AI Care

Boost Customer Care Excellence

AI CARE
Automated issue resolution

AI Care empowers customer care agents (CSA) to act as telecom experts, resolving issues quickly—often on the first call.

By integrating all relevant data sources, the system delivers instant root-cause analysis and suggests responses in natural language for customer service agents, along with technical descriptions for engineering and operations teams.

AI Care automates expert engineering processes to offer two types of issue resolution: **Reactive** and **Proactive.**

Reactive: when a customer files a complaint, AI Care uses specialized logic to identify the
most probable cause and generates clear, actionable insights—significantly reducing the time agents spend diagnosing and resolving issues.

Proactive: AI Care continuously monitors subscriber experience in near real-time to detect and address service-impacting issues – **before the customer even notices a problem**. When an issue is identified,

the system automatically creates a virtual ticket and, when possible, resolves it autonomously.

In addition to improving service quality, the solution also enhances operational efficiency:

- **AI Care Now** boosts agent productivity by reducing call handling times, enabling each CSA to manage more customer interactions efficiently. It achieves this by delivering rapid resolutions—typically in under 30 seconds—that CSAs can provide to customers on their initial call.

If immediate resolution isn't feasible, the system provides detailed recommendations that can be escalated to engineering teams for final action.

TUPL | Operations made simple with AI

Use case examples

Maintenance activities

Detecting customer's degraded experience due to site maintenance activities.

Indoor device issue

Problems caused by incorrect setup or connection failures of indoor devices.

Mobility

Ping-pong handovers pointing to coverage or site issues.

Provisioning conflict

Incorrect provisioning creates conflicts between nodes, devices, billing etc., causing service's failure.

Performance

Chronic degradation of site KPIs or Alarms causing performance issues.

Accounts-related issues

Idle profiles causing unnecessary usage of resources, as well as non-disabled accounts with payment issues causing revenue holes.

Leakage

Customer stuck in old technologies detection.

Missing service

Missing required configurations or incorrect setups in customer profile causing a specific service not to work.

Coverage

Identify coverage holes on all technology bands based on customer location

End-user device issues

Problems caused by the device used by the customer, such as incompatible apps interfering with messaging, or missing network bands needed for optimal service.

TUPL | Operations made simple with AI

Key benefits

Boost Customer Satisfaction
- Improve NPS and reduce churn with instant, expert-level support.
- Resolve issues faster—often during the first call or store visit.
- Happier customers through faster response times and improved issue resolution.

Empower Frontline Teams
- Provide L1 agents and store staff with root-cause analysis and actionable solutions in under 30 seconds.
- Deliver natural language guidance tailored for both customer service and engineering teams.
- Increased first-call resolution with virtual tickets triggered automatically when customers call.
- Enhanced quality of service (QoS) and a stronger brand perception.

Scale Expert Knowledge with AI
- Digitalize engineering know-how and scale it as operations grow.
- Use AI-driven RCA (Root Cause Analysis) and recommendations via a simple, intuitive interface

Streamline Engineering Workloads
- Reduce L2 support effort significantly.
- Enable better prioritization of network fixes with comprehensive insights.
- Improved operational efficiency and smarter task prioritization for engineering teams.

Key features

AI Care brings automation and intelligence to telecom operational processes, delivering faster, more accurate issue resolution while reducing manual workload. It seamlessly integrates AI capabilities into existing workflows to improve customer experience and operational efficiency.

Root Cause Finder
Instantly analyzes data such as customer identity, location, and issue type to determine the root cause and provide actionable recommendations.

Automated Health Index
Offers a 360° view of both customer experience and network performance at the time of the complaint, enabling precise diagnostics.

Auto-Close
World's first closed-loop automation for resolving technical issues—accurately and without manual intervention. Continuously trained by top engineers.

Natural Language Output
Delivers tailored recommendations:
in simple language for customer service agents to communicate with end users.
In technical detail for engineering and operations teams.

Ticket Analysis
Adds valuable context by identifying the most likely cause and improving resolution accuracy for incoming complaints.

Customer Survey Integration
Built-in feedback form allows care agents to capture customer sentiment directly within the application.

Action Manager
Automatically executes predefined actions or escalates issues, based on rules co-designed with engineering teams.

Proactive mode
Virtual customer complaint system - creates virtual tickets for customers experiencing problems. System monitors virtual tickets and depending on the type of issue and resolution, will either take action or continue to monitor the customer's experience.

TUPL | Operations made simple with AI

Business impact

4x more accurate diagnostics: drastically reduces customer complaints closed as "No Trouble Found" or "Not Enough Info."

78% ticket reduction at Level 2: empowers L1 teams and decreases operational load and support costs.

100x faster root cause identification: from 45+ hours to just minutes, enabling real-time response.

+10% device upselling potential: better FCR opens the door for more cross-selling and upselling interactions.

Up to +5 p.p. First Call Resolution: delivering answers within 50 seconds enhances NPS, customer satisfaction, and reduces costs.

Churn prevention: catching these churn-risks and take appropriate actions in advance, potentially creating enormous value.

100% consistency: removes variability linked to individual engineers' skill levels and experience.

Customer Care time savings: increase first call resolutions in customer care and decrease mean holding time.

90% of complaints resolved automatically: closed-loop automation cuts engineering time by at least 50% on remaining cases.

Fewer customer care calls: significant reduction as issues are solved prior to complaints.

TUPL | Operations made simple with AI