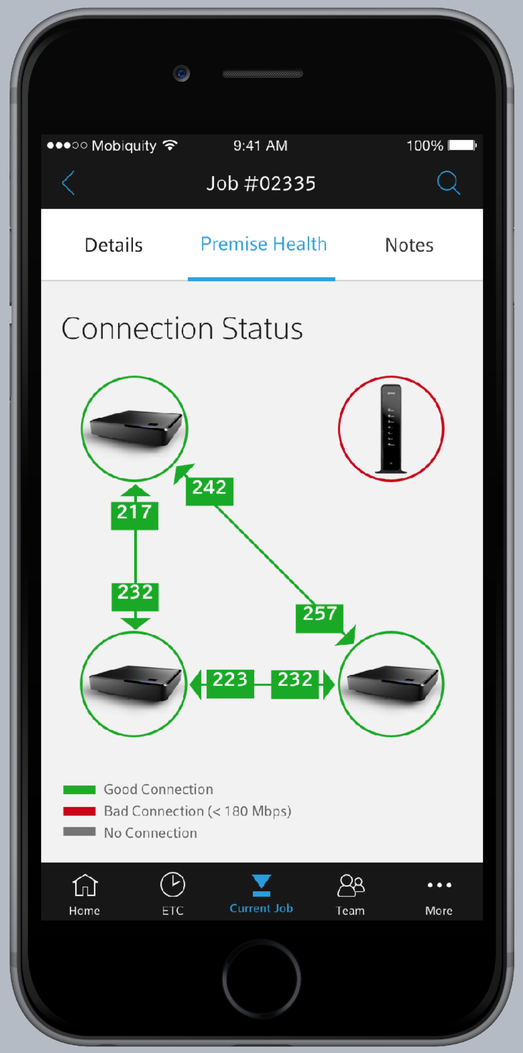

Mobiquity 9:41 AM 100%
Job #02335
Details
Premise Health
Notes
Trouble Call
Customer states internet is intermittently not working. When the internet is down, the phone is not working. Video is always okay and is causing no issues.
Devices
OFFLINE: DCP3939
HOME-1234-2.4
2
Living Room
3
Master Bedroom
Customer Info

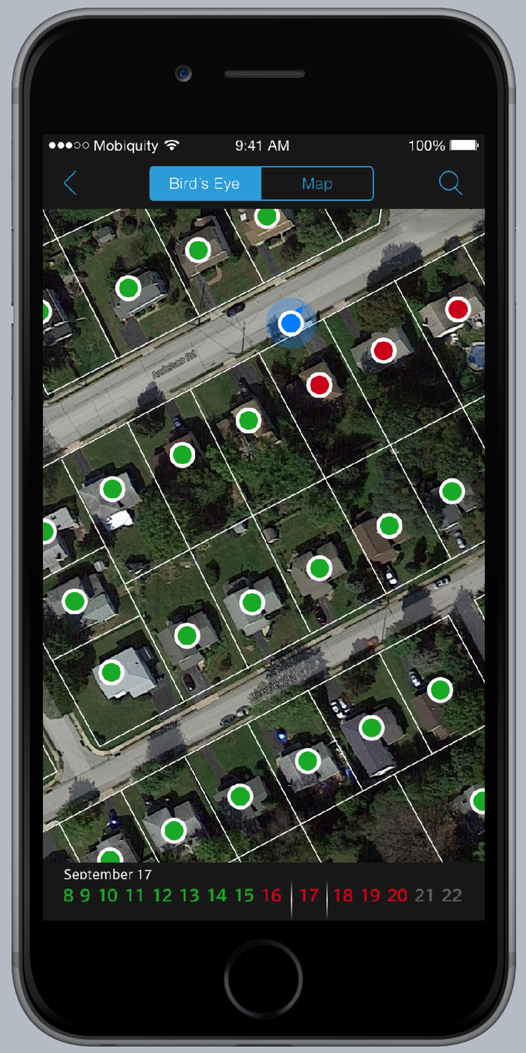

Mobiquity 9:41 AM 100%
Add Modem/Router
Serial Number
Add
MODEL
DCP3941T
277059459
Add
270003212
Add
777766459
Add
MODEL
MX011ANM
Home
ETC
Current Job
Team
More

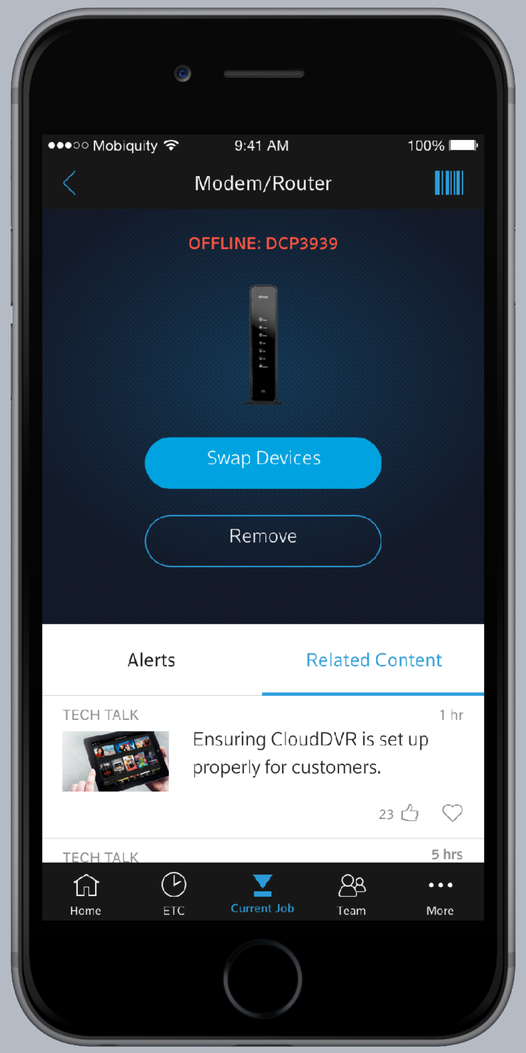

Mobiquity 9:41 AM 100%
Network
HOW-TO
Troubleshooting wireless network routers in Tech Nucleus
Sed ut perspiciatis unde omnis iste natus error totam voluptatem accusantium doloremque...
September 5, 2015
23
TECH TALK
Implementation considerations for HDBaseT networks
Sed ut perspiciatis unde omnis iste natus error totam voluptatem accusantium doloremque...
March 31, 2014
23
HOW-TO's
Comcast Labs: Building Tomorrow's Technologies Today.
Sed ut perspiciatis unde omnis iste natus error
Done
Q W E R T Y U I O P
A S D F G H J K L
Z X C V B N M
123
space
return

Concepts


Mobiquity
9:41 AM
100%
Job #02335
Details
Premise Health
Notes
WIFI METER
WATCHTOWER
SCOUT
MoCA
Home
ETC
Current Job
Team
More

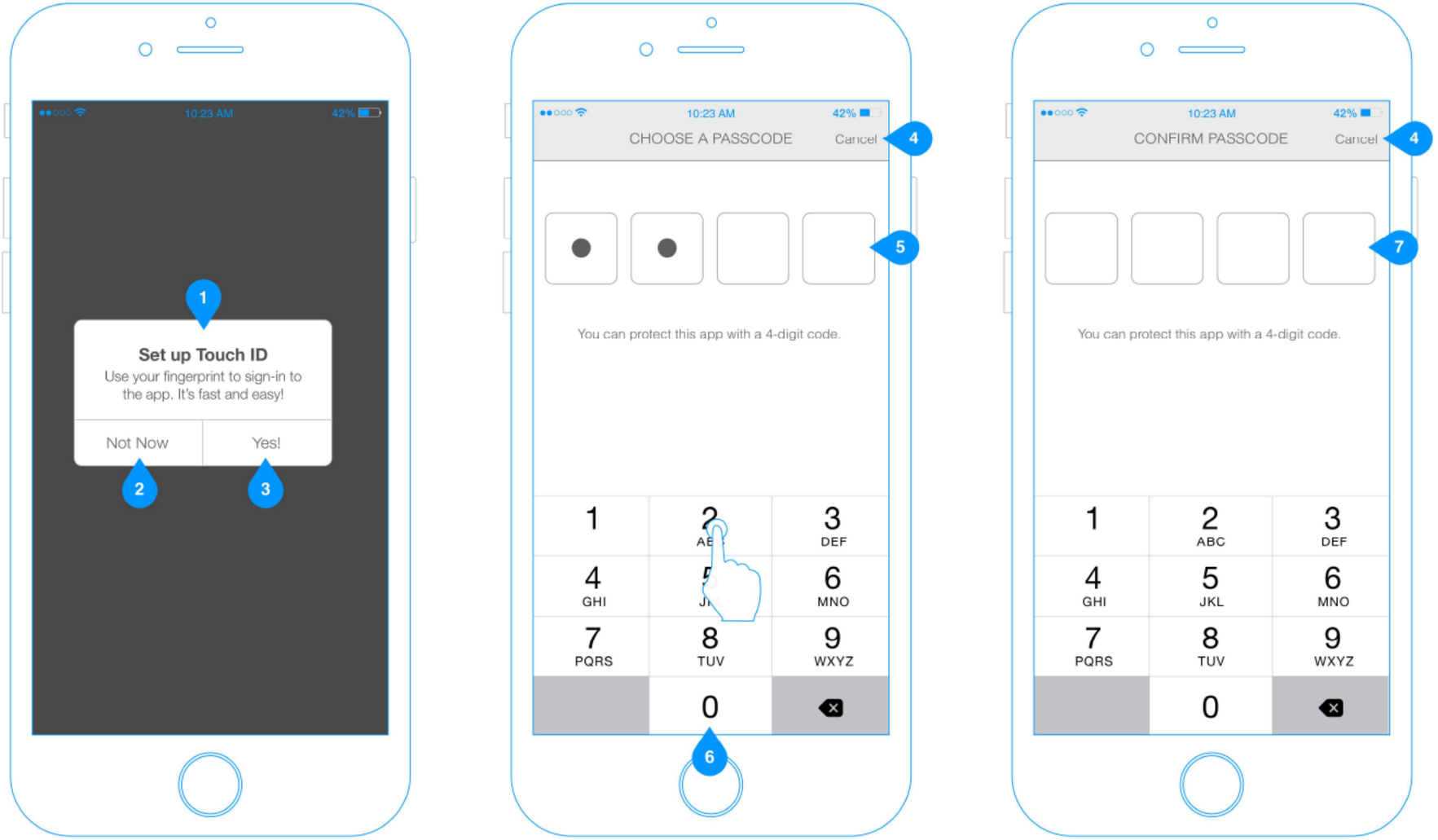

Mobiquity
9:41 AM
100%
Job #02335
Details
Premise Health
Notes
Connection Status
242
217
232
257
223
232
Good Connection
Bad Connection (< 180 Mbps)
No Connection
Home
ETC
Current Job
Team
More


Mobiquity
9:41 AM
100%
Bird's Eye
Map
September 17
8 9 10 11 12 13 14 15 16 17 18 19 20 21 22


Mobiquity
9:41 AM
100%
Modem/Router
OFFLINE: DCP3939
Swap Devices
Remove
Alerts
Related Content
TECH TALK
1 hr
Ensuring CloudDVR is set up properly for customers.
23
TECH TALK
5 hrs
Home
ETC
Current Job
Team
More

Wireframes

Non-SSO Login



1. **Set Up Touch ID Pop-up**
   After the first successful login by a user, this pop-up will be shown to users.

2. **Not Now Button**
   Users can tap this button to dismiss the pop-up.

3. **Yes Button**
   Users can tap this button to dismiss the pop-up and navigate to the TOUCH-ID-PASSCODE screen to set up their desired passcode.
   NOTE: Passcode management will be detailed in the Settings area.

4. **Cancel Button**
   Users can tap this button to stop this flow and return to the previous screen.

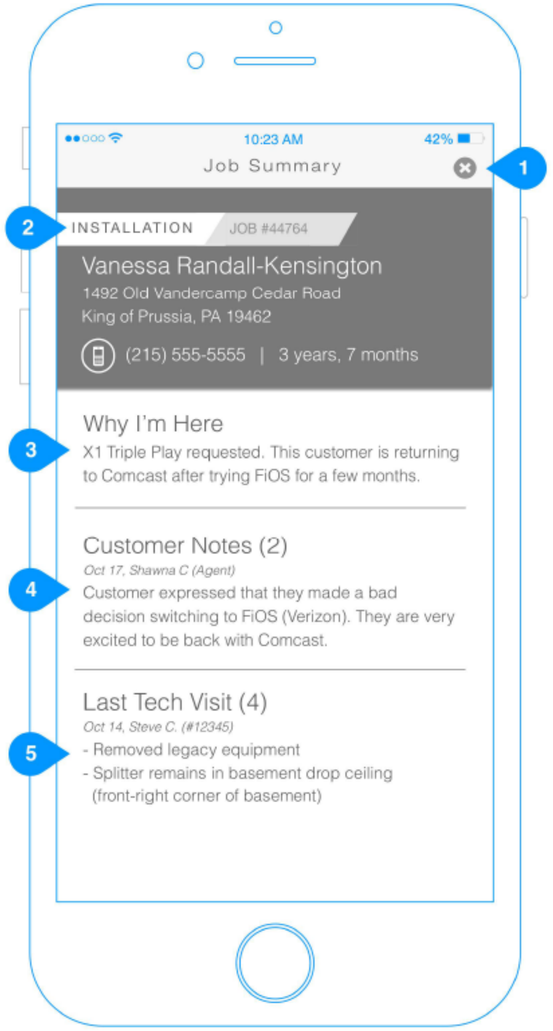
5. **Passcode Entry (Masked)**
   When the 4th number is entered the app will navigate to the TOUCH-ID-PASSCODE-CONFIRM screen.

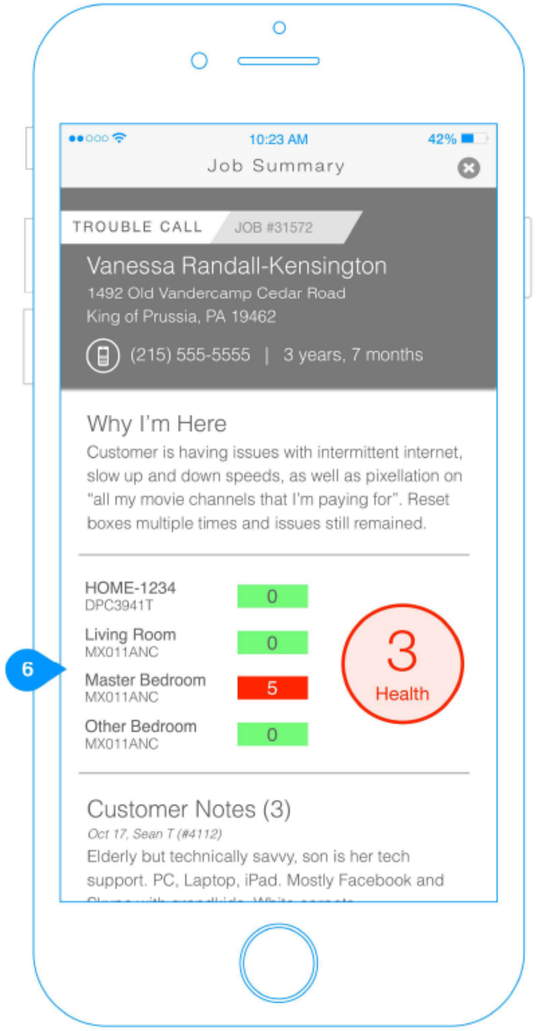
6. **Number Keypad**
   Since only numbers are allowable for entry, the number keypad should be used for passcode entry screens.

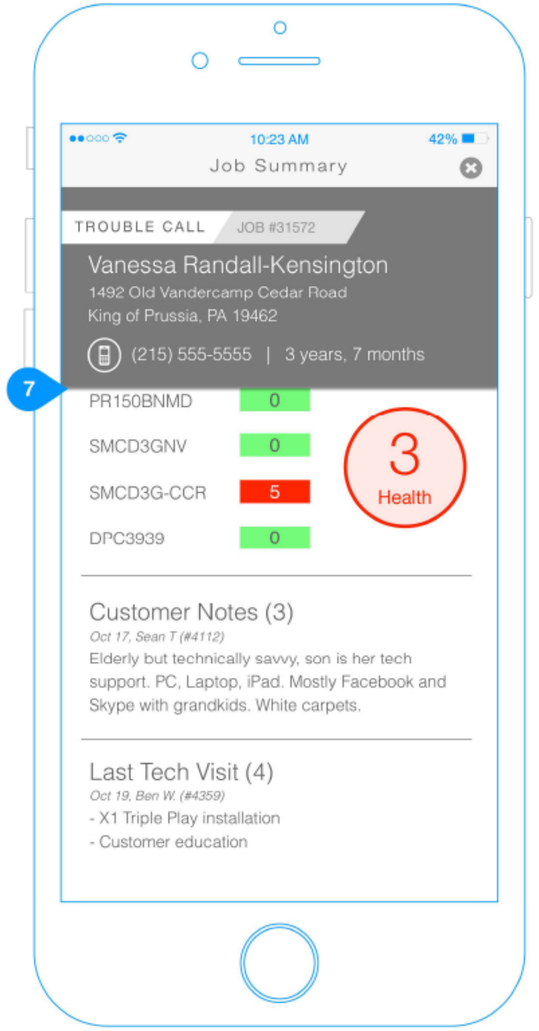
6. **Number Keypad**
   Since only numbers are allowable for entry, the number keypad should be used for passcode entry screens.

7. **Passcode Entry (Masked)**
   If the passcode entered matches the passcode entered on the previous screen, then when the 4th number is entered the app will navigate to the HOME screen.

Job Summary







1. **Close**
   When finished viewing the summary, users can tap the close button/icon to dismiss this window/overlay.

2. **Job Type / Number**
   In the Summary view, this area is informational only - not tappable.

3. **Why I'm Here**
   This area will contain information that led to the truck roll being scheduled. Requested equipment, problem(s) the customer was experiencing, etc.

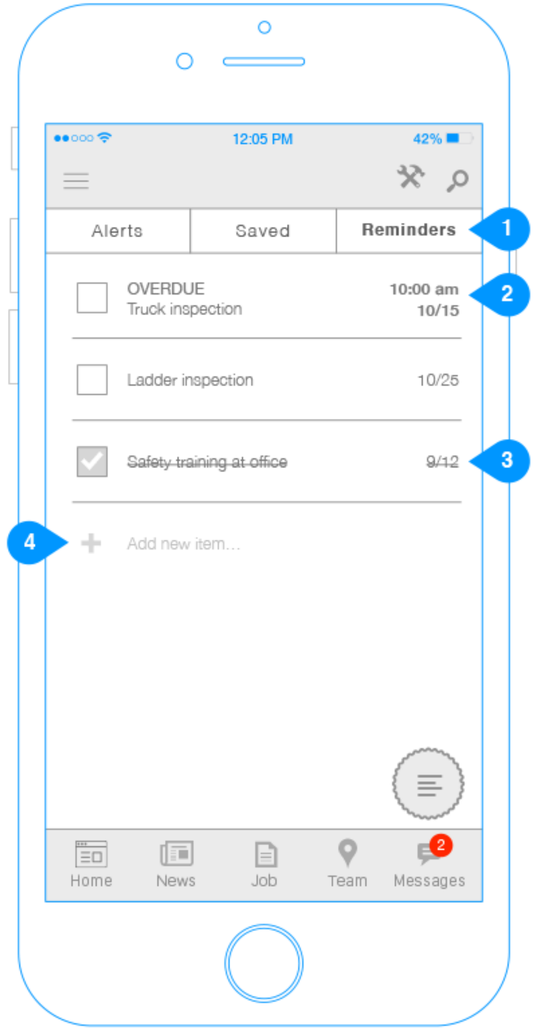
4. **Customer Notes**
   This area will contain the last customer notes entered by the call center. This includes who added the note and when it was added.

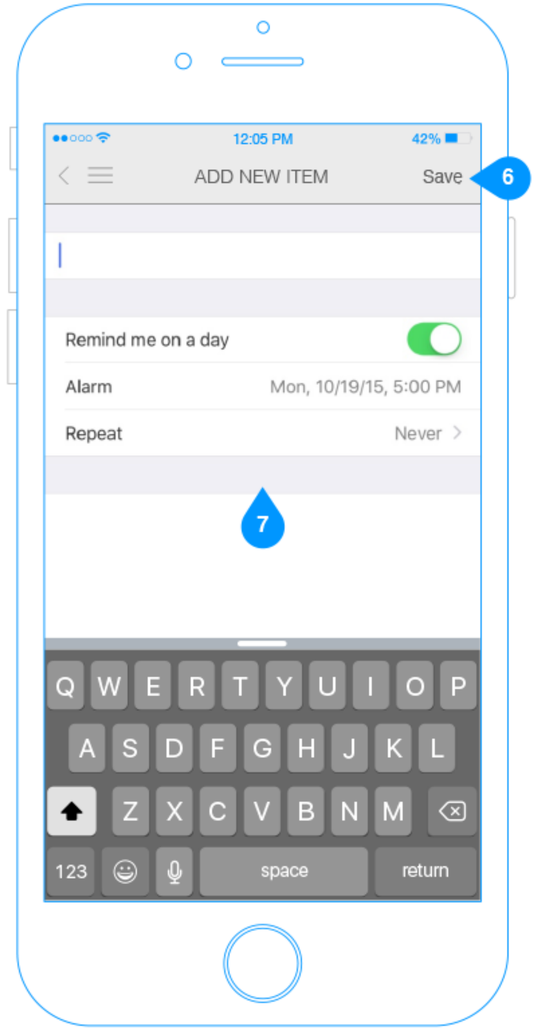
5. **Last Tech Visit**
   This section will contain information related to the last time a truck roll occurred at this location. This includes who the last technician was and when it occurred.

6. **Health Information**
   This section will contain information related to the health of the home/ business at the present time.

7. **Scrolled**
   The customer information card should dock at the top of the screen and the remaining summary content should scroll beneath it.

Reminders





1. **Reminders Tab**
   When tapped, all reminders are displayed with the most recent due first. Reminders are created and deleted by the technicians.

2. **Reminder**
   Similar to iOS reminders, the full text of the reminder along with its due date/time will be displayed in this view. Users will tap on the reminder to edit its details. Items that are now overdue, are marked such that they are visually different from the upcoming reminders.

3. **Completed Reminder**
   Technicians can tap the checkbox to mark the reminder as completed. These reminders will be moved to the bottom of list. These reminders are persisted in this state in case the technician wishes to tap the checkbox again and mark the reminder as not completed. This allows for easily re-using reminders.

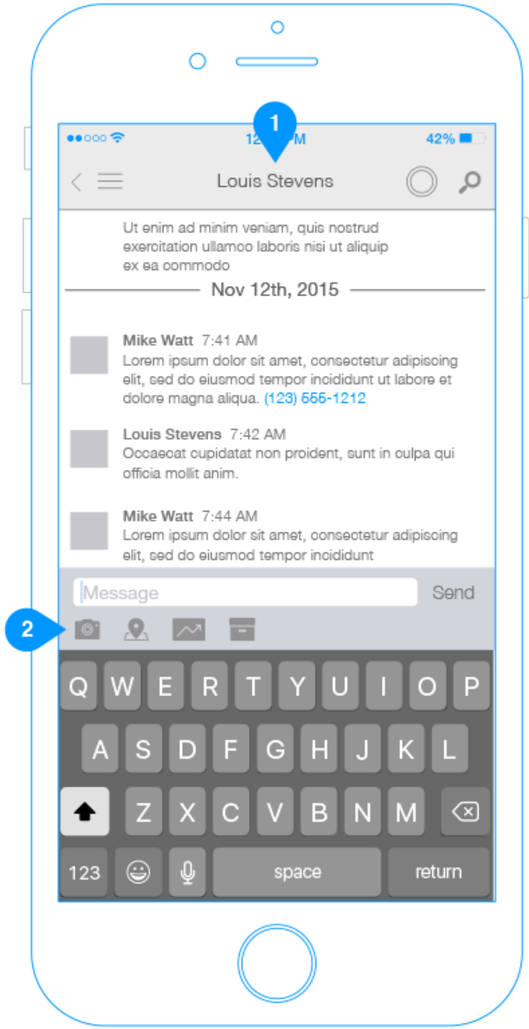
4. **Add New Item**
   Technicians can tap this button to add a new reminder. The app will navigate to the Add New Item screen (REMINDERS-ADD-ITEM).

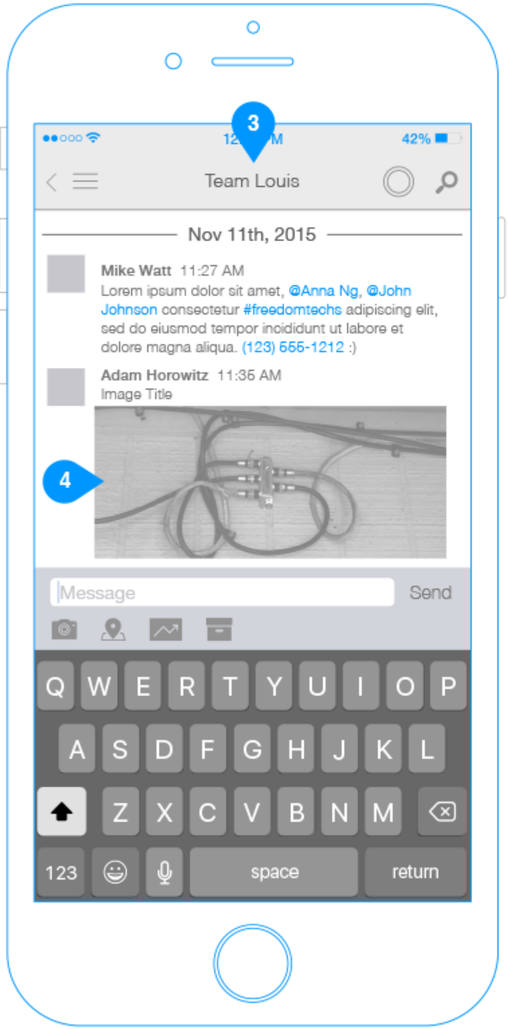
5. **Left Triage Action**
   Technicians can swipe left on any reminder to reveal the Remove action. When tapped users will receive the confirmation pop-up to confirm the removal action.

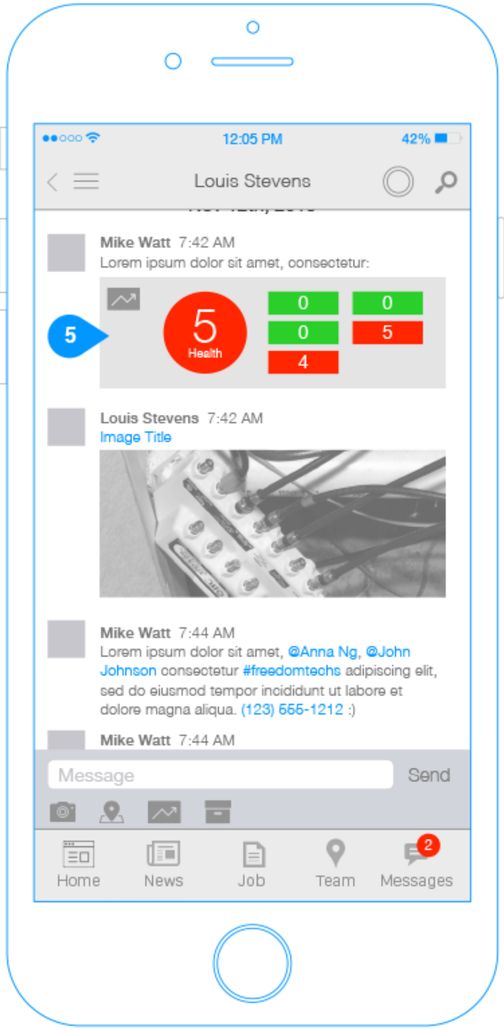
6. **Save**
   When tapped, the contents of the reminder that have been entered will be committed. The app will navigate back to the Home screen with the Reminders tab open to reflect the newly added reminder.

7. **Add New Item Form**
   This form will allow the user to add a new reminder. Only the title/description field is required.

Messaging







1. **Direct Message Conversation**
   In this example Mike Watt is messaging Louis Stevens.

2. **Message Options**
   Technicians will have the ability to easily add several things to their messages to assist in making their point, illustrating something or marking a location. Those options are shown as: add a photo, drop a pin, show health data of current job, and show the job details card.

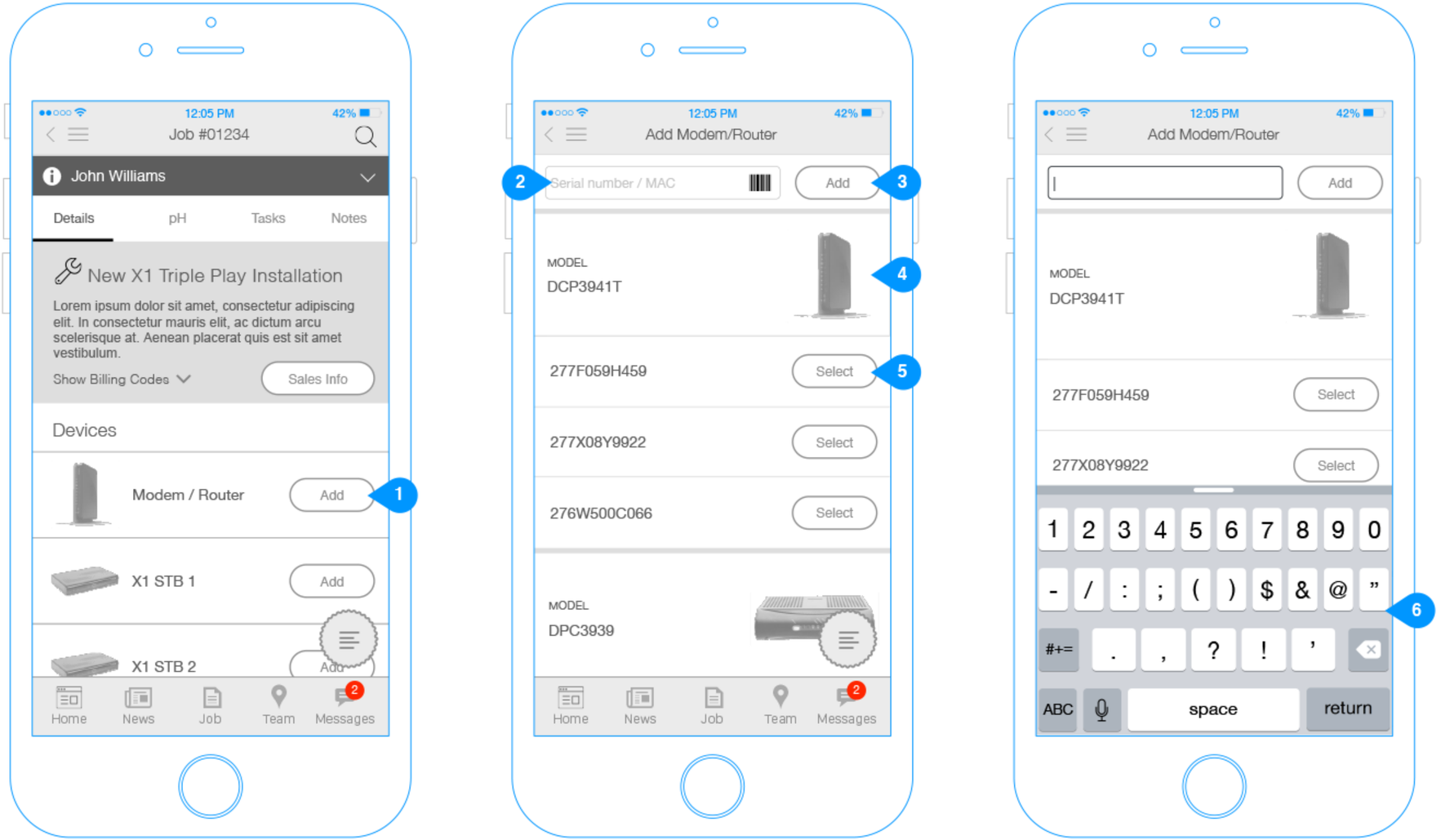
   Tapping on these items will place a pin, health info card, or job info card directly into the message stream. Adding a picture will take the technician to their device camera roll to insert a photo or photos.

3. **Team Message**
   Each tech will have an ongoing team conversation provided in their conversation list. This is an open forum to post questions, solutions, etc. and converse with their teammates.

4. **Photo Example**
   This is an example of an photo that was added to the team conversation by Adam Horowitz.

5. **Health Example**
   This is an example of a health card that was added to the team conversation by Mike Watt. The intent is for the card to deep link to Mike Watt's job and view the full details of the health of that home/business — this would be a read-only view of the job details screen.

Add Device



1. **Add**
For each device, technicians will tap the Add button to navigate to the "Add <device type>" screen.

2. **Manual Addition**
If a device is not displayed in the pick list below, or the technician just prefers to enter the serial number or MAC address manually, they will tap into this field. Optionally, the bar code can be tapped to scan the bar code on the device itself (this functionality is TBD).

3. **Add Button**
For manual entry, when the technician has finished typing the serial number, they will tap the Add button. When tapped, the app will verify the serial number and type of device, and if successful add the device to the customer account.

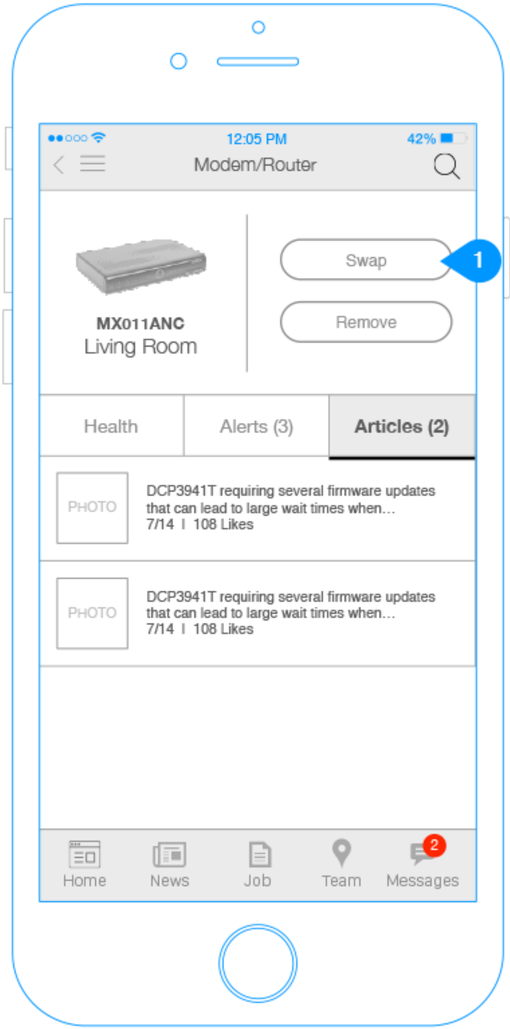
4. **Device Listing**
The device listing will be displayed by device type. Only applicable device types will be shown depending on which device needs to be added. For instance, when the tech taps to add a modem/router, only modem/router device types will be displayed. Both the model number and a device image will be displayed to assist the tech as they look for their device.

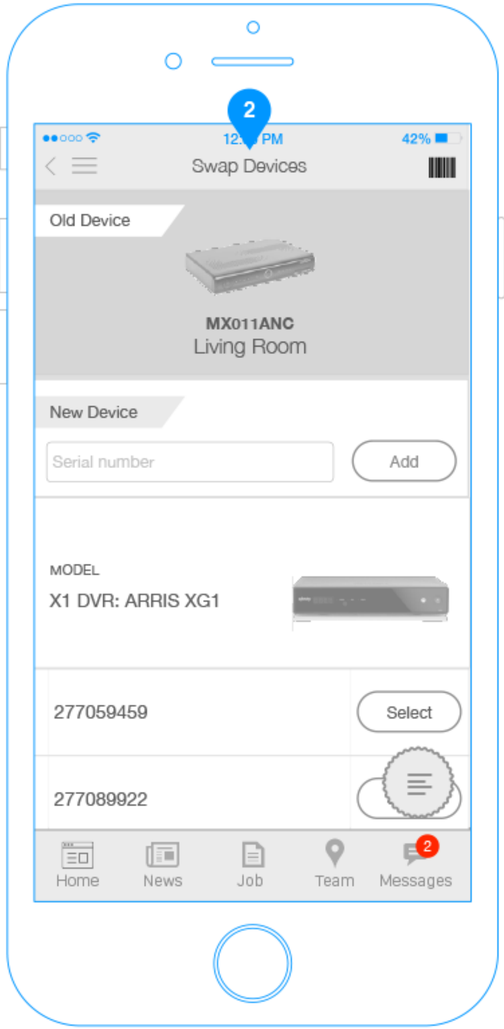
5. **Select**
When technicians find the device they need to add, they will tap the Select button. When tapped, the device will be added to the customer account.

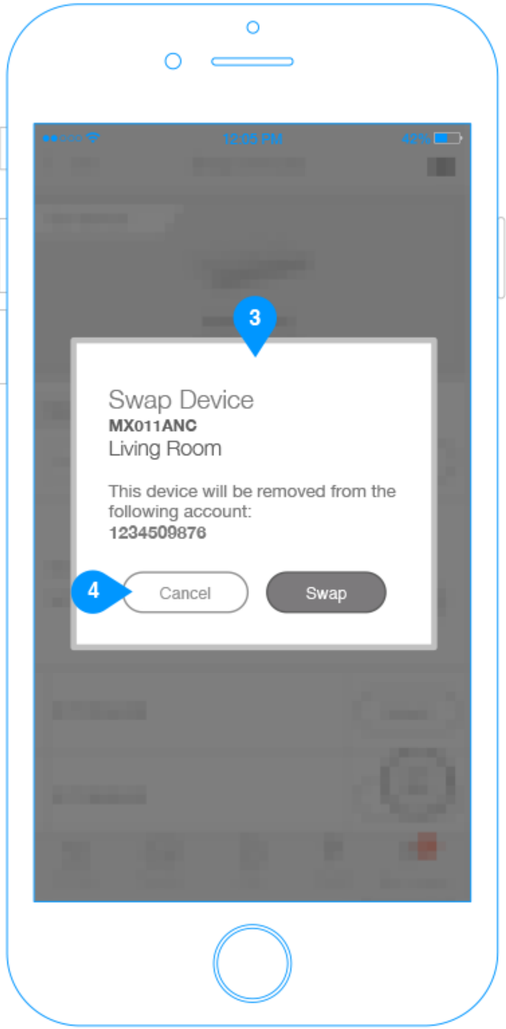
6. **Number Keypad**
Since most serial numbers start with a number sequence, we will default the keypad to the number keypad as shown.

7. **Type Ahead Searching**
As the technician types in a serial number, any corresponding matches from the listings below will be shown. At any time the technician can tap Select for a given device below or tap Add when finished typing in the serial number.

Swap Device







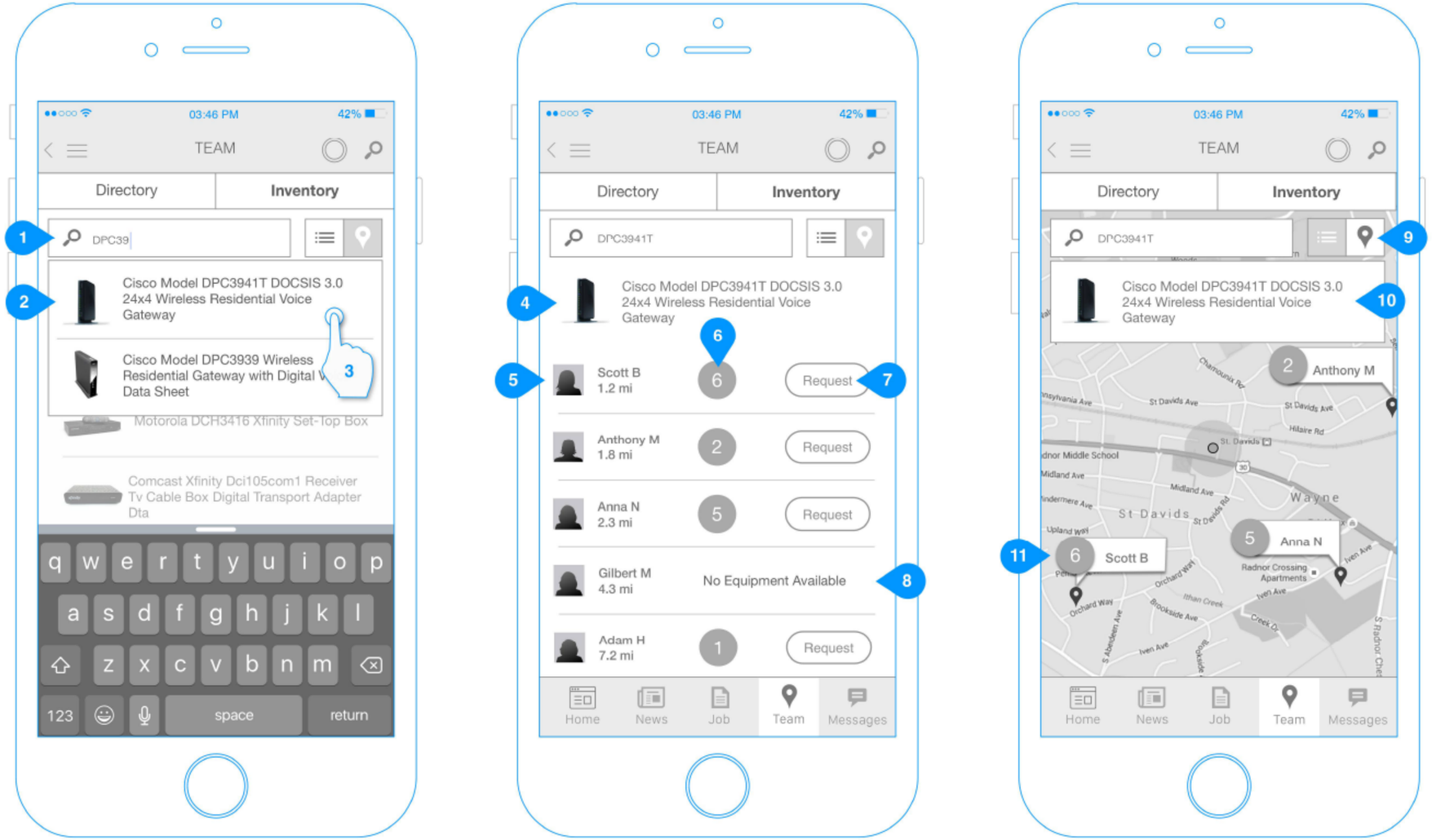
1. **Swap Button**
   When tapped, this will confirm the removal of the specified device and remove it from the customer account.

2. **Swap Devices**
   This screen displays the device that will be removed and allows the technician to select a replacement device all in one step.

3. **Swap Devices Pop-up**
   When a technician taps Select (or manually adds a device) from the Swap screen they will receive the pop-up to confirm the swap on the account.

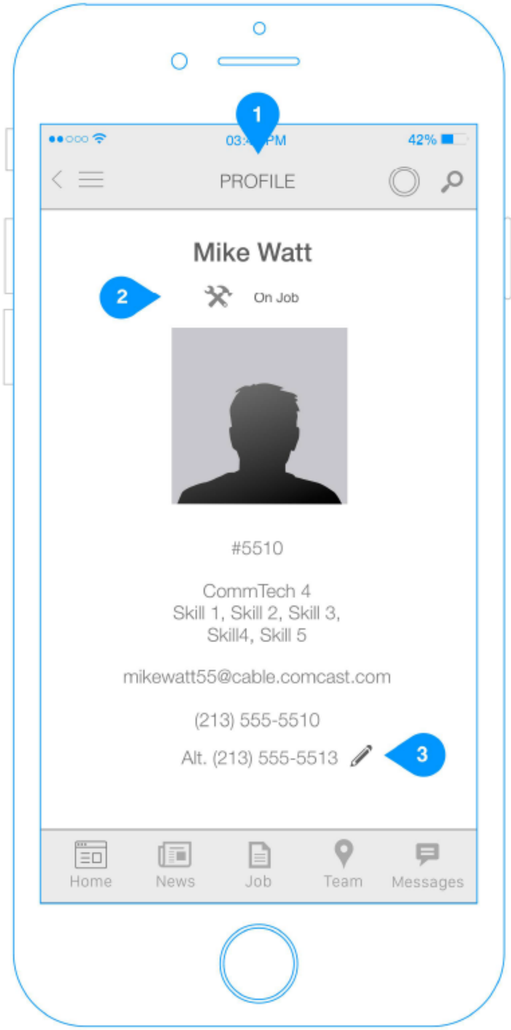
4. **Cancel Button**
   When tapped, this preserve the current state of the account, close the pop-up, and return the app to its previous state.

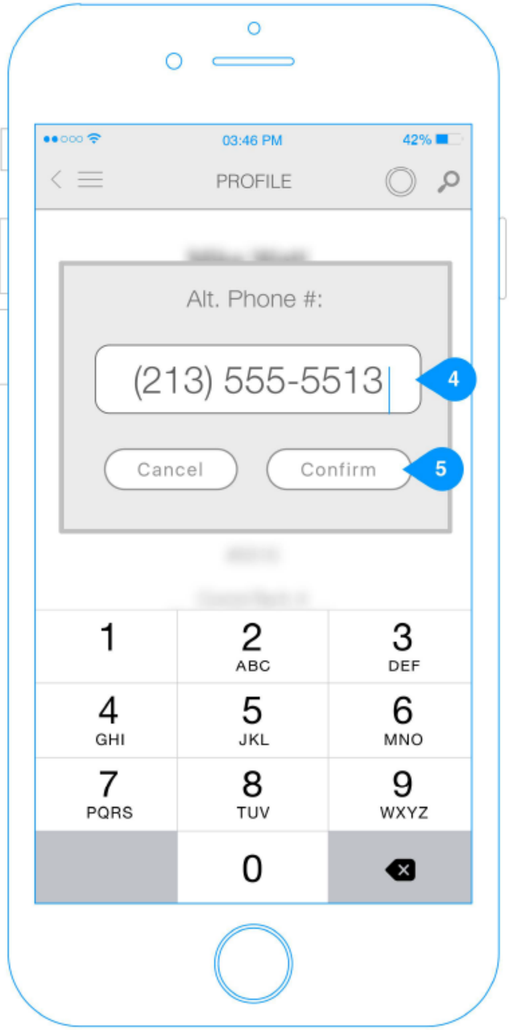
Find Inventory

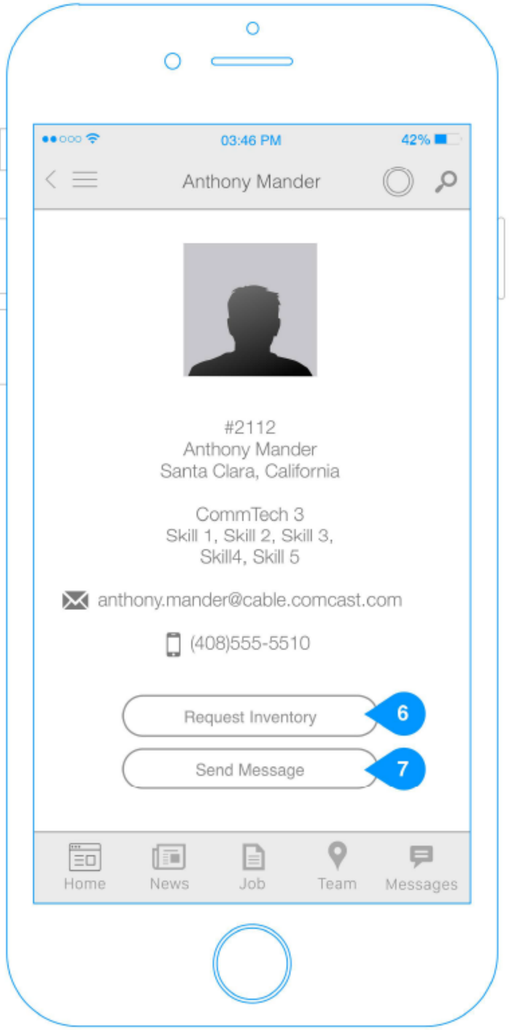


1. **Search**
   Technicians can search for inventory that their team members might have. As they type in criteria, the system will display predictive results.
2. **Predictive Results**
   As the technician types in the product, results will display, showing a product image, and the full name of the product.
3. **Selection Tap**
   Tapping on the predictive results will take the technician to the inventory search results for that product.
4. **Inventory Search Results**
   The inventory search results will display product information at the top of the page, with the product image, and a complete name of the product.
5. **Team Members**
   Each team member will display, in ascending order based on distance from technician, showing member profile picture, distance, and full name.
6. **Inventory Level**
   Each team member's known inventory level for the selected product will display.
7. **Inventory Request**
   Tapping the request button will generate a request message with the selected team member.
8. **No Inventory**
   For team members that do not have any inventory of the selected product, no request button will display.
9. **View Toggle**
   Once switched, a technician is allowed to view the search within the context of the map.
10. **Inventory Search Results**
    The inventory search results will display product information at the top of the page, with the product image, and a complete name of the product.
11. **Inventory Level**
    Each team member's known inventory level for the selected product will display along with their name on the map.

Profile







1. **Profile Page**
   Each technician will have a profile page, displaying information about him. A technician can access his own page through the contextual menu, and make edits from there.

2. **Profile Information**
   Each profile will display the following information
   - Current work status, with icon
   - Profile image
   - Personal message
   - Tech number
   - Screen name
   - Friest and last name
   - General location (not current GPS location)
   - Job Level
   - Job Skills
   - Email address
   - Phone numbers

3. **Edit Alt Phone Number**
   On the technician's page, he will have the ability to tap to edit his phone number.

4. **Enter Alt Phone Number**
   Technicians can tap in their phone number with the provided keypad.

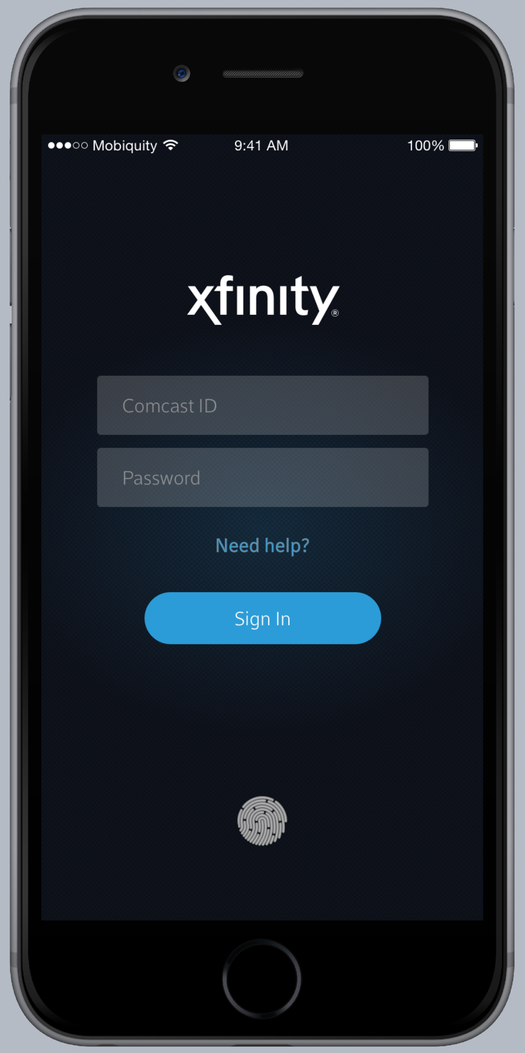
5. **Confirm / Cancel**
   The Cancel button will dismiss the pop-up and return the tech to the previous page (Profile page). The Confirm button will save the phone number that was typed in and return the tech to the previous page (Profile page).

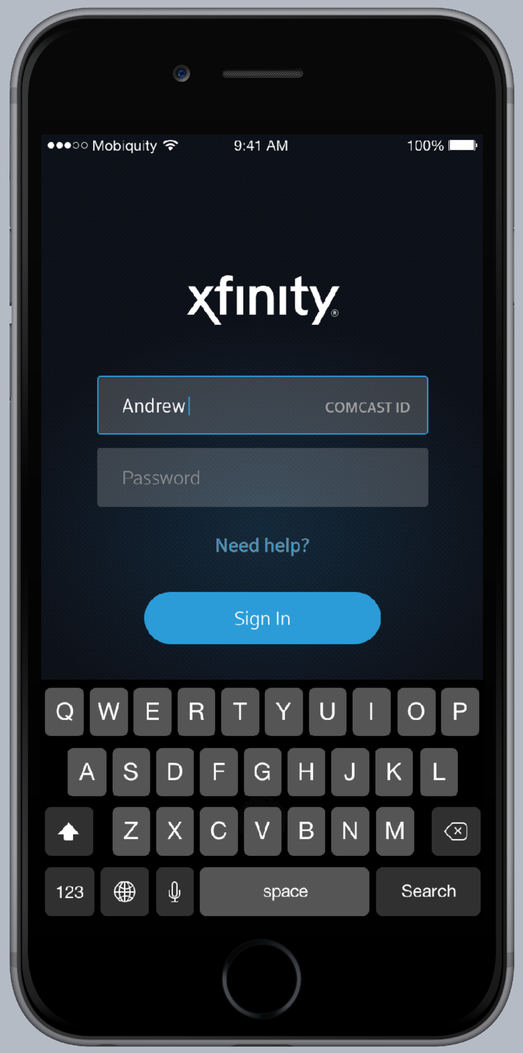
6. **Request Inventory**
   When tapped, this will navigate the technician to the Team page with the Inventory tab displayed.

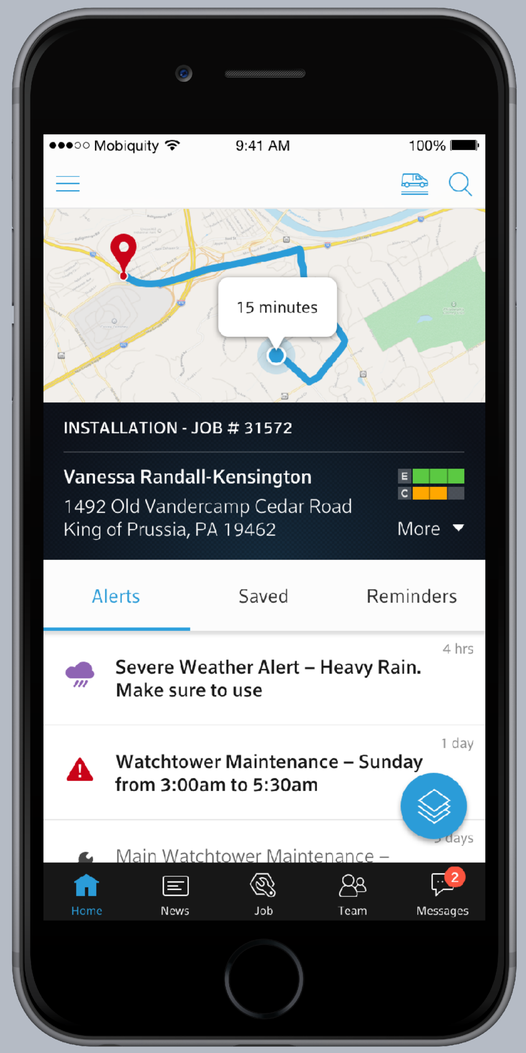
7. **Request Inventory**
   When tapped, this will navigate the technician to a conversation with this technician. If no conversation exists with this technician, a new one will be started.

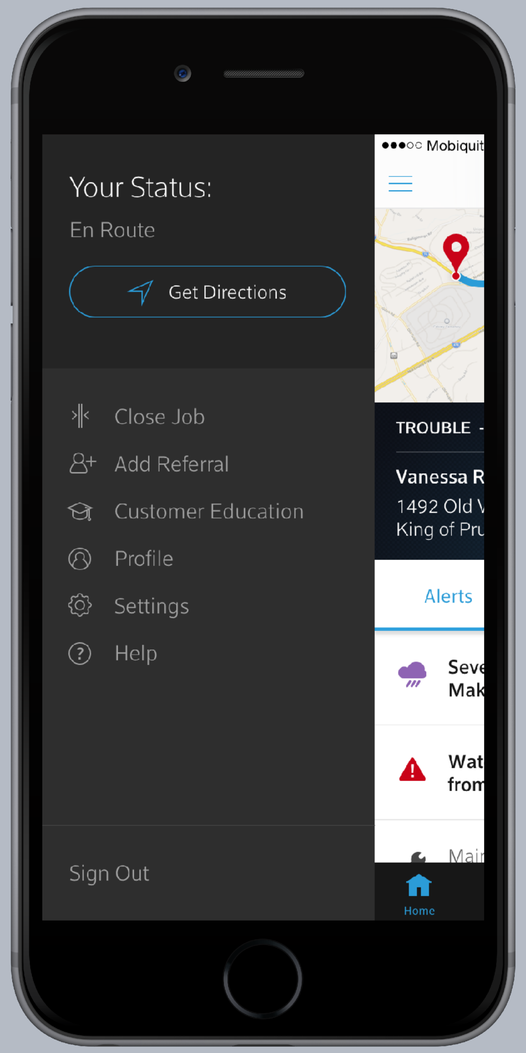
Visual Design

Visual Design

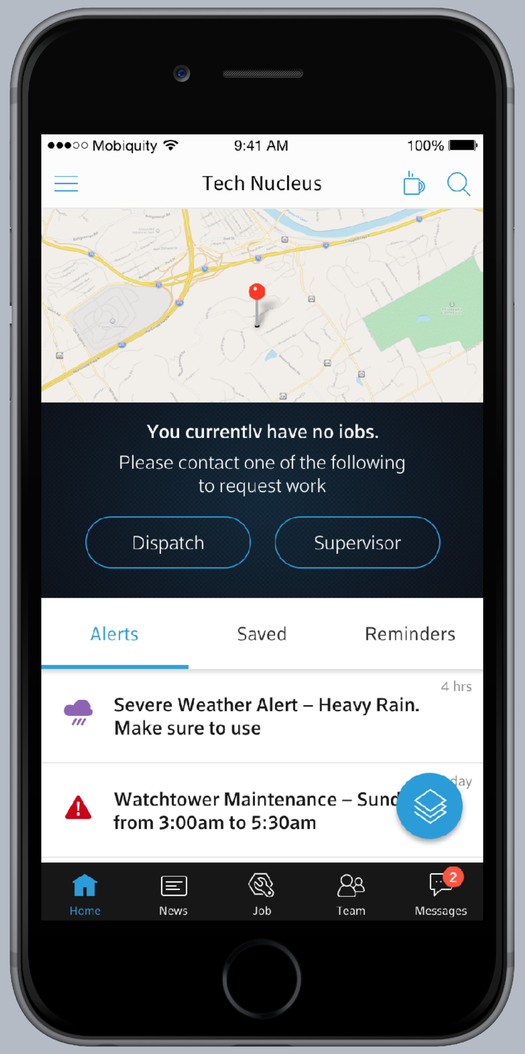


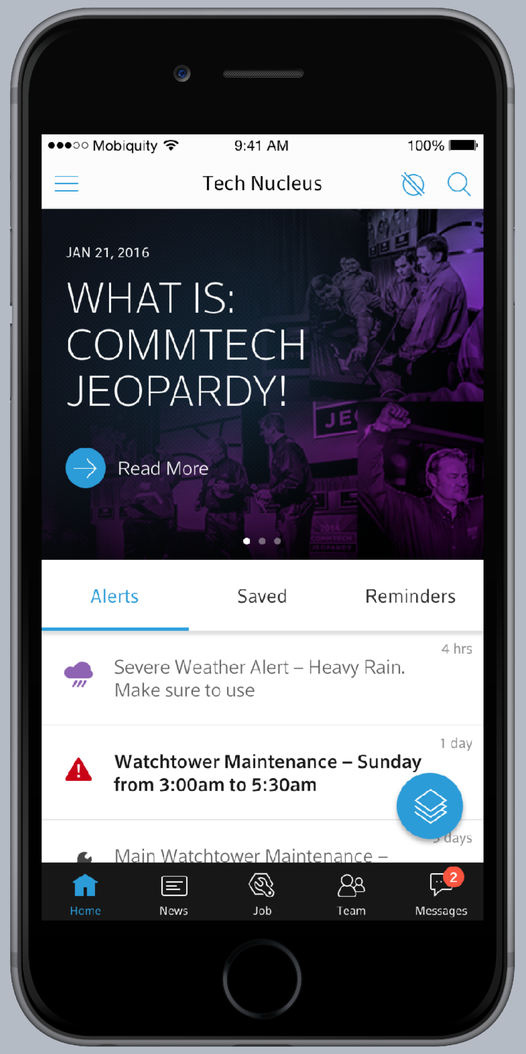


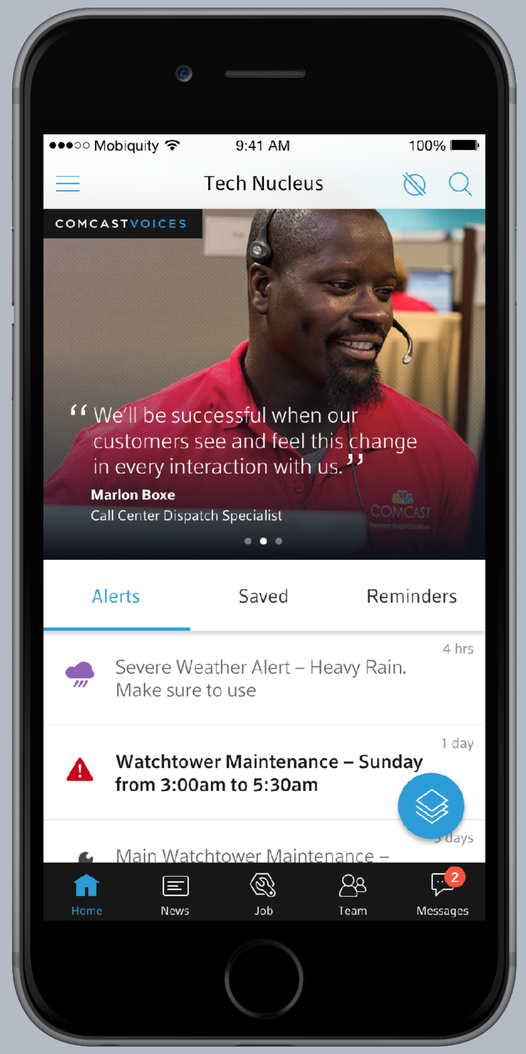


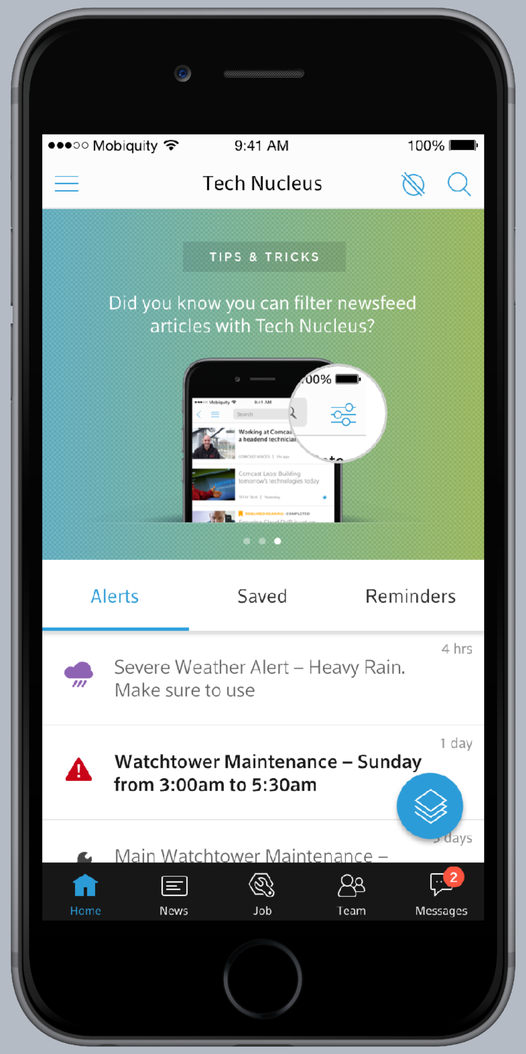


Visual Design

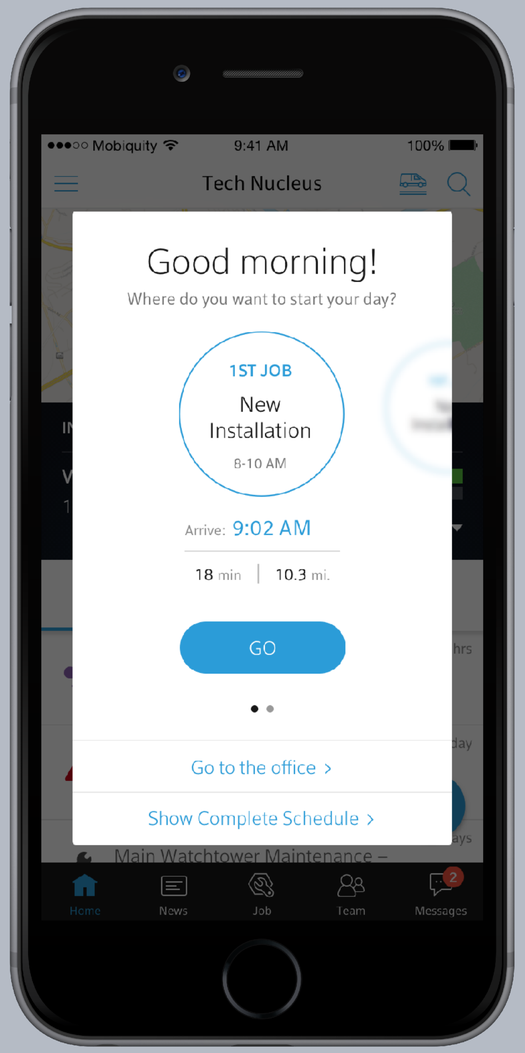


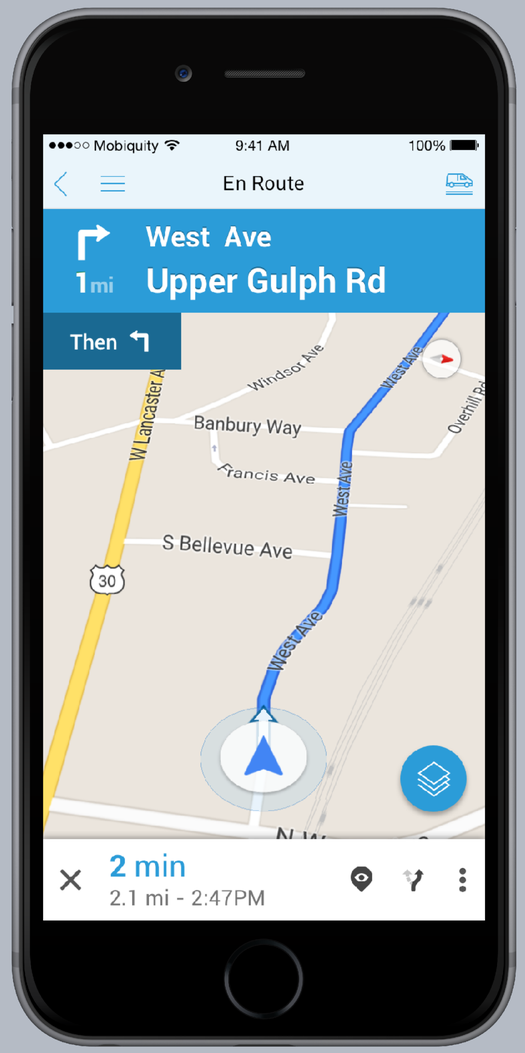


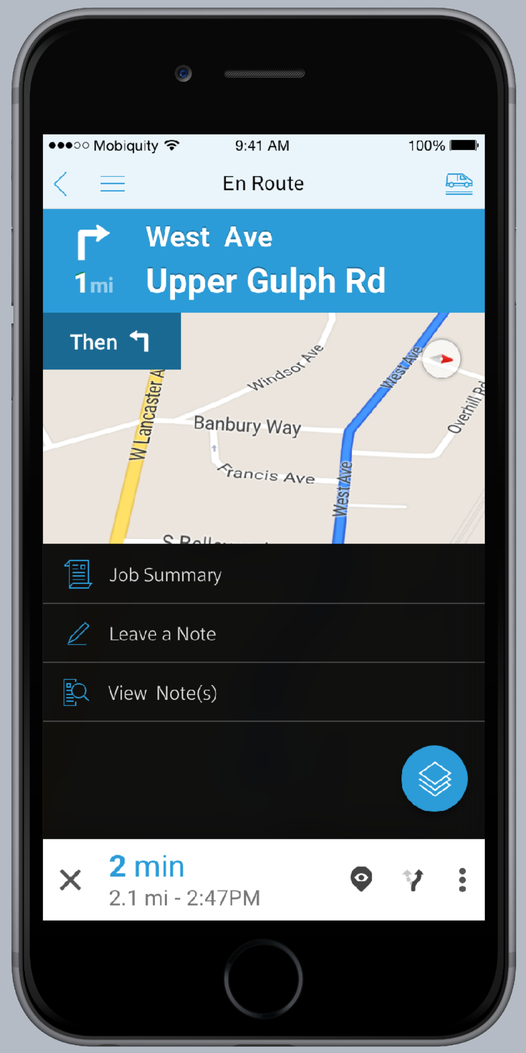


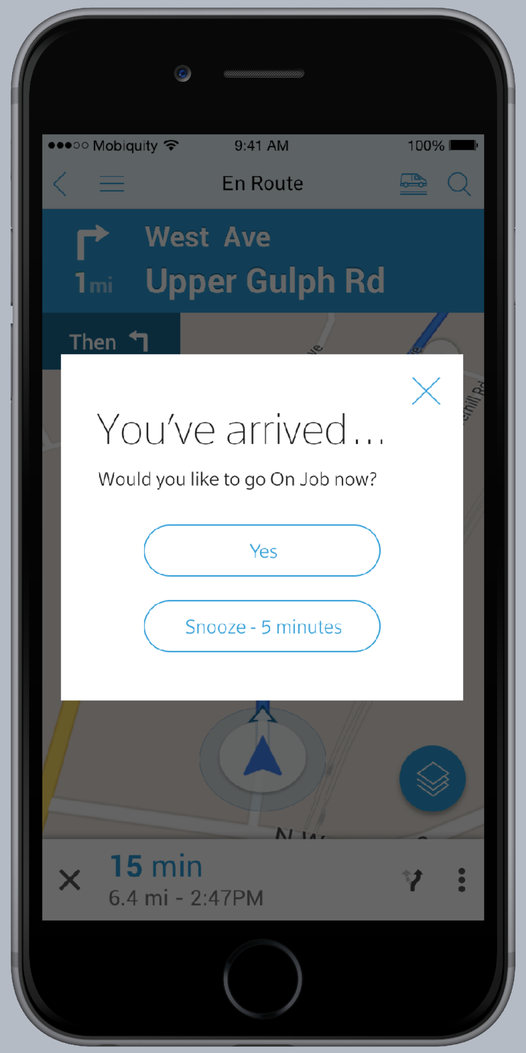


Visual Design

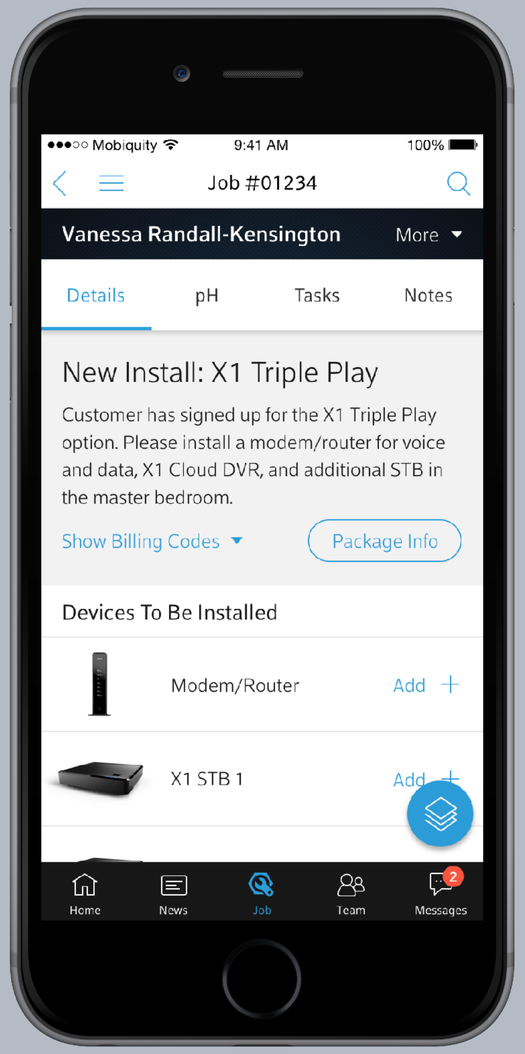


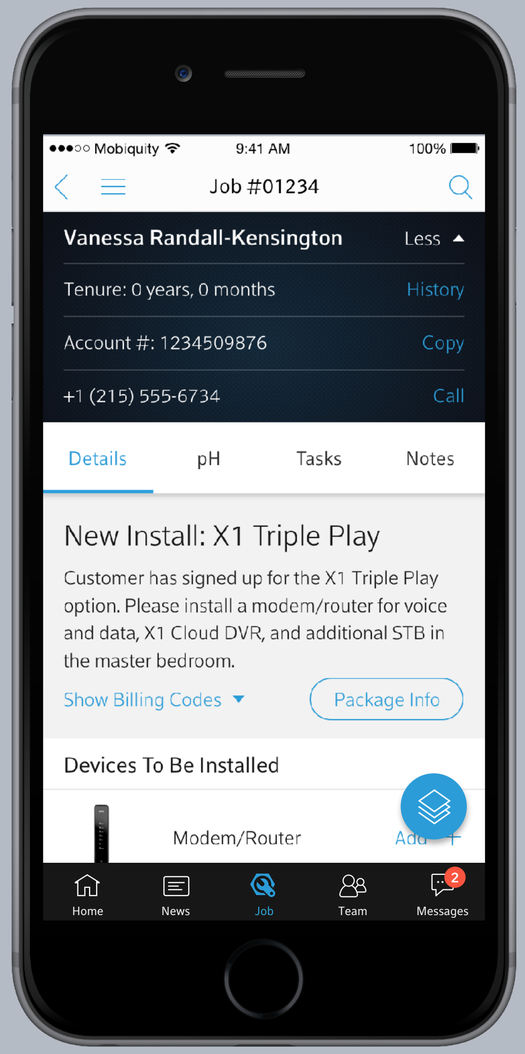


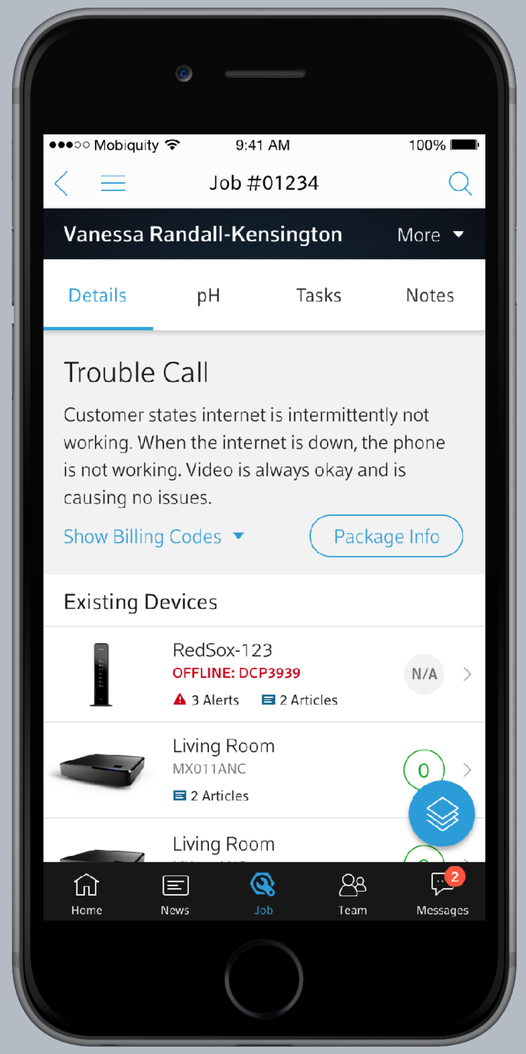


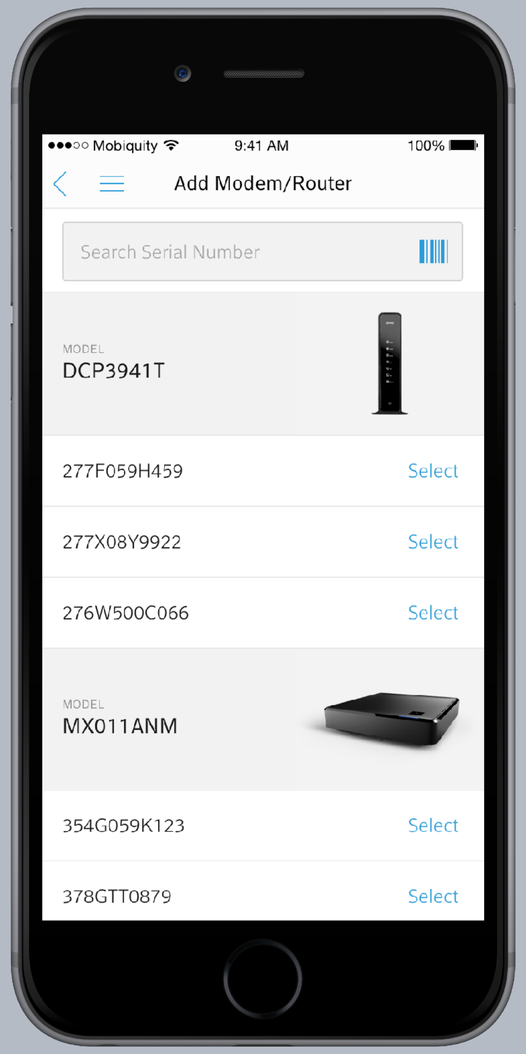


Visual Design

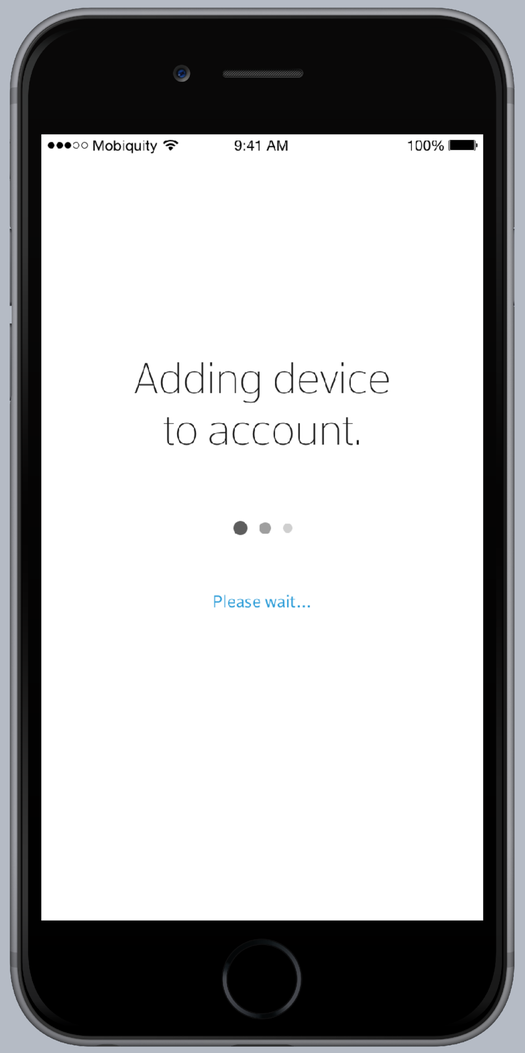


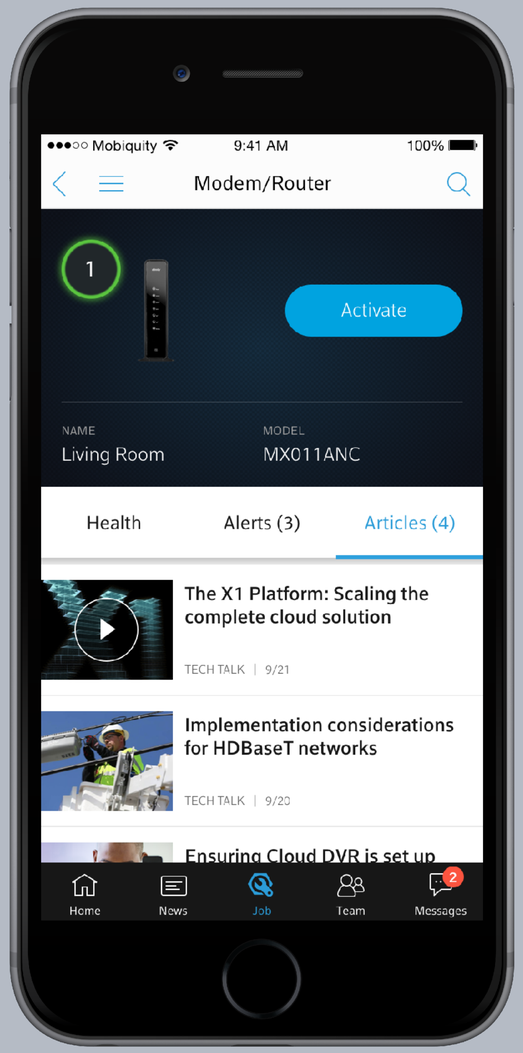


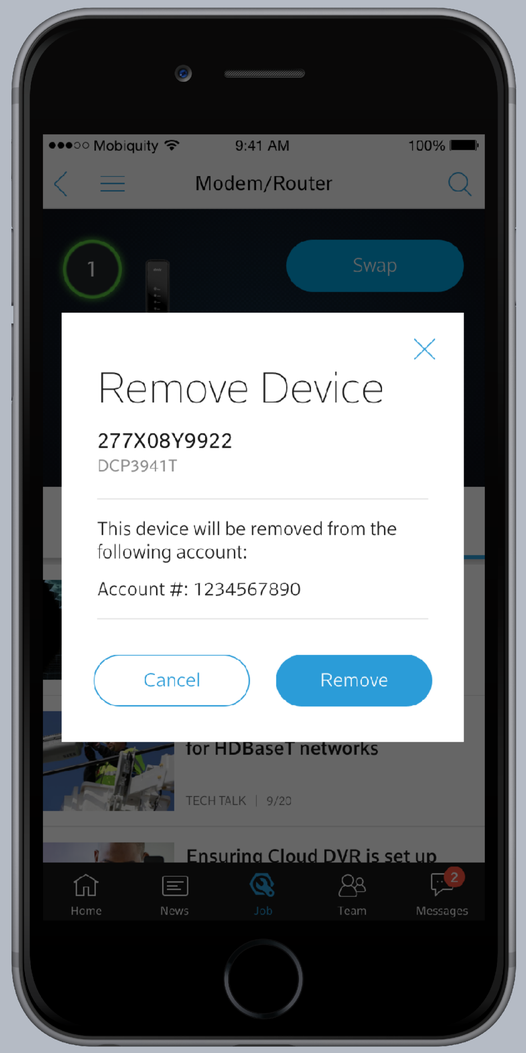


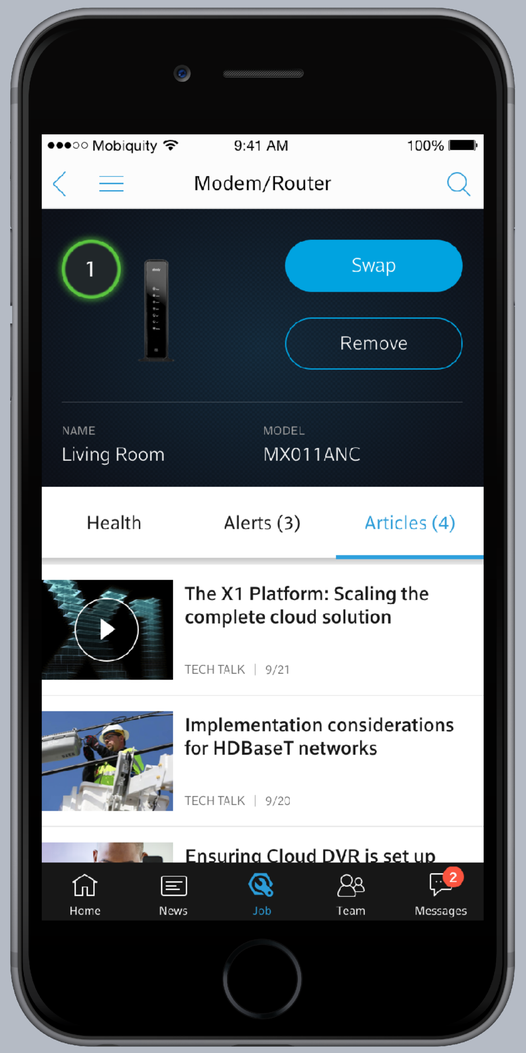


Visual Design

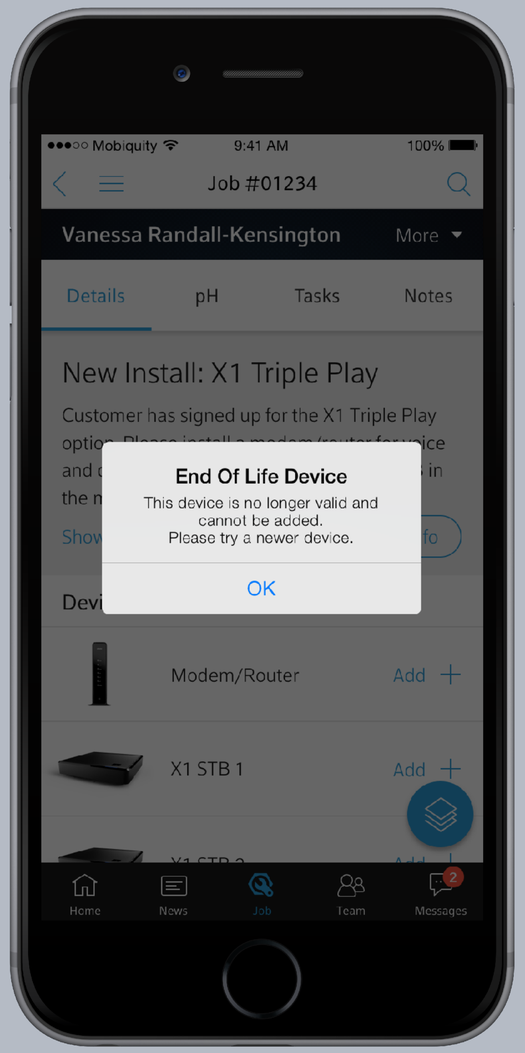


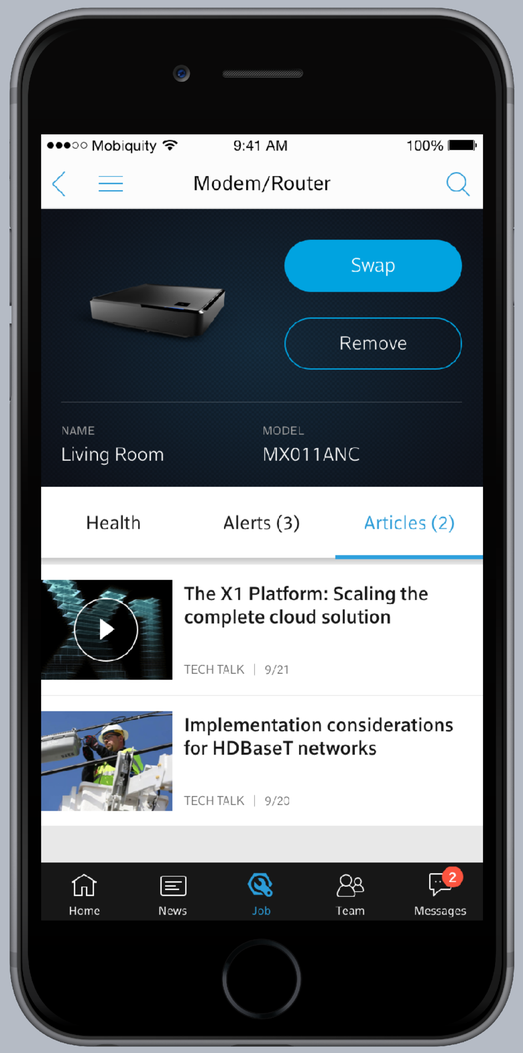


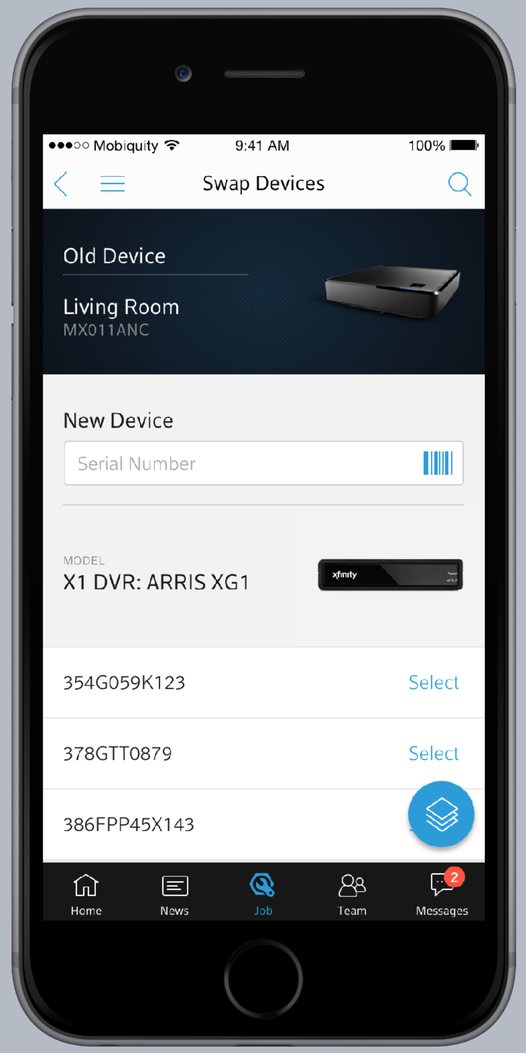


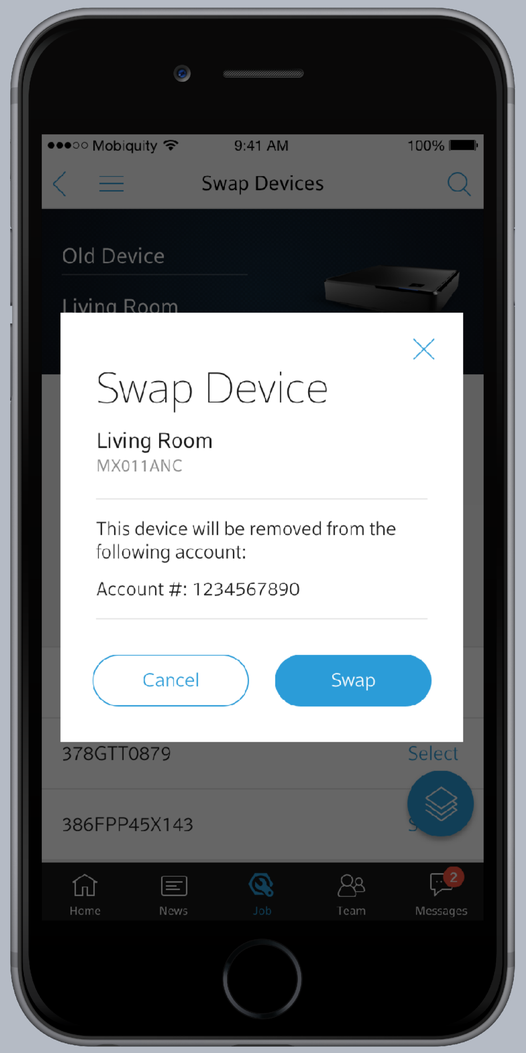


Visual Design









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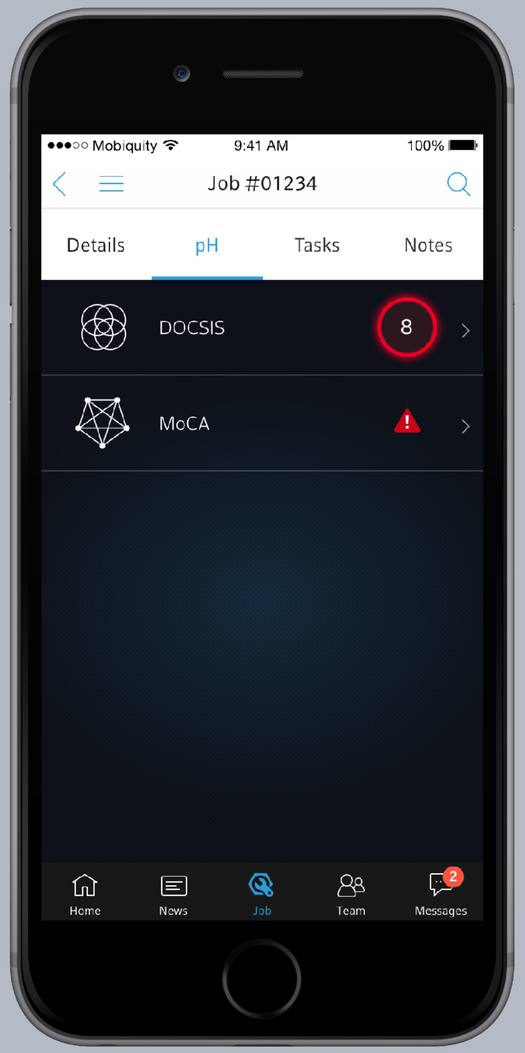

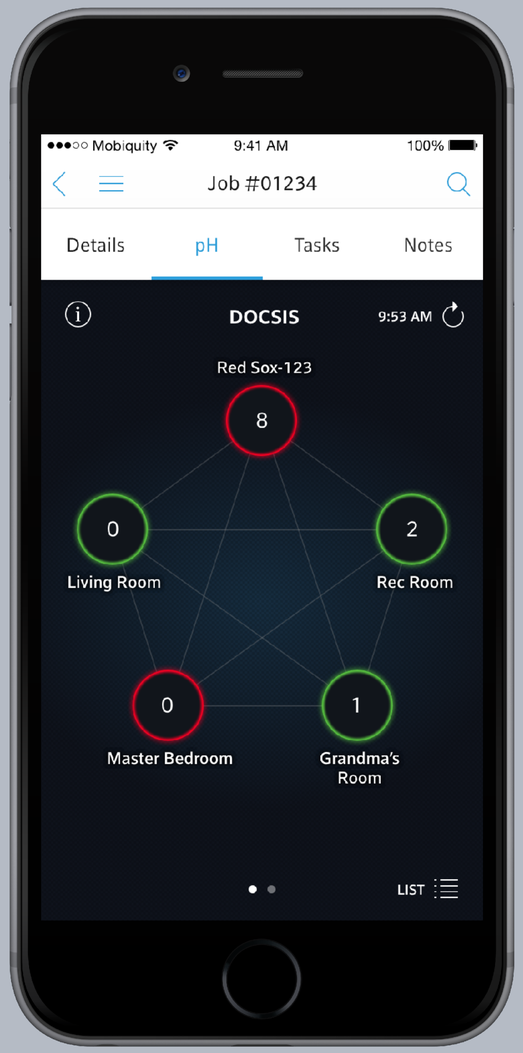

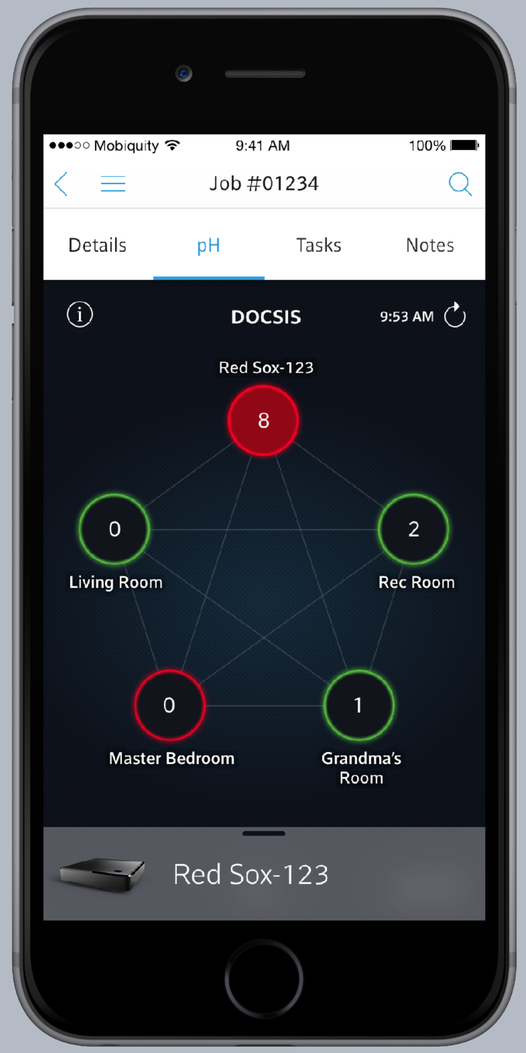

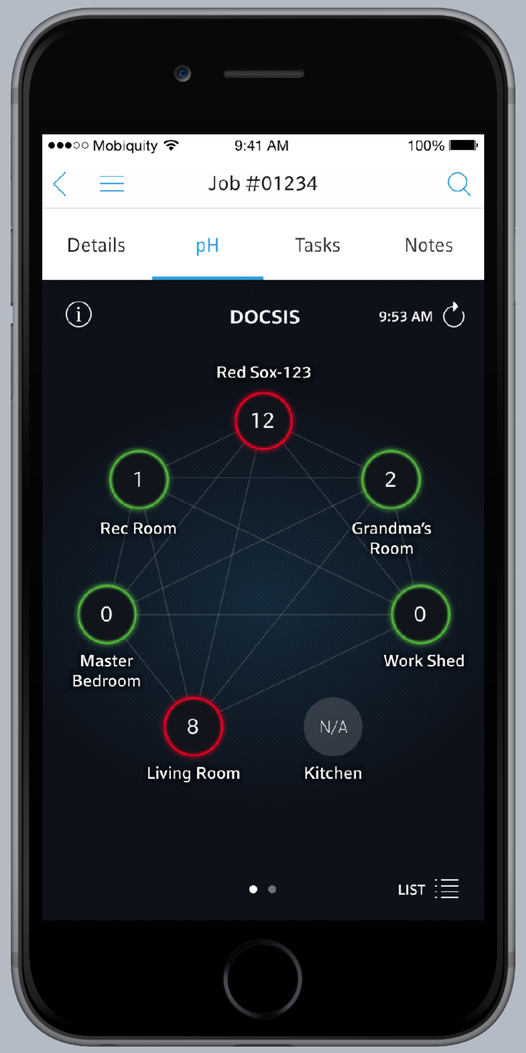

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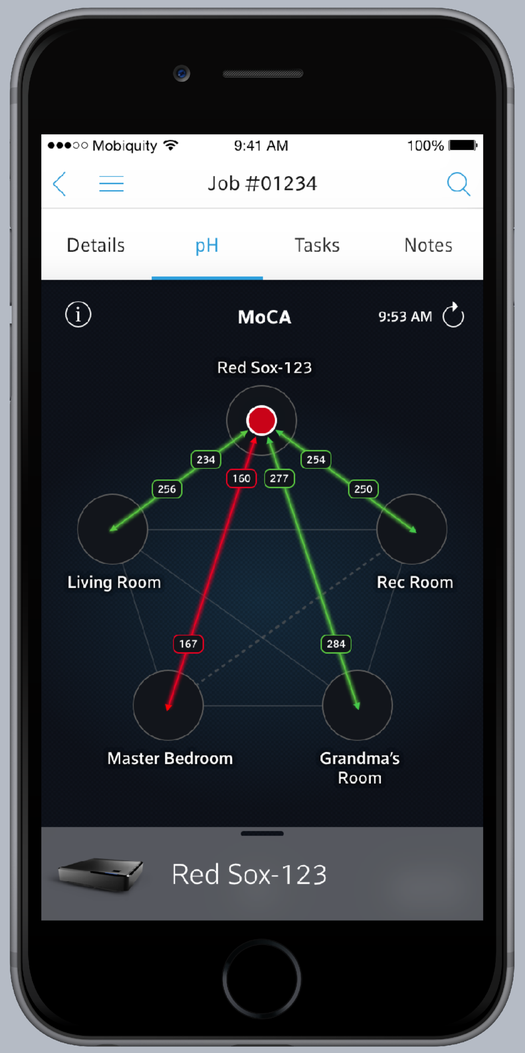
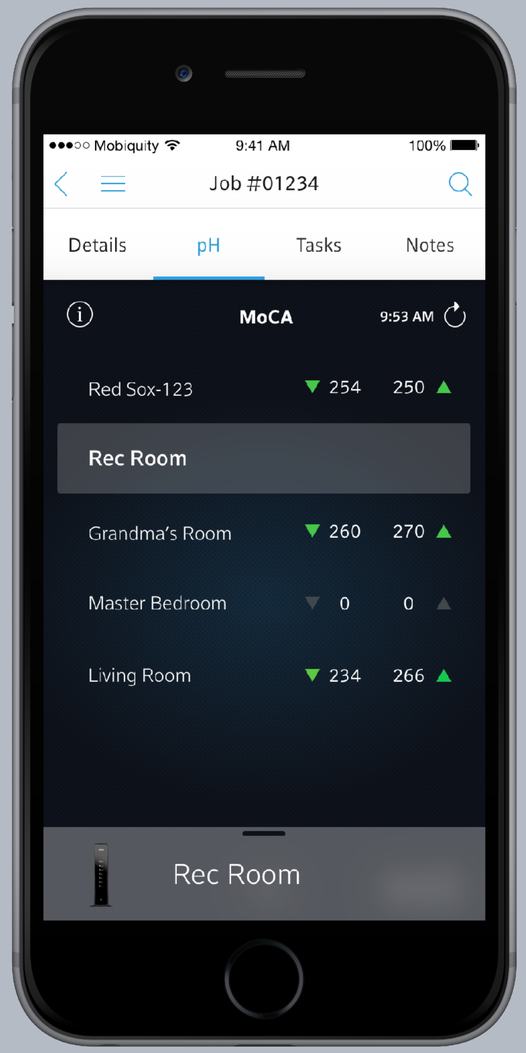
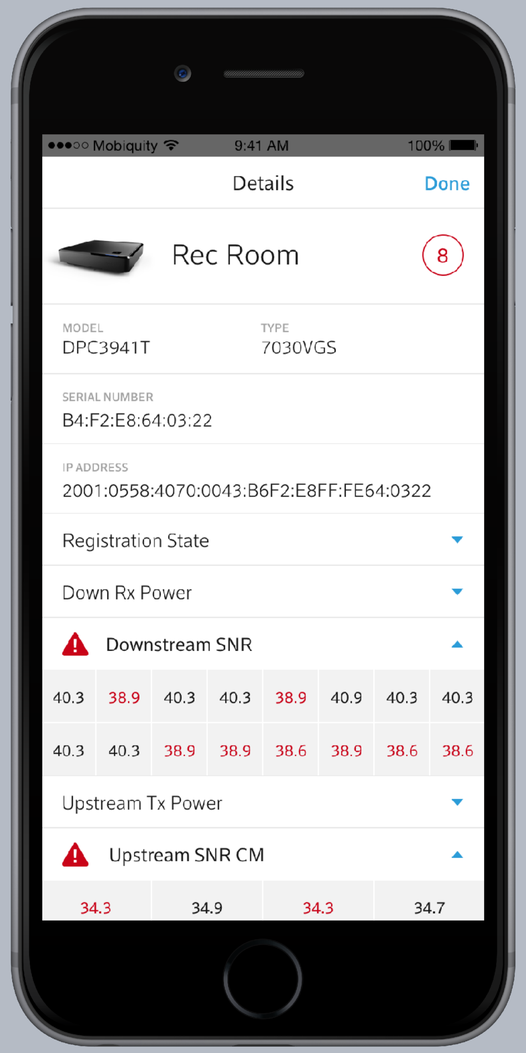
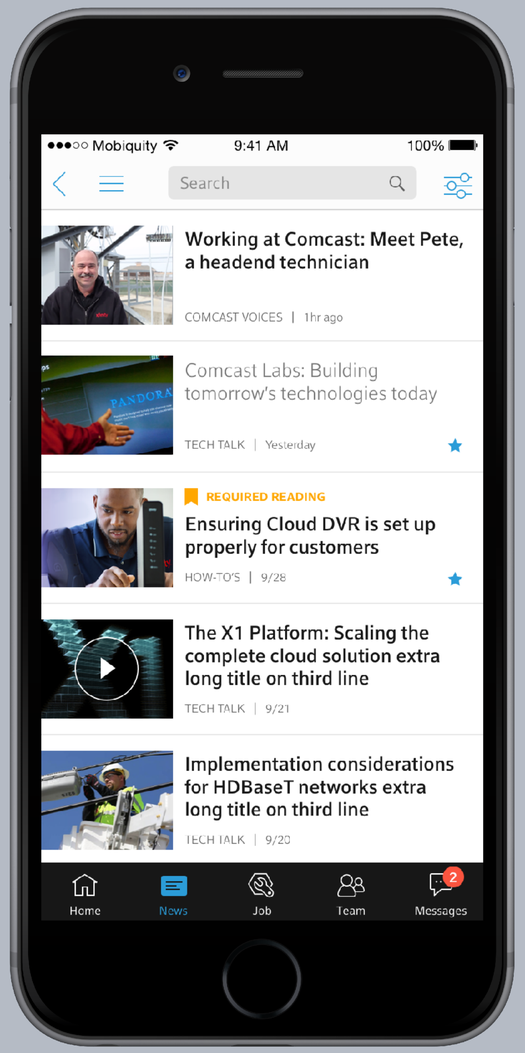
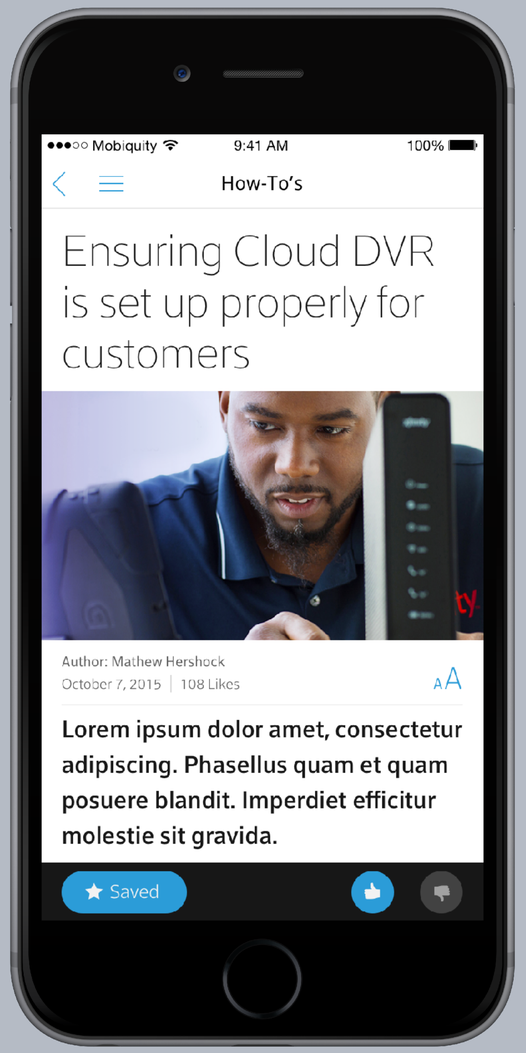


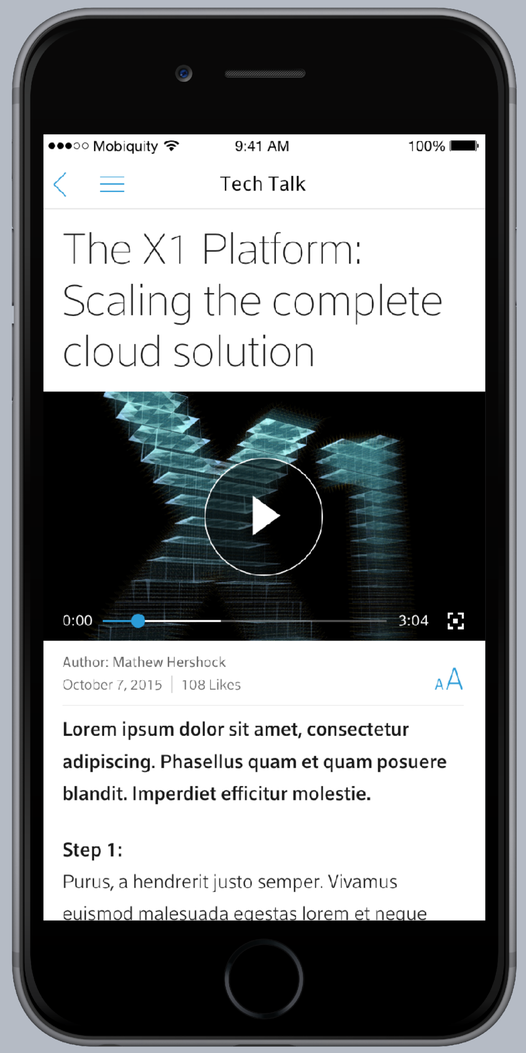


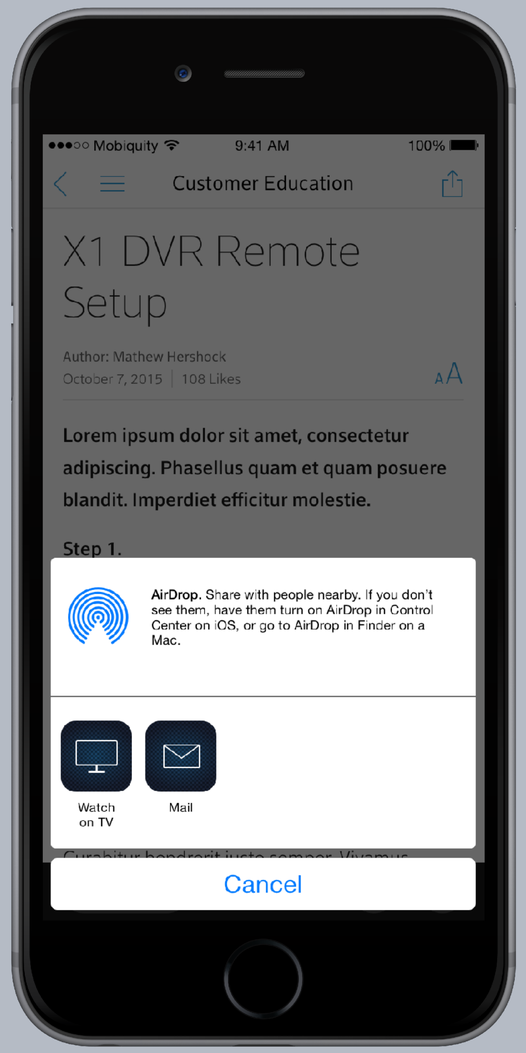


Visual Design









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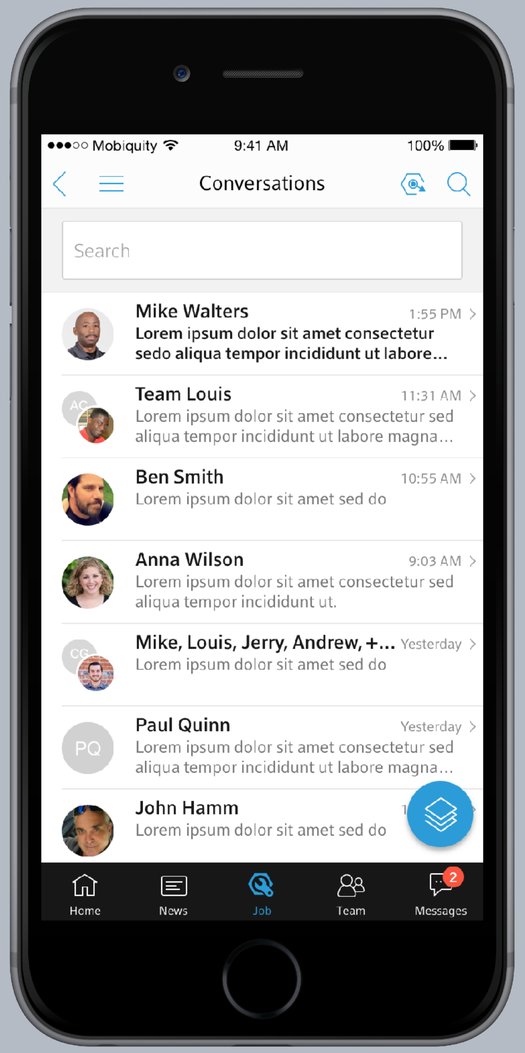

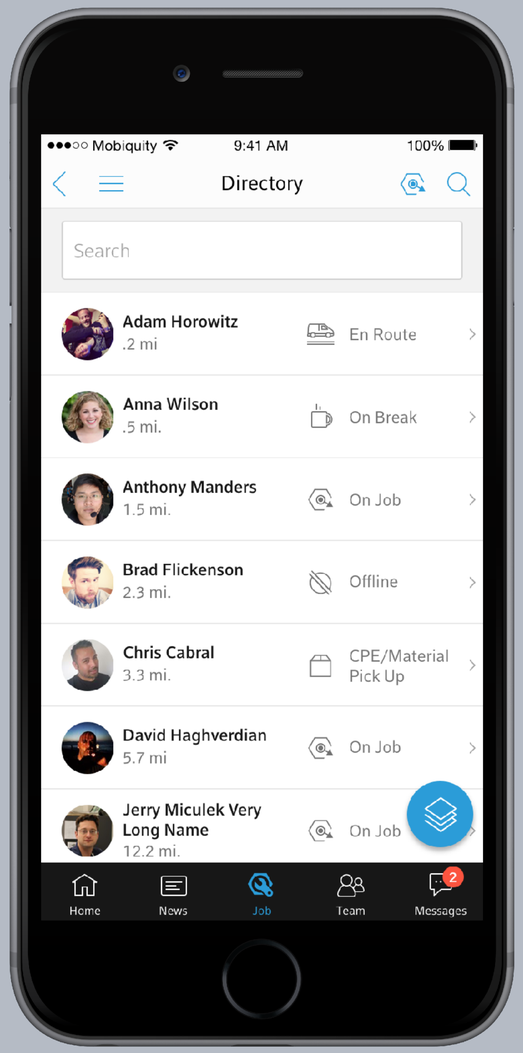

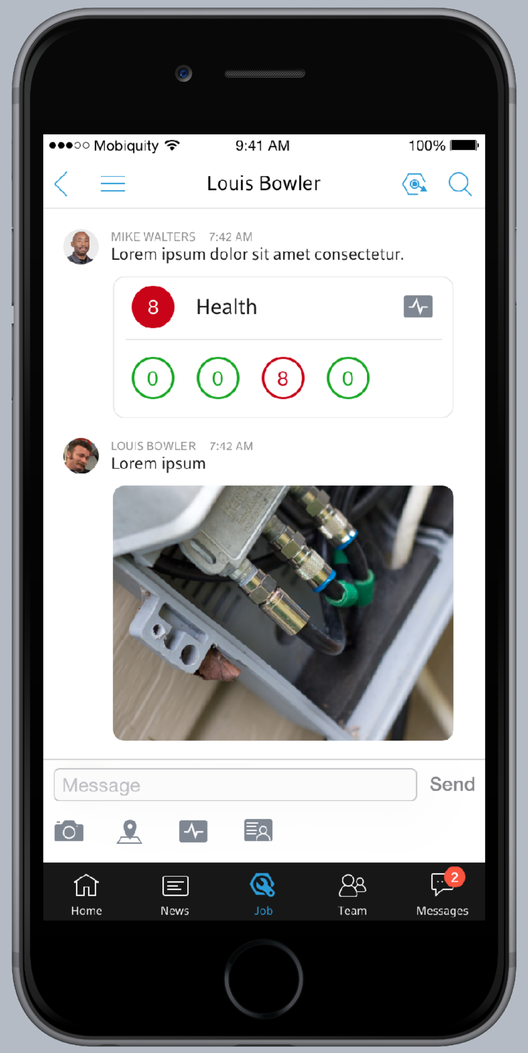

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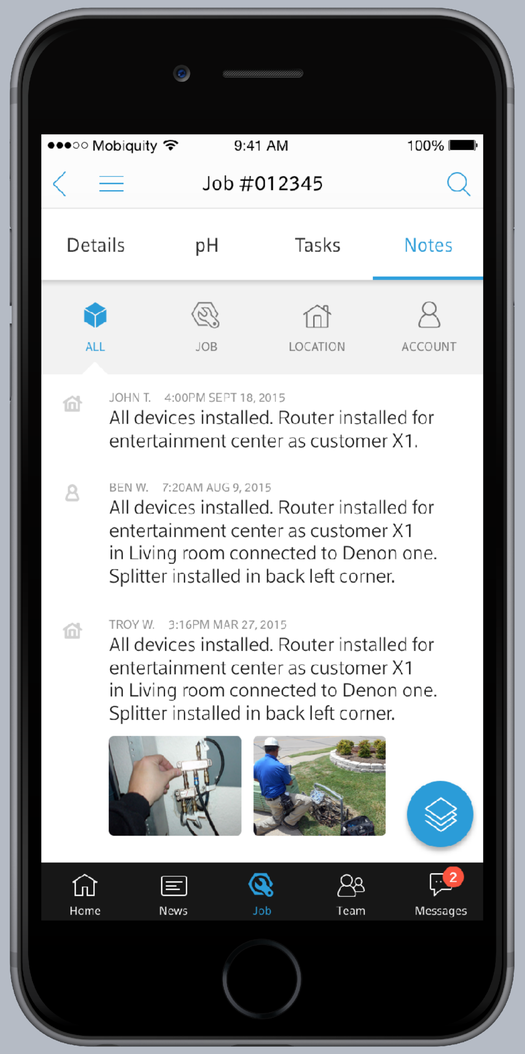
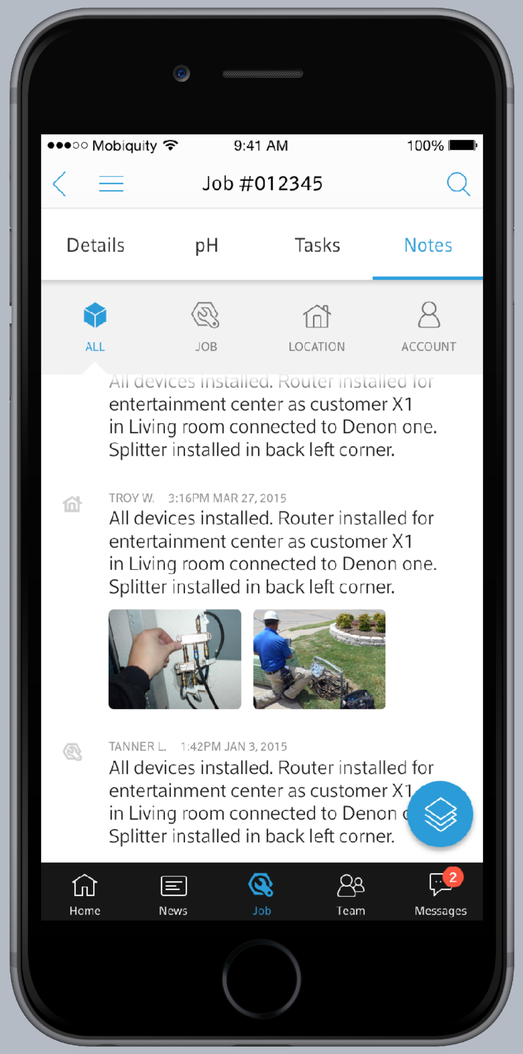
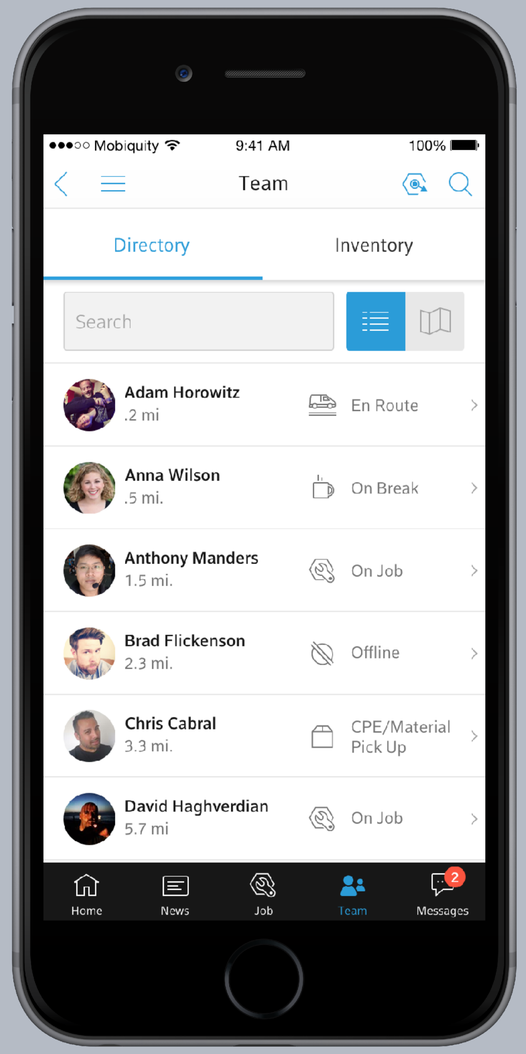
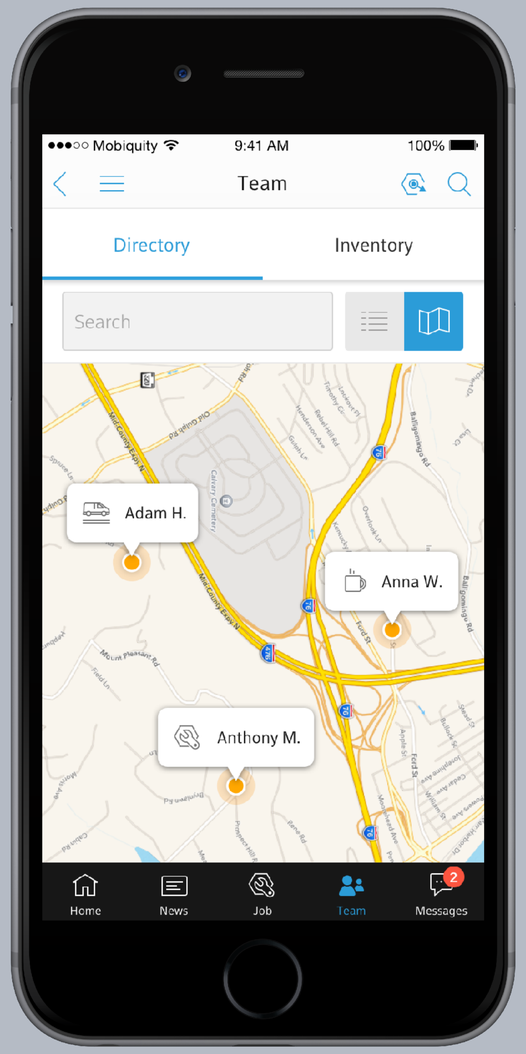








Style Guide

Comcast Tech Nucleus UI Kit – Version 9.0

This UI Kit was created at 1x for iOS. Use these paterns and templates to efficiently design mobile experiences for Comcast Tech Nucleus.

Typography

Big Section Title
Smaller Section
Regular Title
Small Header

Big Section Title
Smaller Section
Regular Title
Small Header

Color

2EA0DD	FB543F	FECE00	5BC942
1A6992	C90318	FFA700	19A926
F2F2F2	E8E8E8	D1D1D1	B9B9B9
A2A2A2	6B6B6B	747474	5D5D5D

Iconography

BOTTOM BAR: Home, News, Job, Team, Messages

SIDE NAVIGATION: Close Job, Add Referral, Customer Education, Profile, Settings, Help

NOTES: Job, Location, Account, All, Job, Location, Account

LOREM IPSUM: Current Job, Customer Education, Required Reading, Required Reading, Saved, Saved, Popular, All, Filter Checkmark

KEYBOARD TOOL BAR: Photo, Location, Health, Details, Voice, Draw

JOB STATUS: En Route, On Job, Break, Offline, CPE/Material Pick-up, Ladder, Crawl-Space, Finishing Job, Lunch, Meeting, Technician Assistance

CONTEXTUAL NAVIGATION: Job Summary, Leave a Note, View Note(s), Close Job, Add a Task, Add a Note, Add a Referral, New Message, Conversations, Directory

ALERTS

Buttons & Form Elements

BUTTON STATES

Primary | Primary
Standard | Standard
Inactive | Inactive

Save

ENTRY FIELDS

Search Serial Number
27
276004411
Search

FORMS

Andrew NAME
Password
Keep me signed in
Name
Address
Apt | City
State | Zip Code
This is an error message that is really long and breaks to two lines. Jabroni.

Name
Address
This is an error message that and breaks to two lines. Jab
State
ZIP Code
This is a help message that lines because it is long. Here

Framework

TITLE BAR

Title
Title | Link
Modem/Router
Title | Link
Title

BOTTOM BAR

Home | News | Job | Team | Messages

Lists

What I did...
- List item Lorem ipsum dolor sit amet
- Consectetur adipiscing elit, sed do tempor
- Eiusmod incididunt amet labore

Devices to Be Installed
- Modem/Router — Add
- X1 STB 1 — Add
- X1 STB 2 — Add

First Last Name .2 mi — En Route
First Last Name .5 mi. — On Break
First Last Name 1.5 mi. — On Job

Severe Weather Alert – Heavy Rain. Make sure to use (4 hrs)
Watchtower Maintenance – Sunday from 3:00am to 5:30am (1 day)
Main Watchtower Maintenance – Wednesday from 3:00am to 5:30am (3 days)
Lightning Shower predicted. Avoid using Umbrellas. (1 week)
Please Do Not Transfer Calls or Give Out Number For 56412 (Retention) - Greater Boston/Western New England (1 week)
Please Do Not Transfer Calls or Give Out Number For 56412 (Retention) - Greater Boston/Western New England (1 week)

Confirm Contact Info
Primary Email
VRKens@comcast.net
+ Add Secondary
Primary Phone
(555) 555-5555
+ Add Secondary

Working at a headend t
Comcast La tomorrow's
Ensuring Cl properly for

STEP: 1. WRAP UP | 2. FINISH | 3. NEXT JOB

STEP: 1. WRAP UP | 2. FINISH | 3. NEXT JOB

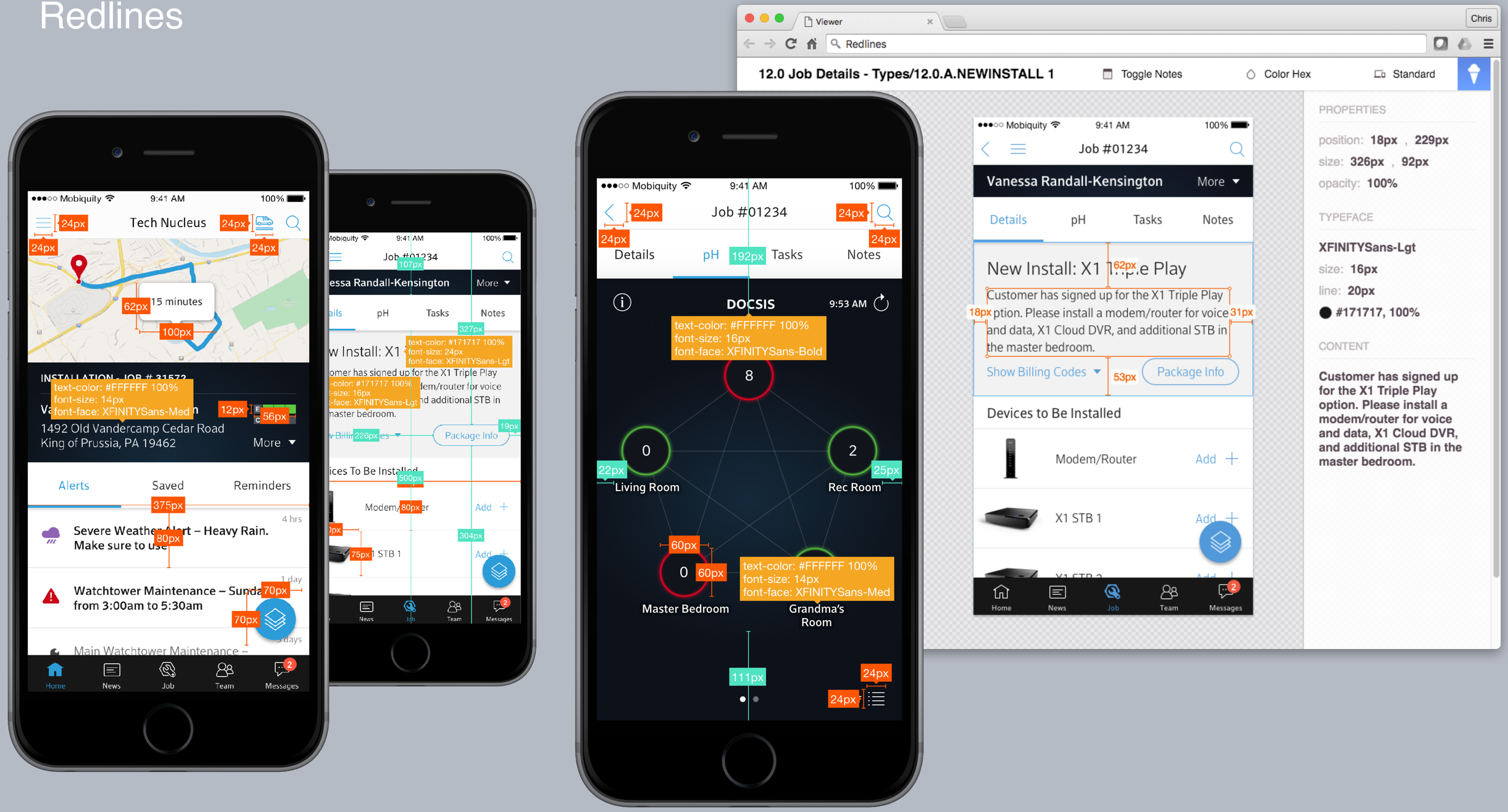
STATUS BARS (DARK)

●●●○○ Mobiquity 9:41 AM 100%

●●●○○ Mobiquity 9:41 AM 100%

Redlines

Redlines


Viewer
Chris
Redlines
12.0 Job Details - Types/12.0.A.NEWINSTALL 1
Toggle Notes
Color Hex
Standard
Mobiquity 9:41 AM 100%
Tech Nucleus
24px
15 minutes
62px
100px
text-color: #FFFFFF 100%
font-size: 14px
font-face: XFINITYSans-Med
12px
56px
1492 Old Vandercamp Cedar Road
King of Prussia, PA 19462
More
Alerts
Saved
Reminders
375px
Severe Weather Alert – Heavy Rain.
Make sure to use
80px
Watchtower Maintenance – Sunda
from 3:00am to 5:30am
70px
Home
News
Job
Team
Messages
Job #01234
107px
327px
text-color: #171717 100%
font-size: 24px
font-face: XFINITYSans-Lgt
Package Info
19px
500px
304px
Add
Job #01234
Details
pH
192px
Tasks
Notes
DOCSIS
9:53 AM
text-color: #FFFFFF 100%
font-size: 16px
font-face: XFINITYSans-Bold
8
0
22px
Living Room
2
25px
Rec Room
60px
Master Bedroom
Grandma's Room
text-color: #FFFFFF 100%
font-size: 14px
font-face: XFINITYSans-Med
111px
Vanessa Randall-Kensington
More
New Install: X1 Triple Play
62px
Customer has signed up for the X1 Triple Play
18px
option. Please install a modem/router for voice
31px
and data, X1 Cloud DVR, and additional STB in
the master bedroom.
Show Billing Codes
53px
Package Info
Devices to Be Installed
Modem/Router
Add
X1 STB 1
PROPERTIES
position: 18px , 229px
size: 326px , 92px
opacity: 100%
TYPEFACE
XFINITYSans-Lgt
size: 16px
line: 20px
#171717, 100%
CONTENT
Customer has signed up for the X1 Triple Play option. Please install a modem/router for voice and data, X1 Cloud DVR, and additional STB in the master bedroom.