

Amdocs amAlz The only industry TelcoGPT platform

Service Providers in the Gen AI Era

In today's fast-paced digital environment, Service Providers (SPs) face numerous challenges. They must deliver a seamless customer experience, optimize network performance, and continuously improve their internal operations to stay ahead of the competition. Traditional AI solutions have undoubtedly brought significant advancements, but they often fall short in fully understanding and generating contextual, human-like responses. This is where GenAI comes into play.

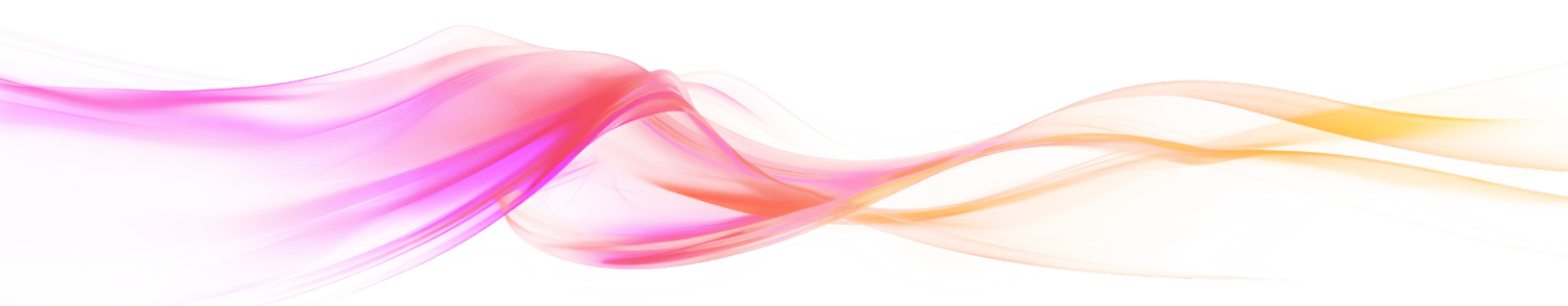
Amdocs approach to Gen AI for Telecommunications Industry

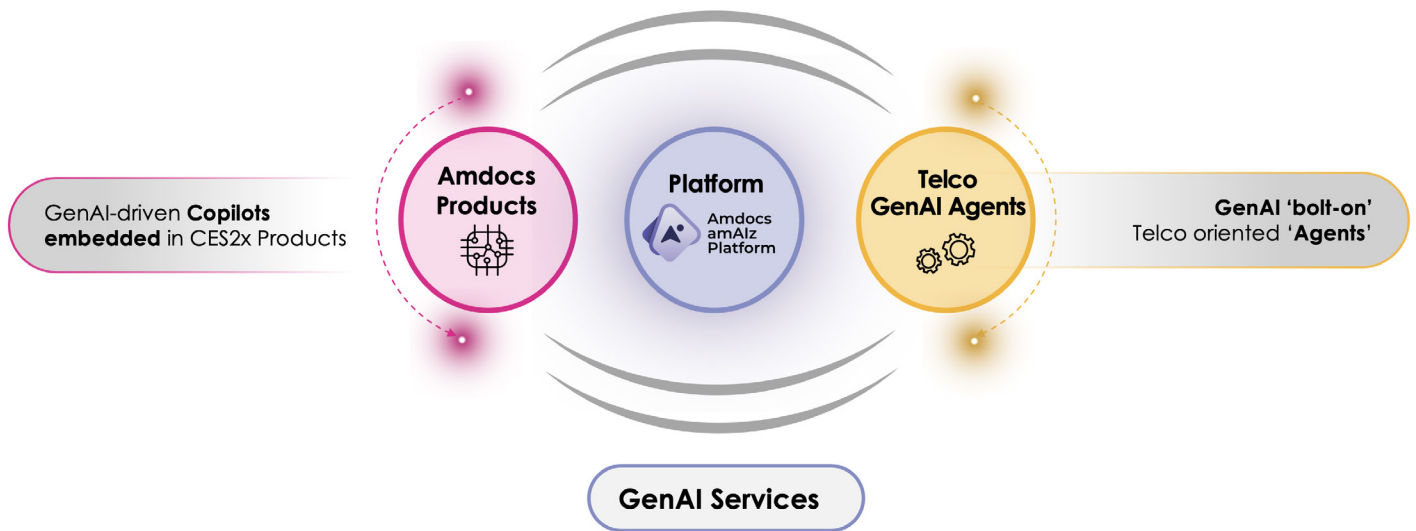
Amdocs amAlz is the foundation for the transformative potential of GenAI for CSPs – an enterprise-grade generative AI platform designed exclusively for telecommunications. amAlz empowers Telcos to revolutionize their operations, fuel innovation, and redefine customer engagement in the digital age on every aspect of their BSS/OSS and Network technologies.

90% of service providers believe Generative-AI is critical for achieving business goals but see significant challenges with implementation (Analysys Mason-Amdocs research, Mar.24).

Amdocs has solved this with Amdocs amAlz.

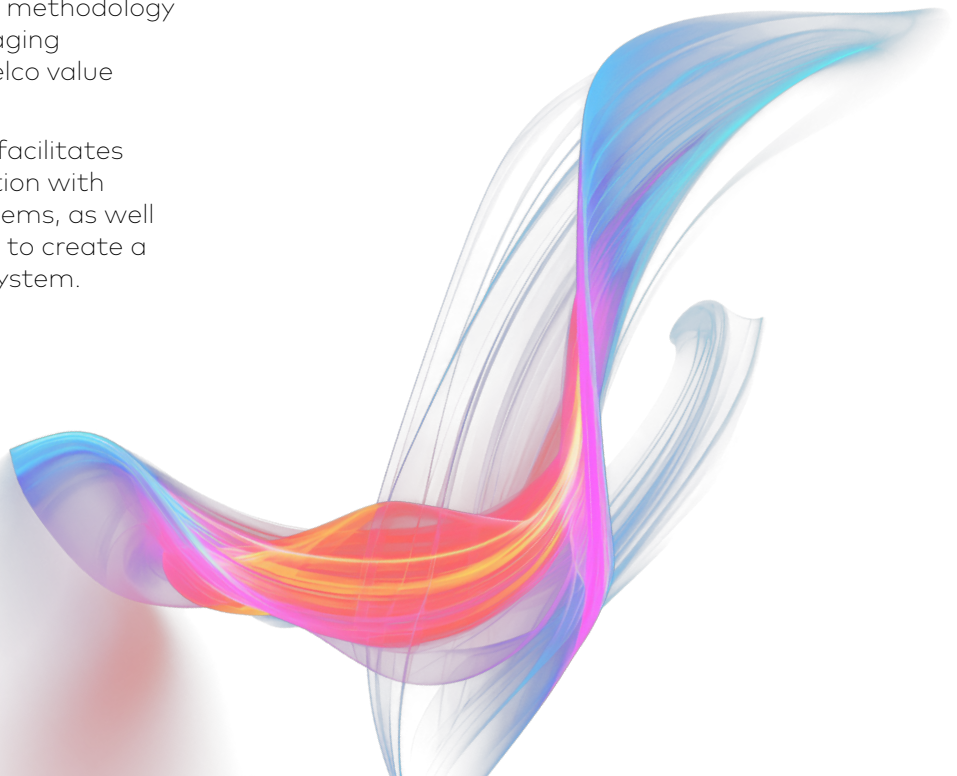
"Amdocs' amAlz platform goes beyond the realm of hype, offering substantive GenAI capabilities. This platform encompasses an array of use cases and templates that span internal operations and customer-facing domains" – **IDC analyst Ahmad Latif Ali.**



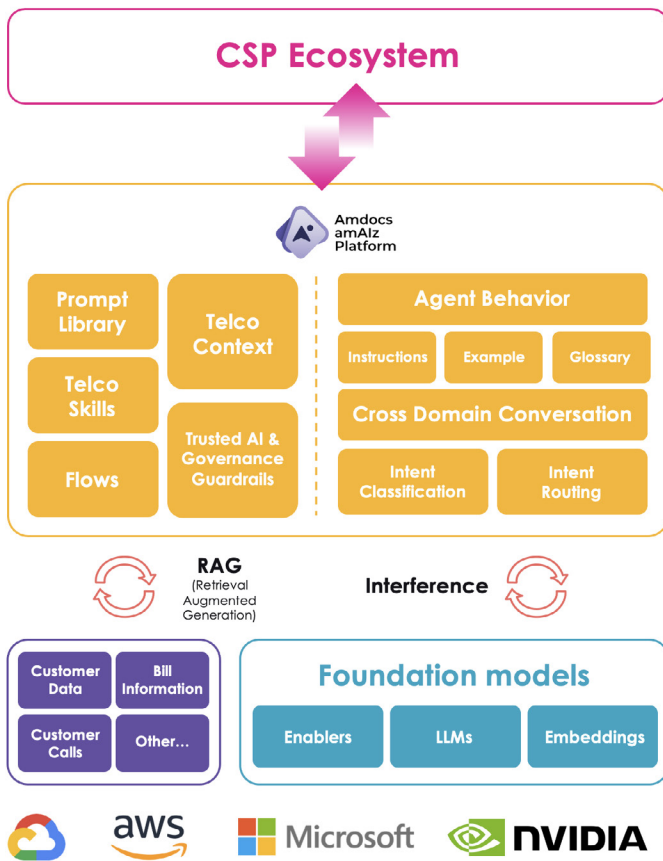


Some of the key benefits of amAlz are:

- **Telco-specific taxonomy:** amAlz leverages a comprehensive and domain-specific vocabulary and ontology that captures the nuances and complexity of the telecommunications industry, enabling more accurate and relevant generative AI outputs.
- **Governance and compliance:** amAlz ensures full transparency, traceability, and auditability of the generative AI processes and outcomes, as well as adherence to ethical and regulatory standards, such as data privacy and security.
- **Framework and methodology:** amAlz provides a robust and scalable framework and methodology for developing, deploying, and managing generative AI solutions across the telco value chain, from ideation to production.
- **Ecosystem and integration:** amAlz facilitates seamless integration and collaboration with existing BSS/OSS and network systems, as well as external partners and platforms, to create a holistic and agile generative AI ecosystem.
- **Personalization:** allows telecom providers to tailor packages based on their customers' specific needs and usage patterns, ensuring a deep understanding of user requirements and delivering optimal solutions, while also offering proactive solutions such as automatic router restarts to ensure seamless service.
- **Multilingual:** seamlessly switch between languages and modes—whether it's text, audio, or video—enhancing your communication and accessibility.



amAlz High Level Blueprint



Behind the scenes, amAlz Agents also streamline back-end operations, simplifying intricate processes, accelerating workflows, and increasing automation – all while integrating smoothly with your existing systems.

Born and raised in the Amdocs ecosystem, amAlz Agents are more than just another GenAI tool – they're your partners in growth. They've already unlocked the potential of GenAI into practical, awe-inspiring outcomes that expand what's possible in telecom operations.

See some of Amdocs amAlz Platform Agents KPIs

Problem Resolution & Customer Satisfaction:

- Average handling time – ~9 minutes reduction
- NPS – 49% improvement
- Repeated Calls – 50% reduction

GenOps:

- +60% cost reduction
- Up to 30% improved accuracy
- Up to 80% improved latency
- Automates CSPs tasks to provides intelligent recommendations and close-loop activities.
- Across multiple telco domains (telco workflows automation)

amAlz GenAI Agents

Amdocs amAlz Agents represent a groundbreaking leap forward in telecom tech. This GenAI-powered partner is a force multiplier that leverages telco-specific expertise across a wide scope of tasks and responsibilities.

From day one, amAlz Agents take you one step ahead in every aspect of your operations. These GenAI agents seamlessly automate complex processes, dramatically reducing costs while enhancing accuracy and speed. Customer interactions are boosted, with shorter handling times, fewer repeated calls, and improved satisfaction scores.

With amAlz Agents, you're not just adopting the most advanced technology on the market; you're implementing a solution that has already demonstrated its power to elevate businesses. Experience the next-level of innovation with amAlz Agents – where field-proven innovation meets performance, setting a new amazing standard in telecom excellence.

Partners

Amdocs amAlz platform is built in strong collaboration with GenAI industry leaders Microsoft, NVIDIA and AWS, combines carrier-grade architecture, leveraging hyperscalers and open-source technology with large language models (LLMs) embedded into monetization, experience, business, and operational systems.

This enables CSPs to benefit from the immense potential of GenAI while providing cost-effective token consumption due to predefined, accurate, telco-specific capabilities



"Amdocs has taken major steps to flesh out its vision with a solid road map of real-world GenAI use cases in both network operations and customer-facing applications. Partnering with the clear leader in AI and GenAI will provide a significant boost to Amdocs' amAlz platform" – **John Byrne, IDC.**

To learn more about Amdocs amAlz Platform the only industry TelcoGPT platform, visit our [website](#).

