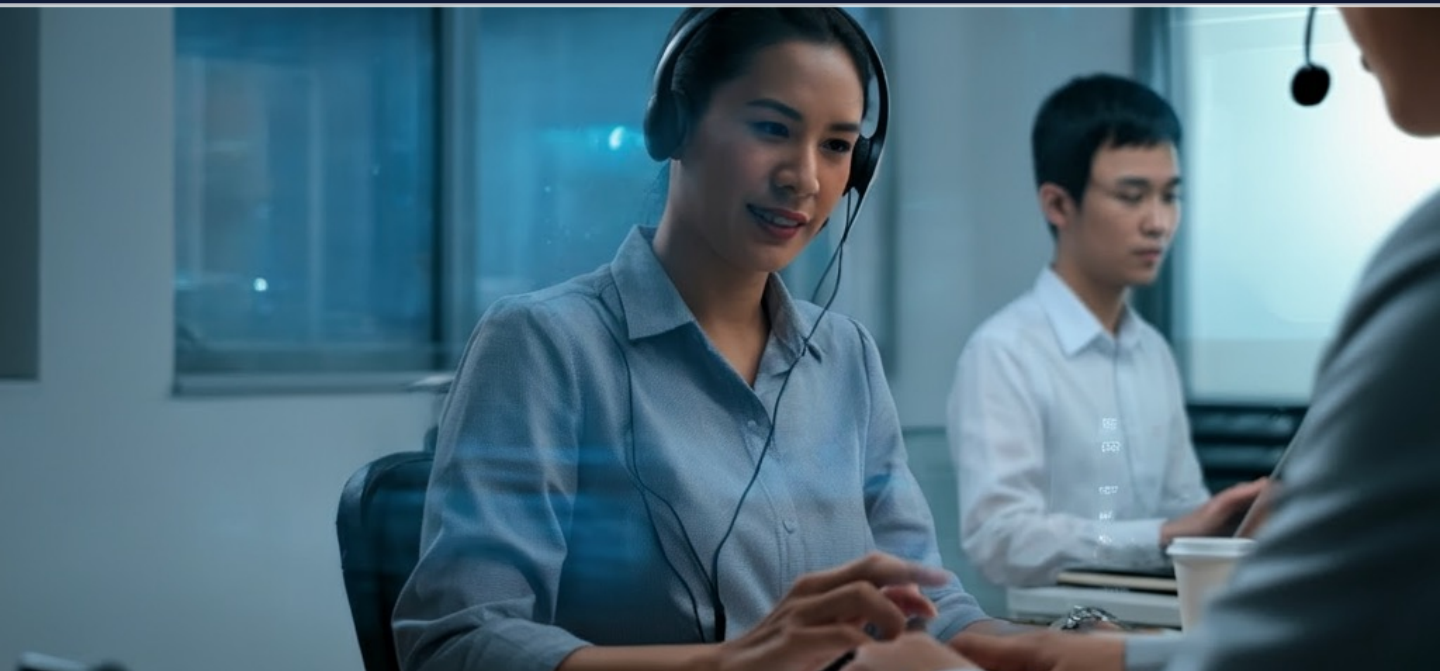# AI Care Suite

Boost Customer Satisfaction

AI CARE SUITE
Automated issue resolution

AI Care Suite is a modular suite of Predictive and Generative AI-powered solutions designed to work seamlessly together to transform how telecom and network service providers manage customer experience and operational efficiency.

By combining predictive AI decision-making with generative AI explanations, AI Care Suite enables operations teams to anticipate issues, respond faster and more accurately, and significantly reduce manual effort.

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 SUITE
Automated issue resolution

AI Care Reactive

Automates the analysis of customer complaints **after they occur**. It identifies root causes using real-time KPIs and incident data, significantly reducing the time agents spend on manual activities. When a customer files a complaint, AI Care applies specialized logic to determine the most probable cause and generates clear, actionable insights—accelerating diagnosis and resolution.

Modular Architecture

AI Care Suite is composed of three specialized modules, each targeting a specific stage of the customer care journey:

AI Care Proactive

Anticipates potential issues **before the customer experiences problems**. By combining predictive AI insights with automated diagnostics and resolution capabilities, it enables operators to detect, diagnose, and even resolve technical issues preventing service degradation.

AI Care NOW

Transforms frontline agents into **virtual telecom experts**, empowering them to efficiently handle customer complaints. It boosts agent productivity by reducing call handling times, typically delivering responses in under 25 seconds.

KEY BENEFITS

Boost Customer Satisfaction

By delivering instant, expert-level support, AI Care Suite helps improve **Net Promoter Scores (NPS)** and significantly reduce customer churn. Issues are often resolved during the very **first call** or store visit, minimizing customer effort and frustration. This leads to **faster response times,** more effective resolutions, and ultimately, happier customers who feel valued and supported throughout their service experience.

Empower Frontline Teams

AI Care Suite empowers Level 1 agents and store staff with **instant root-cause analysis** and actionable solutions—typically in **under 30 seconds**. It delivers natural language guidance tailored to both customer service and engineering teams, boosting first-call resolution through automatically triggered virtual tickets. This not only enhances quality of service (QoS) but also strengthens overall brand perception.

Scale Expert Knowledge with AI

AI Care Suite captures and digitalizes engineering know-how, making it scalable as operations grow. Through a simple, intuitive interface, it delivers AI-driven **root cause analysis** and actionable recommendations, enabling teams to resolve issues efficiently and consistently.

Streamline Engineering Workloads

AI Care Suite significantly **reduces the workload** on Level 2 support by providing comprehensive insights that enable smarter prioritization of network fixes. This leads to **improved operational efficiency** and empowers engineering teams to focus on the most impactful tasks.

KEY FEATURES

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

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

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

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

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

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

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.

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

USE CASE EXAMPLES

Maintenance activities	Detecting customer's degraded experience due to site maintenance activities.
Mobility	Ping-pong handovers pointing to coverage or site issues.
Performance	Chronic degradation of site KPIs or Alarms causing performance issues.
Leakage	Customer stuck in old technologies detection.
Coverage	Identify coverage holes on all technology bands based on customer location
Indoor device issue	Problems caused by incorrect setup or connection failures of indoor devices.
Provisioning conflict	Incorrect provisioning creates conflicts between nodes, devices, billing etc., causing service's failure.
Accounts–related issues	Idle profiles causing unnecessary usage of resources, as well as non-disabled accounts with payment issues causing revenue holes.
Missing service	Missing required configurations or incorrect setups in customer profile causing a specific service not to work.
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.