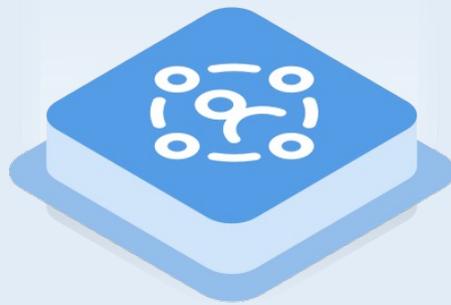


TUPL AI CARE

Reacting much quicker to customers' issues,
even before they complain.



Reactive & Proactive issues resolution

AI Care automates the expert engineering process. All data sources are integrated, and specialized logic is used to determine the most probable cause behind the complaint.

AI Care provides a natural language response that includes recommendations for the CS agent and a technical description for the engineering and operations teams.

AI Care_Proactive mode monitors the subscriber's experience in near real-time to detect service impacting issues. When an issue is detected, it creates a virtual ticket and, when possible, resolves the issue. When the issue cannot be resolved immediately, action recommendations can be forwarded to engineers for final decisions.

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

Before Tupl AI Care



Customer contacts
support



100+ engineers take 48hrs to
find the issue



Support awaits feedback from
network engineer



Customer is tired and
frustrated

AI Care: Key benefits

- Digitalizes your expert knowledge.
- Scales and enhances engineering knowledge through AI as operations grow.
- AI automates Root Cause Analysis and action recommendations through simple User Interface (UI) screens.
- Faster response to customer results in increased customer satisfaction
- More comprehensive root cause helps prioritize fixes in the network
- Saves effort (time) on troubleshooting Engineering cases



Customer contacts
support



Tupl finds the problem
and provides a resolution



Support checks Tupl
Dashboard for diagnosis



Customer gets clear
answers from you

With Tupl AI Care

Before Proactive AI Care



Customer contacts support



Tupl Support Checks Tupl dashboard for diagnosis



Customer is contacted again to resolve issue

Proactive AI Care: Key benefits

- ⦿ Happier customers.
- ⦿ Improved response time to issue resolution.
- ⦿ Increased 1st call resolution with virtual tickets that pop up when customer calls.
- ⦿ Improved efficiency and prioritization of engineering tasks.
- ⦿ Improved QoS and enhanced perception of brand.

With Tupl Proactive AI Care



Only 1 out of 26 customer actually complain



PaC captures the issues and rootcauses them automatically



Customer issues resolved or never experienced



TUPL AI CARE
is Intelligent Process Automation applied to Telecom Operational processes by leveraging TupIOS AI Engine.

Key features

- ⦿ **Automated Health Index:** 360-degree view of customer and network performance at the time of the complaint.
- ⦿ **Auto-Close:** world's first closed-loop automation for technical customer issues; accuracy training by the best engineers.
- ⦿ **Natural language output:** including recommendations for CS agents to share with end-customers! And detailed ones for engineers
- ⦿ **Action Manager:** Capable of triggering automated actions, defined together with the customer engineers. Additionally, generates or escalates service requests.

+ 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.

Business impact

4 x more accurate - reducing the number of Customer Complaints closed as “No Trouble Found” or “Not Enough Info”

100 x faster response to the customer - providing the root cause in minutes vs 45+ hours

90% of complaints resolved automatically in closed-loop operation and with a reduction of engineering time in at least 50% of the remaining cases

100% consistency - reducing dependence on the different experience and skills of various engineers

+ Proactive mode

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

Fewer customer care calls: Significant reduction as they are solved prior to complaints.

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

