

## 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

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- 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.

