

## AppSmart CableSeller FAQ

### **Q:** What is AppSmart CableSeller?

**A:** AppSmart CableSeller is an innovative tool that makes selling cable easy. Serviceability, pricing and contracting in minutes. With AppSmart CableSeller you can:

- Find: Bulk serviceability site-lookup for up to 1,000 locations at a time
- Quote: Receive quote information on your cable services and locations in minutes
- Contract: Executive contracts quickly with built-in E-signature capability through DocuSign

### **Q:** How do I get access to the AppSmart CableSeller?

**A:** Please contact [help@appsmart.com](mailto:help@appsmart.com). Once you have received your login credentials, you can access the tool by visiting: <https://appsmart.cablefinder.net>

### **Q:** Who are the main cable providers that will be accessible through this tool?

**A:** Who are the main cable providers that will be accessible through this tool? AppSmart CableSeller provides access to serviceability, quoting and contracting for Comcast, Cox and Spectrum cable services.

### **Q:** How is AppSmart CableSeller different from other tools?

**A:** AppSmart CableSeller is different from any other serviceability tools because it enables you to price and contract services without ever having to leave the tool or contact a provider.

### **Q:** How accurate is the information being provided?

**A:** AppSmart CableSeller has direct API integration into provider portals meaning it is providing you with real-time information as if you were going to the provider directly. On the results page, AppSmart CableSeller reverse engineers the build calculations the provider uses to determine the minimum MRC required to fund the build. In the pricing catalog, you'll see the most heavily discounted price including promotions without having to go to a Finance Department for additional approvals.

## AppSmart Office FAQ

**Q:** Why don't I see an address appear when I type a business name in the search bar?

**A:** If an address does not appear in AppSmart CableSeller, that means the business address is not registered with Google. Instead of the business name, type in the full USPS address. You may also recommend to the customer that they create a free profile on [Google My Business](#) which will pull up the business in CableSeller and also improve their overall search engine optimization.

**Q:** What should I do if my address isn't serviced by one of the providers in the CableSeller portfolio?

**A:** While we work to bring more providers into the portfolio, you may use the "Manual Request" feature in the AppSmart CableSeller. Fill in the appropriate fields on the "Manual Request" page and specify in the "Notes" section all pertinent information about the services being requested. Additionally, you can contact the AppSmart team for support by filling out [this form](#).

**Q:** Why do I have to confirm there is no unit or suite number when generating a contract?

**A:** One of the most common reasons for a rejected order is due to a missing or inaccurate suite number. By requiring this confirmation, AppSmart CableSeller decreases the likelihood of an order being rejected.

**Q:** Can I use my own DocuSign license to use the Sign Contract feature?

**A:** If you would like to use your own DocuSign license, use the "Generate Contract" button instead of the "Sign Contract" contract.

**Q:** Why are my returned results on a multi-site spreadsheet blank?

**A:** If the results on a multi-site spreadsheet are blank, it is possible the file was not uploaded correctly. Please check that you uploaded the file in CSV format, not an Excel format. Additionally, please confirm there is a "Location Name" associated with each address.

## AppSmart Office FAQ

**Q:** Can I brand the quote with my own company logo?

**A:** Yes. If you would like to include your own company's logo, please send a high-resolution company logo to your assigned Channel Sales Manager. For the highest quality output, please provide a PNG file with the dimensions 380 x 70 px.

**Q:** What is MRC? What is NRC?

**A:** You may see these terms used in the AppSmart CableSeller tool. MRC refers to Monthly Recurring Charges and NRC refers to Non-Recurring Charges.

**Q:** If I have questions about the AppSmart CableSeller, who should I contact?

**A:** Please contact [help@appsmart.com](mailto:help@appsmart.com).