# What's next for XM360?
Redefining Awesome.

Top 6 Priorities

Based on employee feedback, we have identified six priority areas to focus efforts in order to have the greatest impact on improving the experience for you and your customers. Those are slowdowns, crashes, credit checks, error codes, escalations, and RMAs.

Link to mySource Timeline article for a comprehensive review of XM360 enhancements to date

01 RMAs
02 Crashes
03 Credit Checks
04 Error Codes
05 Escalations
06 Slowdowns
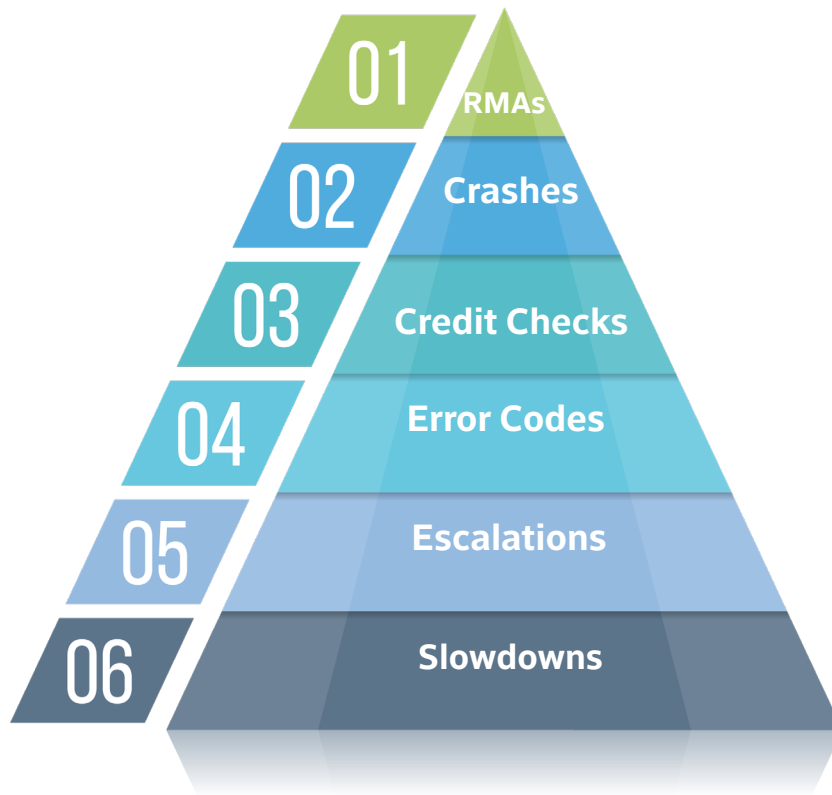
1. RMAs – At launch, RMAs were not being generated for early upgrades. This is another issue that has been resolved. RMAs are being generated and no longer require an escalation.

2. Crashes – Stability updates are underway, so you should be seeing fewer downtime incidents. Keep in mind that affiliate sites can affect stability. If one of our many partner sites, like Experian Credit Check, is down, XM360 is impacted and may be unavailable as well.

3. Credit Checks – You may have been experiencing credit checks that are slow, inconsistent, and do not show enough customer information. Credit check system updates are underway, so you should soon see progress with each of these issues.

4. Error Codes – If you experienced confusing error codes that required an escalation team to understand, you are not alone. However, this should now be a problem of the past. Error codes have been updated for accuracy and to include relevant information.

5. Escalations – Currently, you are able to see the status of a ticket but leadership (manager or ROMs) cannot. This is another area where you will see ongoing improvement as the team refines the escalation processes.

6. Slowdowns – Over the last 6 months, the XM360 team has improved load time from 31 to 6 seconds and is still working to make the system faster and more efficient.

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Future of XM360

Whats improving?	What benefit will I see?
Refunds – Processing a credit or refund will soon be easier than ever.	Customers requesting refunds may have had a less than stellar experience. Hassle-free refunds will mean happier customers.
Plan changes – The process for changing plans, like BTG Updates and Grandfathering, is getting an XM360 upgrade.	Customers expect plan changes to be painless, even under special circumstances. This will help meet and exceed their expectations.
Porting – Get ready for easier porting with custom experiences for each carrier.	Carrier requirements can make phone number porting confusing for you and the customer. This will help simplify the experience.
Accessories – Soon, you'll be able to handle accessory sales in XM360 Retail.	The more XM360 can be a one stop shop for all you customer service needs, the smoother the experience will be for everyone.
Credit Checks	Persistent Credit Offers live on 4/30 BYOD/PIF No Credit Check: 5/14

New! Device Options

Soon you'll be seeing some exciting additions to our device offerings. These are some of the options our customers have been asking for, so they'll get the device they want and you'll meet your sales goals more quickly.

1. BYOD for Android – Your cost-conscious customers will love the ability to bring their own device

2. iPad and Apple watch – Customers looking for tech trends will soon have more options than ever.