



Augmented Reality Course Headend Tour

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Business Need

Understanding how our headend equipment works to transport the signal through our network is key knowledge for employees who work with the equipment and signal quality everyday.



What Are We Solving For?

Our task was to take AR training technology to replace out-of-date animation to give employees the feel they were in a headend as well as give them better skills in troubleshooting failures when they occur, without risk to the headend or using headend technician time.

2 Comcast University

Comcast Signal Flow



Learning Solution

Partnered with GP to give overviews of how signals flow between equipment that are monitored and maintained virtually by the audiences who work with the headend technicians, followed by the virtual headend tour.



Measures

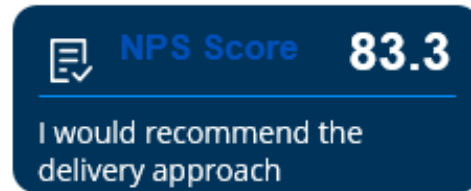
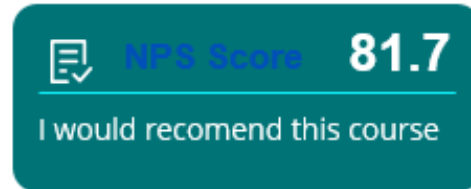
Level 1 Data

Savings for eLearning taken compared to site visits

Key Findings

- NPS Scores better than overall eLearning score
- Verbatim responses show learners like the modality
- 218 employees have taken the course with no risk to the headend by having employee tours
- A tour takes an average of 300 minutes (2 hours employee time, 2 hours guide time, 1 hour travel time)
- $218 \text{ employee} \times 300 \text{ minutes} = 54,500/60 = 908.33 \text{ hours}$ vs. $218 \text{ employees} \times 30 \text{ minutes} = 6450/60 = 109 \text{ hours}$, for a savings of **799.33** employee hours

Level 1 and Cost Savings

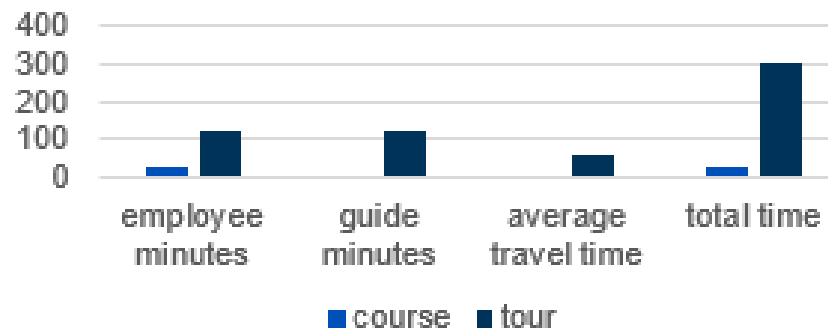


Promoters

Responses with 9-10



Signal Flow Course Time Savings



"The delivery was right on point"

"Others could identify better with the day to day working of the Headend and what it involves."

"It is very helpful to see the actual equipment"

"The graphics are great and easy to follow"

"... it is in our best interest to cross train with the Headend group. There may come a time for advancement or an opportunity to assist with a Headend project."

"Knowing how signal flows through our system is important"