



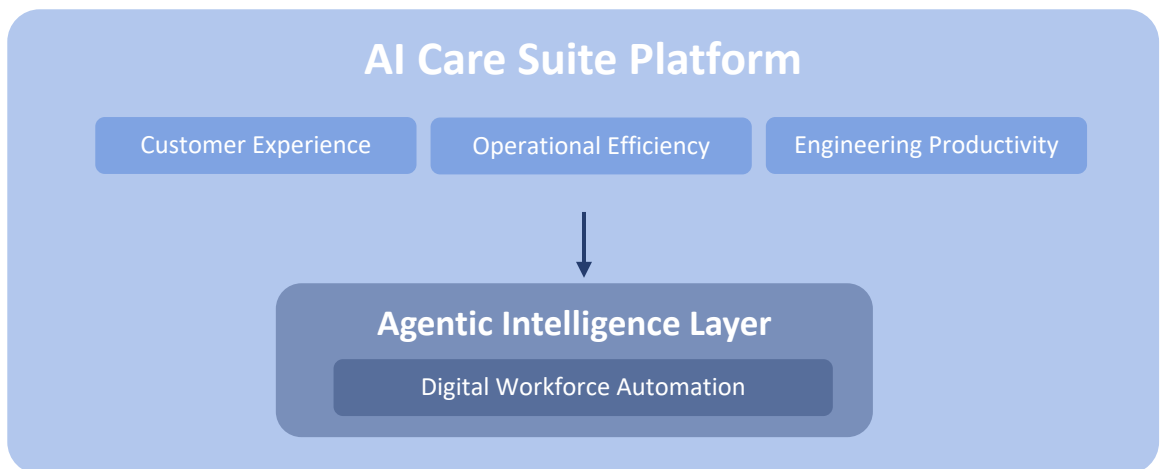
AI Care Suite

Agentic AI for Hyperautomated
Customer Care



Agentic AI for Hyperautomated Customer Care

The AI Care Suite is a modular, AI-driven platform designed to transform how telecom and network service providers manage customer experience, operational efficiency, and engineering productivity.



With **agentic intelligence**, AI Care Suite goes beyond predictive insights and generative responses. It becomes a **digital workforce** that continuously optimizes care operations, accelerates engineering tasks, and strengthens customer satisfaction.





Why AI Care Suite

The Agentic Layer: Autonomous AI for Telco

Unlike static automation or traditional rule-based logic, AI Care Suite agent supports engineering team and customer-facing operations by:

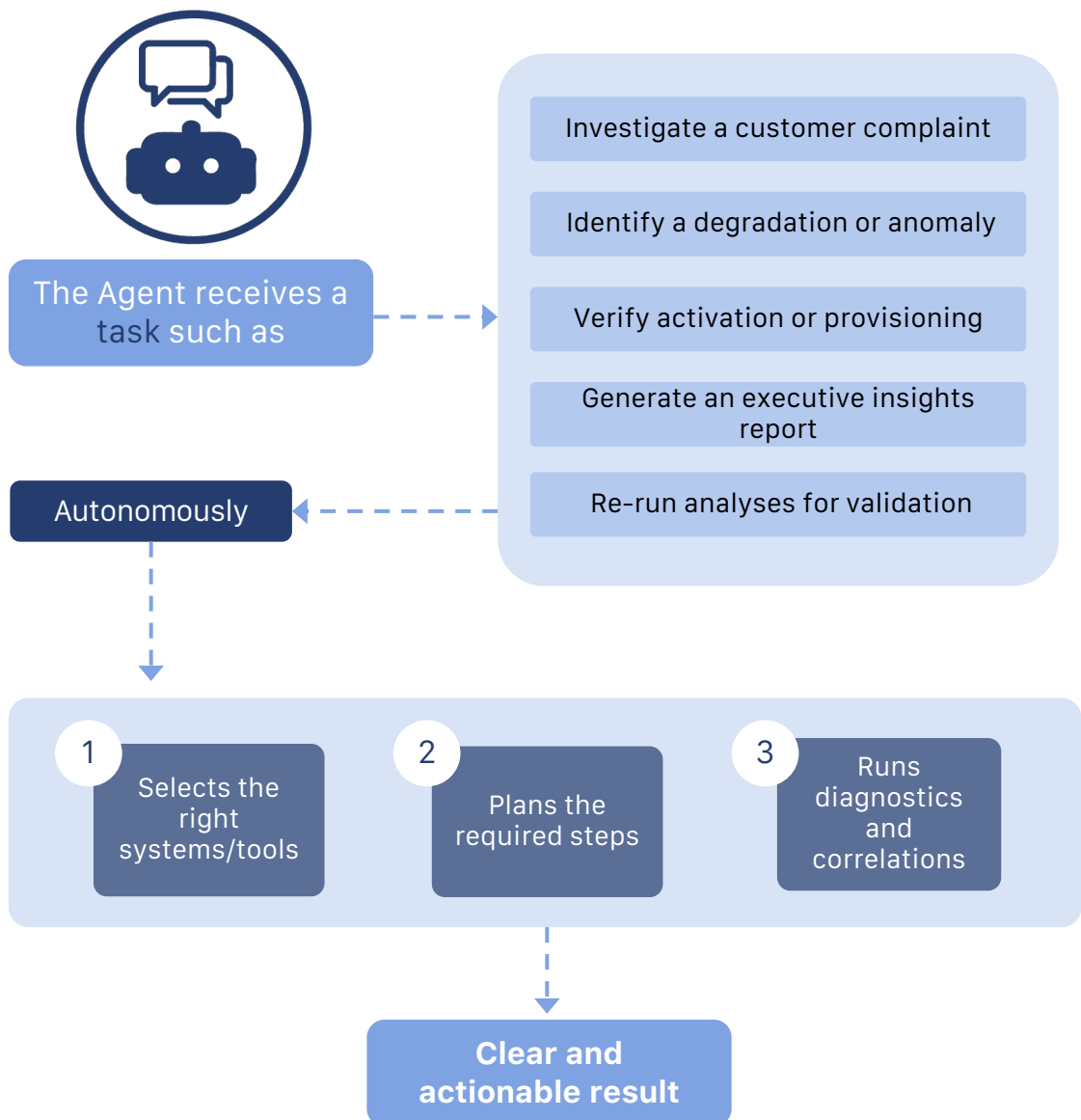
- Diagnosing customer-impacting issues including network ones
- Investigating cases not covered by predefined logic
- Correlating information across internal tools
- Acting as a digital co-workers that learn and scale over time
- Reducing L1/L2 manual workloads

The agent operates across the customer and network lifecycle, providing a new layer of intelligent automation that enhances, not replaces, human expertise.





How the Agent Works



This creates **hyperautomation**: complex workflows that previously required hours or days are completed in minutes with high consistency.

The AI Care Suite Modules



AI Care Autonomous

Agentic root-cause analysis and resolution for customer complaints



AI Care Proactive

Detect and resolve issues before customers experience them



AI Care NOW

Instant, expert-level support for frontline teams

AI Care Suite



When a customer complaint becomes a ticket, AI Care Autonomous:

- **Investigates the issue** using real-time KPIs and incident data
- Applies **agentic logic** to determine probable root causes
- **Reduces manual diagnostics** by L2 teams
- Generates **clear actions** for both care and engineering

This module transforms reactive care into rapid, automated resolution.

To identify early signs of potential issues before the customer experience problems, it:

- **Monitors** customer lifecycle indicators
- **Predicts** degradation and service risk
- Automatically **diagnoses** and **resolves** issues
- **Prevents** complaints, escalations, and churn

It closes the loop between prediction and preventive action.

With natural language outputs enhanced by agentic reasoning, it:

- Delivers **responses** in under **25 seconds**
- Guides agents with **accurate, simplified explanations**
- Boosts **first-call resolution**
- **Reduces escalations** and time spent per customer

AI Care NOW transforms frontline interactions into expert-led experiences.





Key Benefits

Boost Customer Satisfaction

Agentic AI provides instant, expert-quality guidance, reducing effort, improving NPS, and enhancing customer trust.

98% of the issues are resolved during the first-call resolution.

Empower Frontline Teams

L1 agents and store staff receive accurate diagnostics and actionable steps, typically in **<30 seconds**, enabled by autonomous agents and natural language outputs.

Scale Expert Knowledge

Engineering insights are digitized and amplified through **agentic workflows**, ensuring consistent, high-quality outcomes as operations grow.

Streamline Engineering Workloads

Level 2 support benefits from automated diagnostics, prioritization, and cross-system correlations, **reducing manual tasks and time to resolution.**





Agent layer - Key Capabilities



Cross-System Data Correlation

Agent accesses multiple internal applications simultaneously, combining fragmented information into unified analyses.



Autonomous Troubleshooting & Verification

Coverage checks, provisioning validation, service status, roaming conditions, performed proactively or on-demand without human intervention.



Automated Report Generation

Agent creates metrics-rich, chart-enhanced executive reports, instantly exportable as PDFs.



Hyperautomation of Engineering Workflows

From ticket routing to network impact analysis, agentic orchestration compresses multi-day tasks into minutes.



Scalable & Extensible Architecture

New tools, data sources, and workflows can be added as operational requirements evolve.





Key Features

Root Cause Finder

Instant agentic root-cause analysis across customer identity, location, and issue type.

Ticket Analysis

Enhances complaints with predicted causes and corrective recommendations.

Automated Health Index

360° view of customer experience + network conditions at the moment of the complaint.

Customer Survey Integration

Real-time sentiment input enhances root-cause and satisfaction modeling.

Auto-Close

World's first closed-loop resolution engine: validates, verifies, and closes issues autonomously.

Action Manager

Executes predefined actions or escalates issues based on engineering rules.

Natural Language Output

Clear explanations for agents; technical detail for engineering teams.





Business Impact

95%

Ticket Avoidance

Anticipate and resolve issues before they demand support.

98%

Reduction in Issue-Resolution Time for Frontline Teams

Natural language guidance + agentic diagnostics = rapid first-call resolution.

50%

Reduction in L2 Tickets

Proactive detection and automated root-cause identification streamline engineering workloads.

100%

Consistent Customer Experience

Every customer receives standardized, expert-level guidance.





About Tupl

Tupl is the AI hyperautomation company that simplifies and automates complex telecom operations at scale.

Powered by **TupIOS**, our AI-native enterprise automation platform, we bring Telco experts and AI agents together in a unified, governed ecosystem to co-create intelligent automation. This empowers operators to streamline NOC processes, accelerate troubleshooting, streamline network performance, improve customer experience, and drive end-to-end operational efficiency.

