

VIDEO DIAGNOSES

Powered by Stroom®

OVERVIEW

frontdoor™

|  stroom

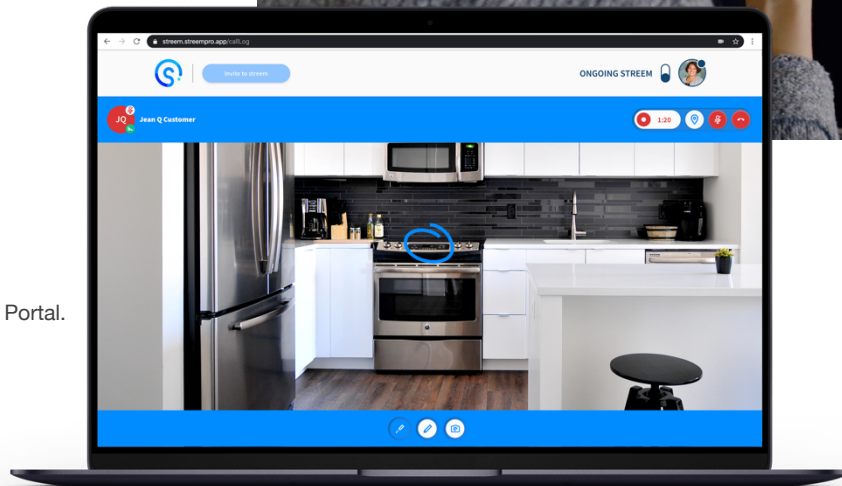
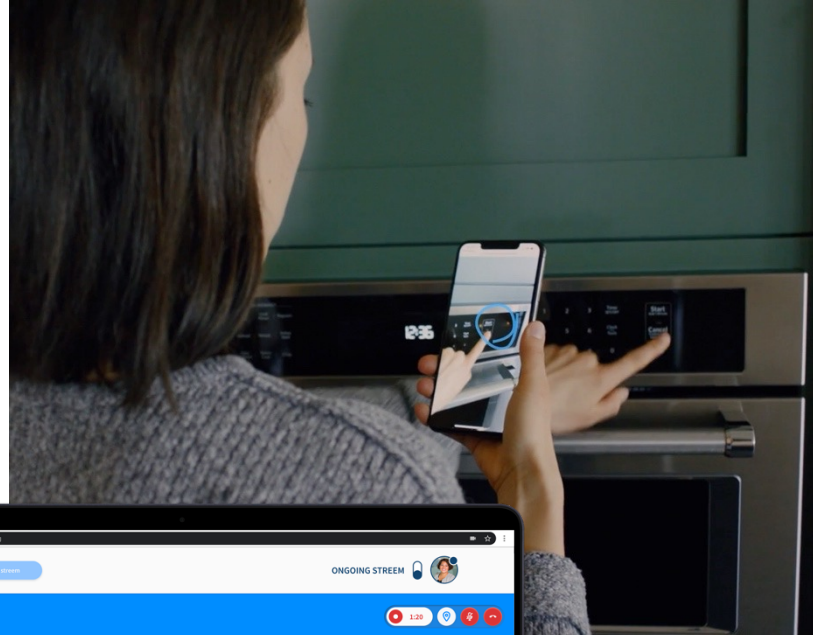
Better than being there.

Video diagnoses powered by Stroom **help save time and money on the job** by allowing you to inspect home appliance issues from anywhere in about 10 minutes — **before** making an in-home visit.

Quickly and easily see what your customers see through an interactive video chat between your computer and their smartphone.

Clearly seeing the appliance issue helped technicians order parts and prepare before the site visit, **eliminating repeat home visits on up to 70% of calls.**

View our case study in the Stroom Training section of your Frontdoor Contractor Portal.



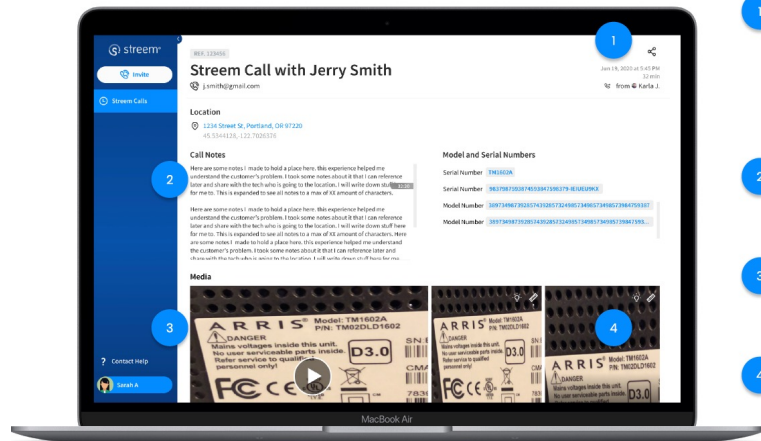
Unique tools and features

Stream video does more, remotely

With easy interactive tools, remote video helps you get to the point and complete the job during your first on-site visit, without the hassle of travel.

Track every detail for later use

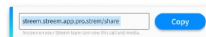
A robust call-log and media gallery help you document project details, requests, and share info seamlessly.



1

Share

Project notes, images, videos, and 3D data are collected in a one-page call log, which can be shared with a simple URL.



2

Call Notes

Easily update and edit the call log as needed. Add notes and attach files to any call or Streamshot.

3

Video

Stream records the entire enhanced video call so you can replay and review the details later.

4

Streamshots

The high-res photos you capture on a Stream call help you clearly understand customer requests with additional layers of 3D data.



No downloads, all the security

Customers love the experience of fast, effective virtual support on **iPhone®**, **iPad®** and **Android™** devices and they value the security and control they have along the way.



Don't just take our word for it. Take theirs.

"We've seen an 18% increase in our first call completion rate. We were able to completely resolve quite a few calls without setting foot in the customer's home.

As a result, profitability and customer satisfaction increases, while cycle times decrease.

Customers appreciate that we're saving them time and are impressed that we're using innovative technology to do so."

– Tony Lott, Owner,
Appliance Express

What's the impact?

Our study showed committed repair teams could improve productivity, first-visit fix rates and reduce customer wait times — it's a win-win-win.

1-hour Appointment Windows



3 appt. per hour

~ 6-7
min. per
diagnosis

~13 min. per appt. for
scheduling, ordering
parts, processing, etc.

20 minutes per appt.

Dedicated Video Diagnosis Appointment Times



4 PM to 7 PM (during rush hour)



9 appt. per day

Average Accuracy Rate for Diagnoses

80%



Avg 20%

**Productivity
Improvement**

(with a 1-HR Appointment
window for your customers)



How to use Stream for Video Diagnoses

1

EASY SCHEDULING

Find a convenient, **1-hour window** for your customer to be home and near the item.

Techs can usually perform **3 video chats per hour** – cutting down on schedule frustrations and long appointment windows.



2

CONNECT

Enter the customer's information and dispatch number into the Stream account and a text will be sent to their smartphone.

After opening the text, they simply click to agree and grant access, then tap on the secure link to start the chat.



3

INSPECT and DIAGNOSE

During the chat, you can guide them using on-screen tools, take photos of the appliance needing repair and collect details like item model/serial number.

Every detail is tracked and organized in the call log so you can go back and review anytime.



4

NEXT STEPS

At the end of the chat, advise your customer on the next step in the service experience, order any parts and easily move on to the next appointment without leaving the shop.



And the best news? We've made it easy for you to implement.

5 Keys to Success

1	Developing a "First Step" Mindset	<ul style="list-style-type: none">• Treat a video diagnosis as an automatic first step for any eligible service dispatch• Dedicate time each day for a qualified technician to conduct video diagnoses• Commit to scheduling 3 video appts per hour during that time
2	Scheduling the Video Diagnosis	<ul style="list-style-type: none">• Download our Customer Guides in the Stroom Training Hub in your Frontdoor Contractor Portal• Help the customer understand the value and overcome any hesitations• Prepare them with our sample scripts and pre-appointment notification template
3	Conducting the Video Diagnosis	<ul style="list-style-type: none">• Guide the customer with empathy, clear instruction and helpful Stroom tools• Always add the Dispatch ID exactly as it appears in your email as the Reference #• Capture pictures of error codes, model/serial # and general surroundings of the item• See our Policies and Procedures Guide in the Stroom Training Hub for best practices
4	After the Diagnosis	<ul style="list-style-type: none">• Discuss next steps with the customer, order parts, and/or schedule repair visit• Take advantage of our <u>accelerated authorization process</u>• According to our study, about 5% of issues were resolved without a truck roll
5	Measure and Manage Performance	<p>Your Frontdoor Field Manager can help you:</p> <ul style="list-style-type: none">• Gather key information to measure the impact on your bottom line• Connect with peers to share best practices• See the difference in your 5-Star Survey Ratings

Communicating the value, even when you can't make a diagnosis.



A video diagnosis helps you arrive ready to resolve the problem on the first visit — be sure to thank customers for their time and explain why it was helpful.

In some situations, you may still need an in-person visit to complete the diagnosis. That's ok. You've still learned something about the situation and can use that to maximize your time in the house.

Simply explain the situation to the customer and set expectations for the in-home visit.

Resolving the issue during the chat

Occasionally you may be able to walk the customer through a DIY solution during the Stream chat.

If you complete an AHS/HSA service request during a video chat:

- Schedule a follow-up call or video chat to confirm that the item is still working correctly
- After your follow up call, invoice and mark the job "Complete"
- If you are unable to reach the customer at the scheduled time for the follow-up, you can update the status to "Job Complete."

In our study, techs were able to resolve **5%** of dispatches during the chat, **avoiding a truck roll completely!**

Specialized Authorization Team

When using a video diagnosis to service members of American Home Shield® and HSASM, take advantage of our dedicated authorization phone line.

When can I use it?	
Streem Video Diagnoses are accepted for:	<ul style="list-style-type: none">• Normal and Recall dispatches• Denials• Repairs/replacements with customer out of pocket charges (refrigerant recovery, modifications etc.)
Streem Video Diagnoses are NOT accepted for:	<ul style="list-style-type: none">• Second opinions• Note: if a member requests a second opinion and our only diagnosis is through Streem, we will dispatch the original contractor to the home instead of issuing a second opinion
Should I call the SAT or go online to report authorization?	
Report via phone	<ul style="list-style-type: none">• When you need an immediate authorization• When the item is denied• When the repair/replacements include non-covered charges
Report via SmartAutho/SmartParts	<ul style="list-style-type: none">• When you don't need an immediate authorization• When the repair does not include non-covered charges• Continue to use self-service tools to submit part requests and save the phone time
Specialized Autho Team Phone Number	<ul style="list-style-type: none">• 1-877-405-9143• Monday – Friday• 7 a.m. – 9 p.m.

General FAQs

Can it really save me time and money?	Yes! Our study showed a video diagnoses helped repair teams prepare for the first in-home visit and eliminate some visits altogether. Participants reported a 10% truck roll reduction when using Stroom on 30% of their dispatches and up to 35% when used on most dispatches. Results will vary depending on how you integrate this step into your workflow, but our Frontdoor Field Mangers are here to help reach your productivity goals.
Is it safe for my customers?	Yes! The safety of our members and your customers is our top priority. They are in control of the camera throughout the chat and can turn off the video feed at any time. We only capture data and information related to the system or appliance issue. To ensure your customers' physical safety during the video appointment, see our Policies and Procedures Guide in the Stroom Training section of your contractor portal.
How tech-savvy do my customers need to be?	It's easy! If your customer has a smart phone (internet access), they can video chat using Stroom. Guide them through the simple process of opening the text, clicking the link, and agreeing to terms. Then, the video chat will automatically start. There's nothing for them to download or install.
How do I know Stroom is a quality company?	Stroom is a part of our Frontdoor family of brands. You can trust that the same great team behind brands like American Home Shield and HSA, are also these driving innovative technology solutions.
If I have an issue with the Stroom website, who do I contact?	For support visit support.stroom.com or call 833-729-2890 . Support is available by phone Monday–Friday, 7 am–9pm, CST.
Am I liable if something goes wrong on a call?	Using Stroom decreases your risk compared to other similar video chat tools by having customers agree to the Terms of Use before accepting a Stroom call. Be sure to review our Policies and Procedures Guide to ensure the call goes smoothly.