AUTOSPHERE

TELECOM CONTACT CENTER AUTOMATION

M.M.

AUTOSPHERE

INTRODUCING AUTOSPHERE

Autosphere is an advanced telecom automation platform that enables the automation of manual, repetitive and rule-based tasks. Automations deployed through Autosphere can take care of such tasks and thereby improve productivity, service delivery and efficiency.

## AUTOSPHERE POTENTIAL WITHIN TELECOM INDUSTRY

There are several processes in the telecom industry that can be automated, such as: service fulfilment, service assurance, billing, revenue management and many more. Autosphere enables telecom companies to deal with any rule based operational process - so you and your teams can focus on more meaningful work.

There are four areas primed for automation where Autosphere can make a huge difference.

ACCOUNT MANAGEMENT

Enable transparent and agile account management
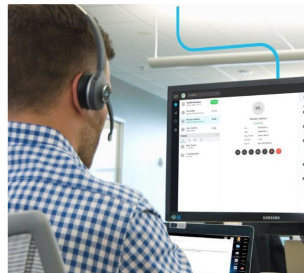
CONTACT CENTER

Drive higher customer satisfaction

NETWORK OPERATIONS

Strengthen and support network operations

BUSINESS SUPPORT FUNCTIONS

Streamline the functions which include:
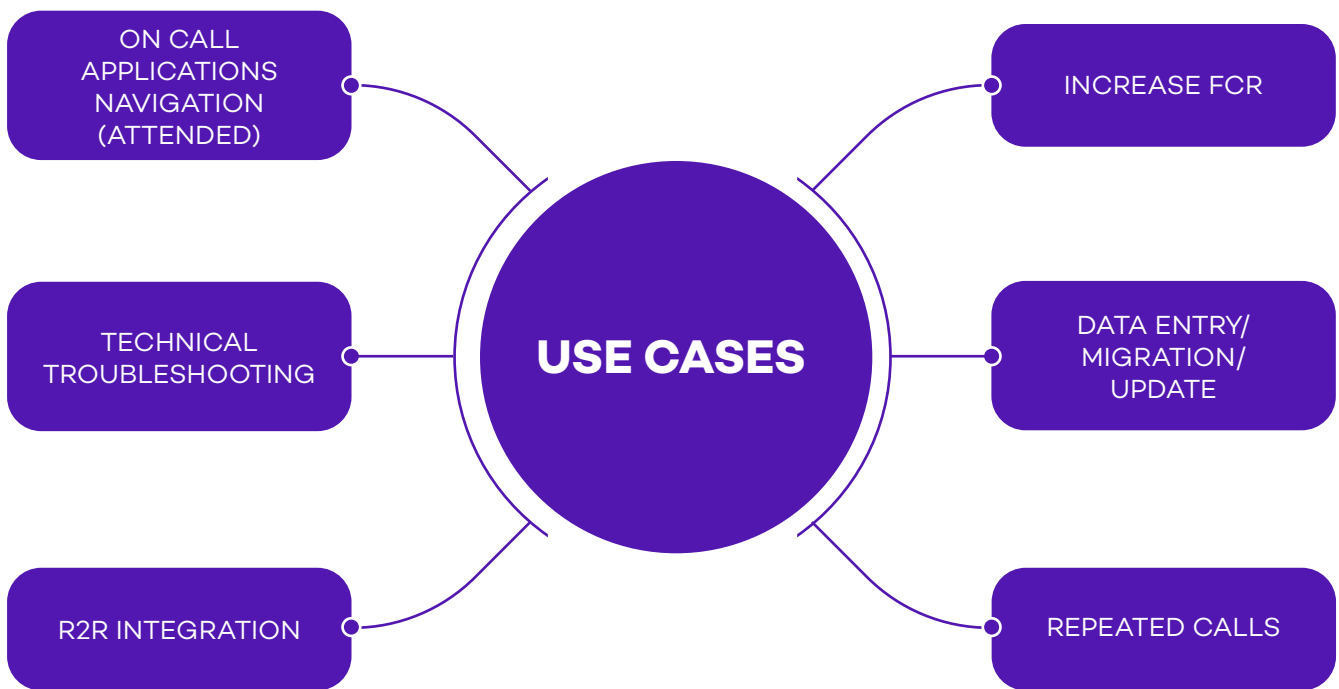-HR
-IT
-Finance & Accounting

Autosphere is so flexible that you can enjoy the benefits of automation right away. It takes care of all the heavy-lifting for you and there's no need to make costly and lengthy changes to your existing infrastructure.

TELECOM CONTACT CENTRE OPERATIONS WITH AUTOSPHERE

Customer experience is vital and in in an effort to manage this, telecom companies operate some of the largest call centers in the world. The contact center has to deal with many repetitive tasks which are essential but often do not involve much decision-making.

Contact center agents have to deal with multiple applications and web portals as customer data is often siloed across many different systems.

Autosphere can quickly help to aggregate customer data from multiple sources and provide a 360-degree view of the customer. Furthermore, it improves customer experience and optimises workforce utilization.

USE CASES

- ON CALL APPLICATIONS NAVIGATION (ATTENDED)
- TECHNICAL TROUBLESHOOTING
- R2R INTEGRATION
- INCREASE FCR
- DATA ENTRY/ MIGRATION/ UPDATE
- REPEATED CALLS

CONTACT CENTER PROCESS AUTOMATION CHART

Legend:
- 🟧 OCR/Structures forms
- ⭐ AI, ML, NLP, NLG
- 🟣 Autosphere

Contact center	Automation	Solution
Technical support /Help desk	High	🟣
Sales and customer acquisition	Medium	🟣 ⭐
After sales support	Medium	🟣 ⭐
Query resolution	Medium	🟣 ⭐
Welcome calls	Low	
Pre-paid/Post-paid ordering and activation	High	🟣
Device related troubleshooting	High	🟣
Billing inquiries	High	🟣
Service inquiries	Medium	🟣 ⭐
Subscription services	High	🟣
Technical support and repairs	High	🟣
Warranty support	High	🟣
Cross-selling and up-selling	High	🟣 ⭐
Disaster recovery support	Low	
Number porting requests	High	🟣
Coverage area questions	Medium	🟣 ⭐
Lost sim resolutions	High	🟣
Cancellation requests	High	🟣

CONTACT CENTER METRICS THAT AUTOSPHERE IMPACT

FTE/Cost savings (workforce utilization)

Average Call length

Waiting Time

Agent Utilization

Average After call worktime

Troubleshooting time

Time to train new agent

Customer Experience

Average Call Length

Waiting Time

Average Resolution Time

Customer Fault rate (Trouble Tickets Per Customer)

Troubleshooting time (Pre check NMS info for service account)

Repeated calls

Service Request Resolution Rate

Average Resolution Time

Trouble Clearing Rate

Troubleshooting time

First call resolution rate

Call drop rate

USE CASE – REPEATED CALLS

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PROBLEM

There are instances where a customer is required to repeat details of their issue to various agents until a solution to the problem is reached. This results in a frustrated customer, increased turnaround time and average call duration.

THE SOLUTION

Autosphere can keep track of the progress on a specific problem, without having to monitor multiple applications. During a call, Autosphere can highlight recent interactions and load details with a single click. With this, an agent does not need to ask for the same details over again.

OUTCOME

Improved customer experience

50% decrease in average call duration

Customer calls contact center from registered number

Robot checks for active and in processorders/SR's

Recent order or SR's found
- NO
- YES → Popup escalated orders/SR's

Agents clicks for more details
- YES → Robot fetches the details for escalated SR's/ Orders from CRM
- NO
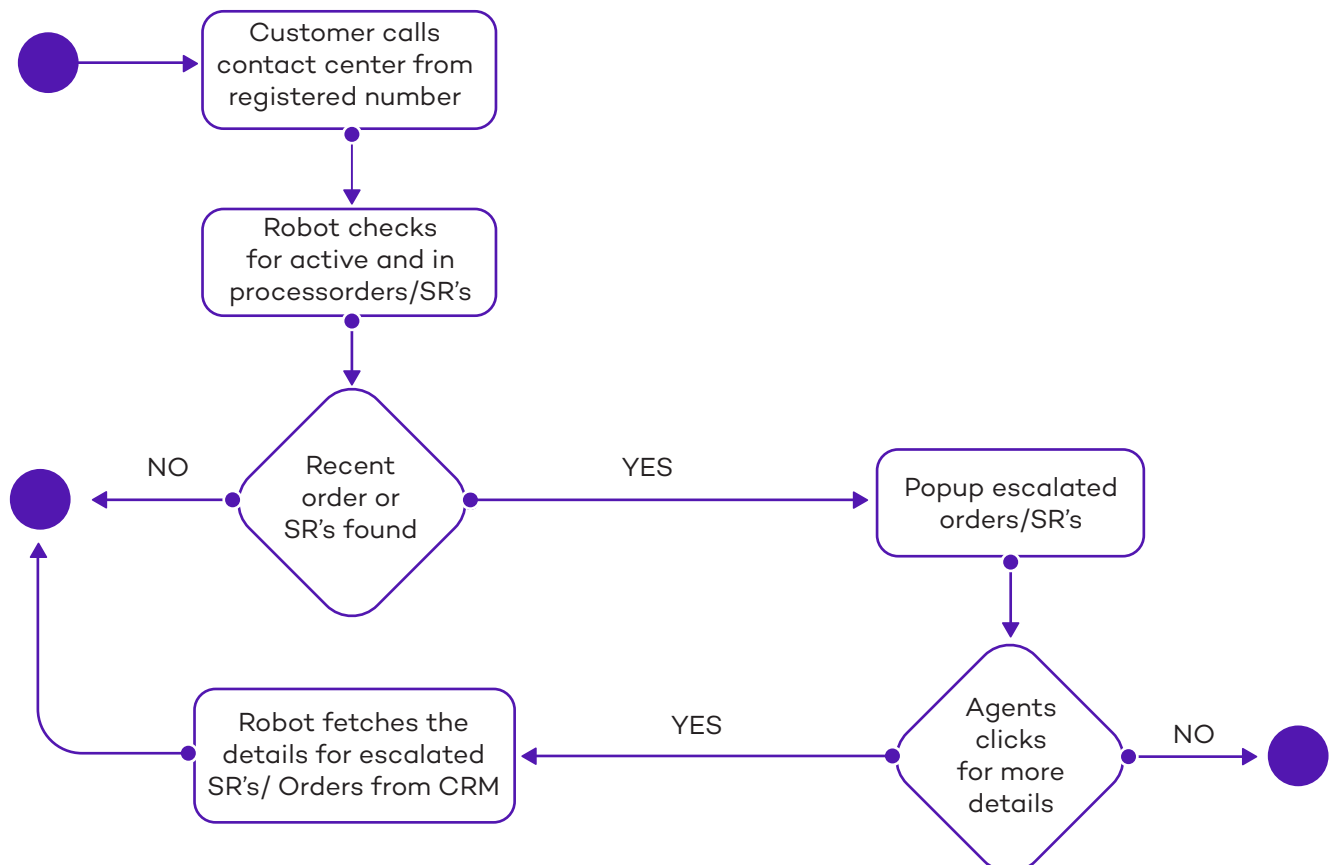
USE CASE - CONTACT CENTER APPLICATIONS NAVIGATION

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PROBLEM

Most call center agents require training on how to use multiple systems. In normal operations, they need to constantly switch between these systems which can negatively impact customer experience, increase the overall call duration and potential for errors as operators often need to copy and paste information between different applications and systems.

THE SOLUTION

Autosphere gets all relevant information regarding the customer and products, from multiple systems and displays them on a single form.

The operator can update or take actions with a single click and Autosphere will take care of filling the information to all the dependent systems.

OUTCOME

60% decrease in average handling time.

90% error reductions