

TUPL AI CARE NOW

Improve First Call Resolution by enabling care agents to provide a simple response to customers for a complex network issue.



Resolve customer issues during the first call

AI Care NOW improves First Call Resolution by enabling care agents to behave as telco experts and resolve customer issues immediately - within the first call.

All data sources are integrated, and AI Care NOW provides an instant solution to customer issues together with a recommended response using natural language and a technical description for the engineering and operations teams.

AI Care NOW analyzes the customer's recent activity and within fifty seconds provides first line employees or store personnel with a root-cause and potential resolution.

The solution leverages **TupIOS – MLOps** platform to develop hyper-automation applications with a fast time to market.

Use cases

Location specific

Site
maintenance

Site
performance

Leakage
problem

Mobility
problem

Coverage
problem

Indoor device
issues

Provisioning

Provisioning
conflict

Idle profile

Service configuration

Missing service

Revenue holes

Restricted
services

Device problem

Application
installed issues

Device missing
bands

Key benefits

- Improves customer satisfaction and NPS.
- Reduces customer churn.
- Prompts first-line employees with expert knowledge during the first customer call or store visit.
- Provides L1 & store personnel with a root-cause and potential solution within 50 seconds.
- Reduces the workload of level 2 support engineers dramatically.
- Provides a more comprehensive root-cause analysis and better prioritization of network fixes.



**Not the
Old
Way**

TUPL AI CARE NOW

A new path to Intelligent Process Automation applied to Telecom Operational processes by leveraging TupIOS AI Engine.



Key features

- **Root cause finder:** immediate data analysis (customer's identity, location, and type of problem) and recommendations based on the root-cause of the issue.
- **Ticket analysis:** additional information helps provide detailed recommendations to a customer, identifying the most likely cause of the issue.
- **Customer's survey:** direct feedback form within the application for your care agents to fill out.
- **Automated Health Index:** 360-degree view of the customer and network performance at the time of the complaint.
- **Auto-Close:** accurate and fully automated resolution of any technical customer issue.
- **Natural language output:** recommendations for CS agents to share with end customers, and more detailed ones for engineers.

Business impact in numbers

- **+5% First Call Resolution** – up to 50 seconds instead of hours results in better customer satisfaction and NPS, thus reducing operational costs.
- **78% Ticket reduction** – drastically reduces operational costs for your level 2 customer support team since many tickets are contained within level 1.
- **+10% Device upselling** – due to better FCR, cross and upselling interactions are more likely to happen.

