

## Course Description

This course is intended for customer support teams and focuses on using Calix Support Cloud to support services and devices in the home network. The Calix Support Cloud version is used throughout this course is called Experience Management Edition.

If you are using the Device Management Edition, you will notice enhancements in the Experience Management Edition. You may take this course to learn about robust features in the Experience Management Edition

### Objectives

- Describe Calix Support Cloud.
- Demonstrate supporting subscribers.
- Demonstrate the ability to troubleshoot home network issues.
- Demonstrate the ability identify up-sell opportunities.

### Who should attend?

- Customer Support
- Field Technicians

### Prerequisite Training and Skills

N/A

### Training Resources in My Calix

- [Learning Solutions](#)
- [Certifications](#)

## Delivery Mode

This interactive online eLearning course consists of content delivered as video clips, simulations, demonstrations, and other self-paced formats. Learners are prompted to interact with the content as they progress through the course. Calix eLearning courses are often accompanied by voice-over audio. To get the most out of your learning experience, Calix recommends accessing your eLearning course through Chrome or Firefox.

Course Duration: 1 hr

Lessons	Topics
01 The Calix Cloud Solution	<ul style="list-style-type: none"> <li>The Calix Cloud Solution Overview</li> <li>The Role of Calix Support Cloud</li> <li>Benefits from Using Calix Support Cloud</li> <li>Accessing Calix Support Cloud</li> </ul>
02 Supporting Subscribers	<ul style="list-style-type: none"> <li>Searching for Subscribers</li> </ul>

		How Smart Check Works Modifying Wi-Fi Configurations Controlling Premises Equipment Using Troubleshooting Tools Viewing Live Traffic Viewing Traffic Reports
<b>03</b>	<b>Troubleshooting Home Network Issues</b>	Trends Impacting Service Providers Resolving Common Home Network Issues <ul style="list-style-type: none"><li>- CSR Troubleshooting Scenarios</li><li>- Technician Troubleshooting Scenario</li><li>- Support and Field Managers Scenarios</li></ul>
<b>04</b>	<b>Identifying Upsell Opportunities</b>	Identify Upsell Opportunities <ul style="list-style-type: none"><li>- Excessive Wi-Fi enabled electronics in the home</li><li>- Dead spots in the home</li><li>- High interference and poor connectivity</li><li>- High bandwidth consumption</li></ul>
<b>05</b>	<b>Find Help and Additional Resources</b>	Web Help Documentation Library Calix Academy Supporting Home Wi-Fi Cheatsheet