AUTOSPHERE

TELECOM ACCOUNT MANAGEMENT

M.M.

INTRODUCING AUTOSPHERE

Autosphere is an advanced telecom Automation Platform that delivers automation of manual, repetitive and rule-based tasks. Automations deployed through Autosphere can take over such tasks hence improve productivity, service delivery and efficiency.

## AUTOSPHERE POTENTIAL WITHIN TELECOM INDUSTRY

There are several processes in telecom industry, e.g. service fulfilment, service assurance, billing, revenue management and many more that can be automated through Autosphere.

There are four areas primed for Automation where Autosphere can add value.

ACCOUNT MANAGEMENT

Enable transparent and agile account management
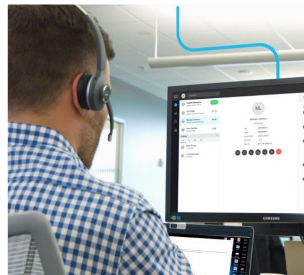
CONTACT CENTER

Drive higher customer satisfaction

NETWORK OPERATIONS

Strengthen and support network operations
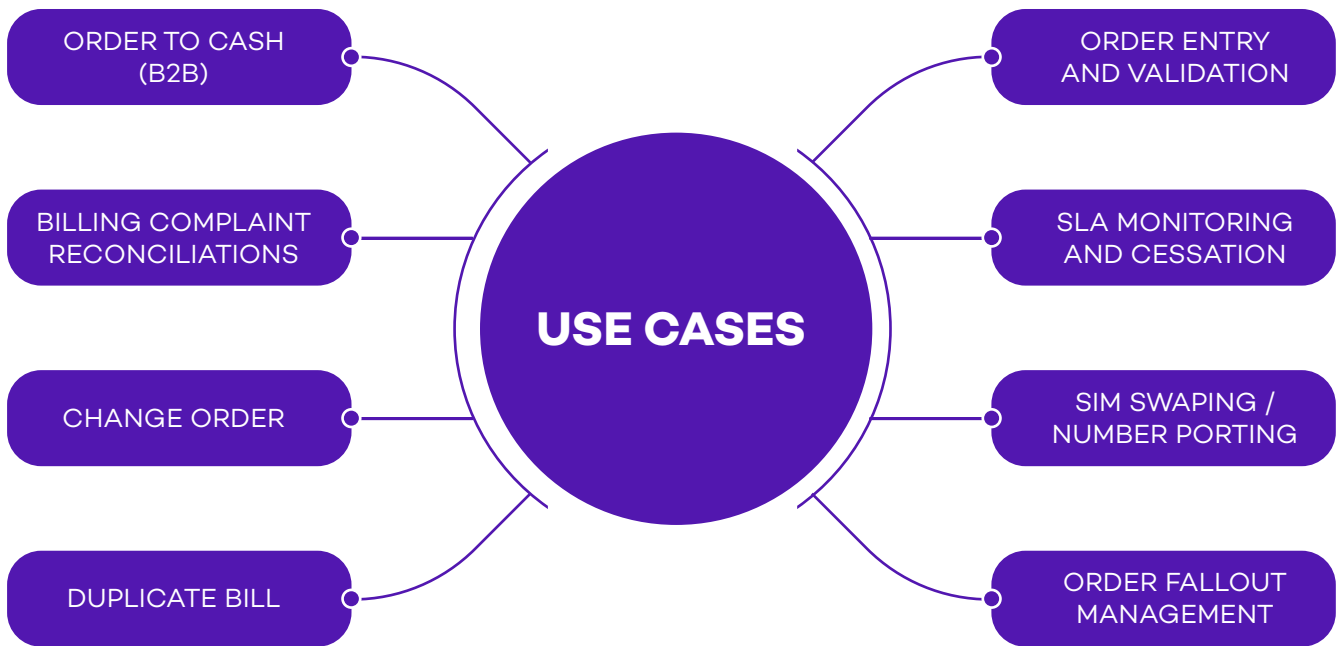

BUSINESS SUPPORT FUNCTIONS

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

Because of the flexibility offered by Autosphere telecom sectors can start their automation journey right away without effecting any of their underlying infrastructure.

TELECOM ACCOUNT MANAGEMENT WITH AUTOSPHERE

Telecom lead –to cash cycle is ideal candidate for Automation because it involves repetitive manual tasks being performed by humans that are error prone. Generally, there are multiple systems for different functions that limit visibility into transactions because of silos.

Autosphere can take over time consuming, repetitive and error-prone business tasks within your existing lead-to cash process.

USE CASES

- ORDER TO CASH (B2B)
- BILLING COMPLAINT RECONCILIATIONS
- CHANGE ORDER
- DUPLICATE BILL
- ORDER ENTRY AND VALIDATION
- SLA MONITORING AND CESSATION
- SIM SWAPING / NUMBER PORTING
- ORDER FALLOUT MANAGEMENT

ACCOUNT MANAGEMENT PROCESS AUTOMATION CHART

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

Order management	Automation	Solution
Order entry	High	🟧 🟣 ⭐
Order validation	High	🟣
Service testing	High	🟣 ⭐
Service activation	High	🟣
Credit check process	High	🟣 ⭐
Feasibility check	Low	
Address validation	Low	
Circuit testing	Low	
Logical provisioning	Medium	🟣 ⭐
Directory services	High	🟣

Billing	Automation	Solution
Pre/Post bill check	High	
Payment and collections services	Medium	🟣
Bill generation	High	
Bill invoicing	Medium	🟣
Interconnect billing	High	
Bill inquiries	High	🟣
Manual bill consolidation	High	
Bill rating & CDR correction	High	🟣
Recievables management	High	
Collection & posting	High	🟣

Billing	Automation	Solution
L1/L2 support	Low	
Incident management	Medium	🟣 ⭐
Trouble ticket creation	Medium	
Fault Diagnosis	High	🟣
Track & manage ticket upto closure	High	
Quality of service management	High	🟣
Service level agreement monitoring	High	

ACCOUNT MANAGEMENT METRICS
THAT AUTOSPHERE IMPACT

Customer Retention

- Order Fallout Management Time
- Activation time of service
- Product delivery time
- Malfunctioning rate of service delivery
- Repair time for Services

Revenue Growth

- Number of Gross Activations
- Order fallout Management Time
- Customer Upsell
- Revenue per customer
- Book to bill ratio
- Revenue per channel
- Volume of SLA penalty
- Churn rate

Subscriber acquisition cost

- Activation time of service
- Product Service Delivery
- Cost
- Order Fallout Percentage

Customer experience

- Activation time of service
- Product Delivery Time
- Order Fallout Percentage
- Malfunctioning rate of service delivery
- Repair time for services

USE CASE – ORDER FALLOUTS MANAGEMENT THROUGH AUTOSPHERE

AUTOSPHERE

PROBLEMS

An order fallout occurs due to non-scalable systems, inconsistent data, and incomplete processes. Fallouts result in customer churn, degradation of service offerings and bad customer experience. In some cases, Telecom operators have implemented first layer of automation for managing fallouts, but in several cases, fallouts are still being manually handled even with management systems.

THE SOLUTION

Autosphere bots used to monitor, handle, escalate fallouts in real-time.

The bots are trained to handle / resolve most common exceptions in case of fallouts. If robots cannot understand the fallout it can escalate the request to the relevant team.

OUTCOME

60% FTE reduction

70% decrease in average handling time.

80% error reductions

Enrichment of services

COM

ROM

SOM/TOM

Fulfillment of services

Fallout

AUTOSPHERE

RPA FALLOUT MANAGEMENT

Fallout

SRM inventory

AUTOSPHERE

RPA FALLOUT MANAGEMENT

ERP inventory

OSS

Network

USE CASE - NUMBER PORTABILITY THROUGH AUTOSPHERE (DONOR NETWORK)

AUTOSPHERE

PROBLEMS

- Order download from portal
- Porting request verification
- Search & verify portable area
- Order creation in legacy systems.

THE SOLUTION

Autosphere can Automate

- Order fetching from MNP CRDB portal.
- Searching and data aggregation from various web & Citrix based applications
- Automated order entry in legacy systems

OUTCOME

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70% decrease in average handling time.

80% error reductions

Robot will fetch the order from portal (CRDB)
→ Get porting number count
→ Validate request & check eligibility
— No → Reject for ATN/MSISDN
— Yes ↓
Validate billing & security deposit has been paid?
— No → Reject for ATN/MSISDN
— ↓
Accept request (CRDB) → Check & confirm for new routing data in CRDB → Push order in client application
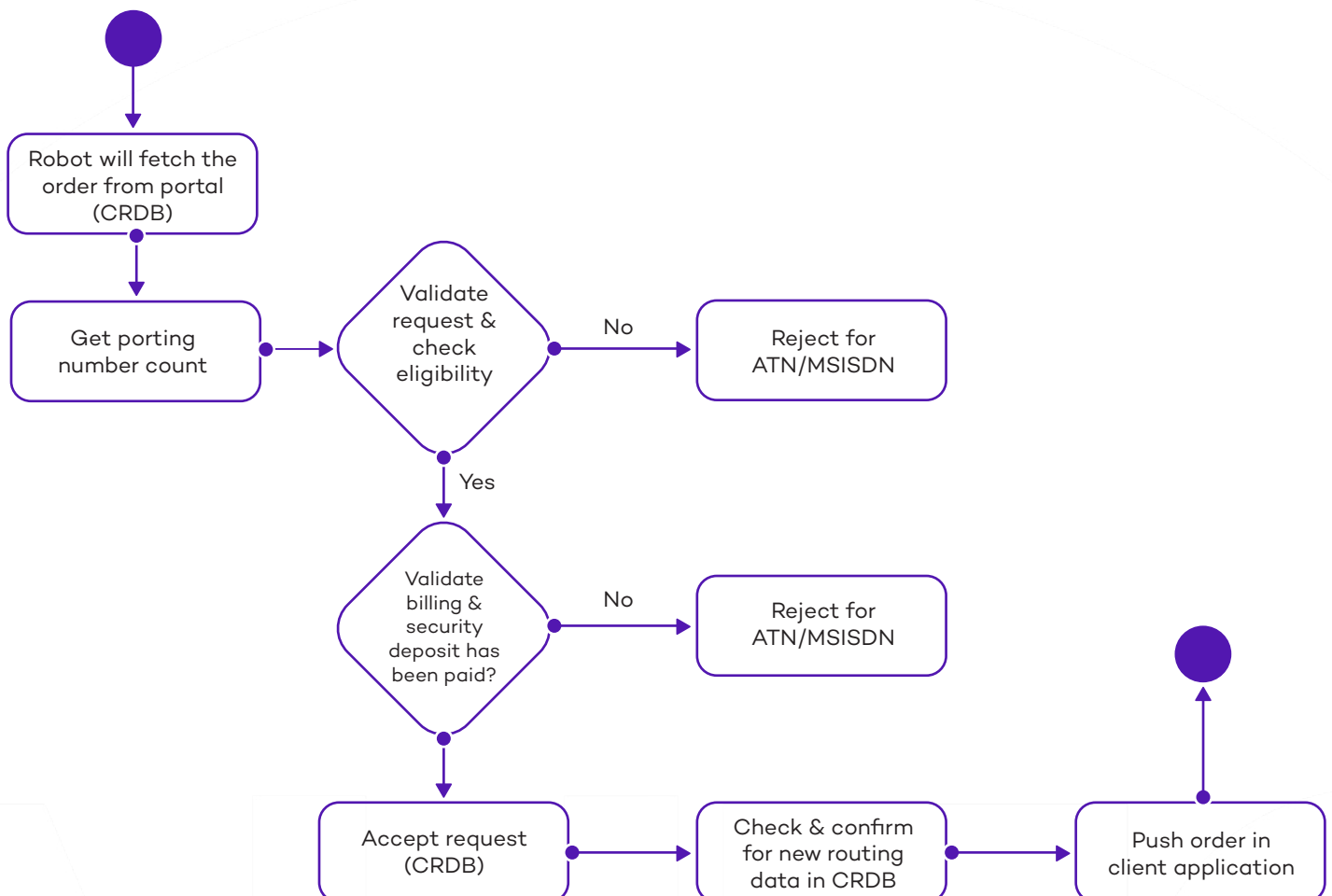
USE CASE – CESSATION REQUEST THROUGH AUTOSPHERE

AUTOSPHERE

PROBLEMS

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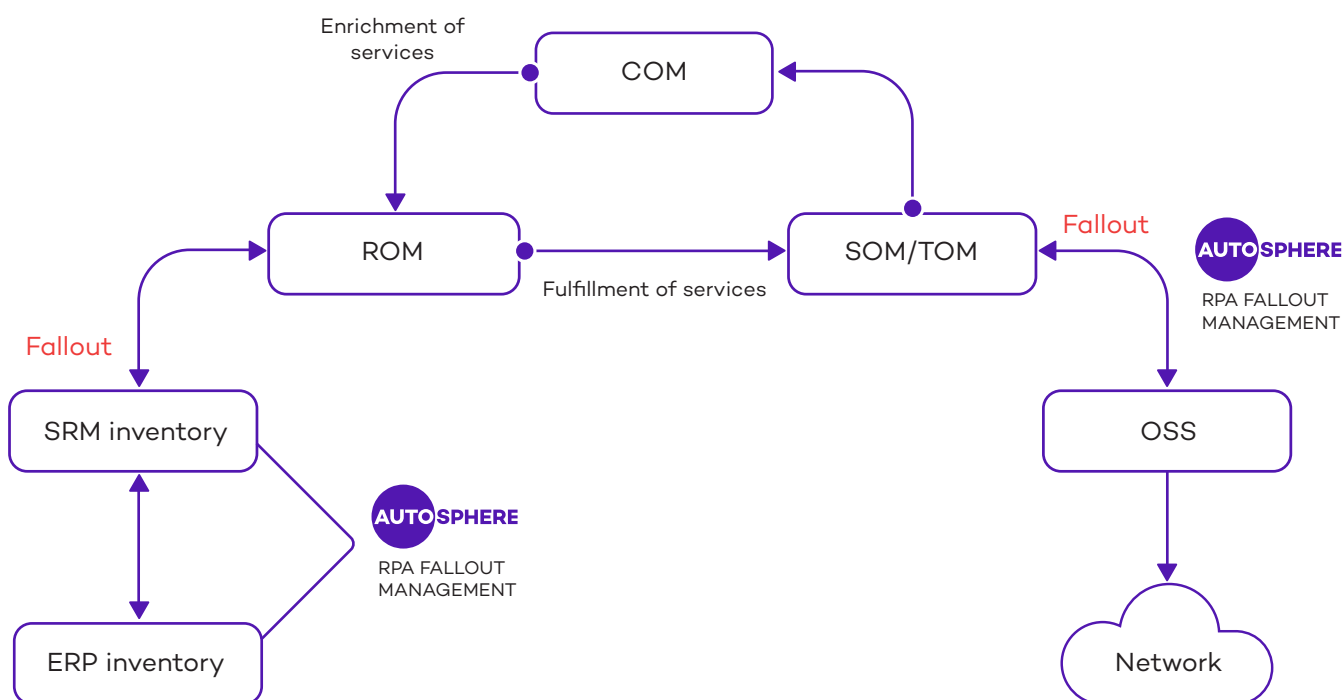
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Robot logs in URMS to check for cessation request

Cessation request found? — No → Log out of system check again after 1 hour

Login to CIM portal

Search user details

User offered retention package? — No → Offer customer retention package

User offered retention package? — Yes → Check if customer paid last bill?

Check if customer paid last bill? — Yes → Prepare cessation service order in URMS

Check if customer paid last bill? — No → Email customer for payment on remaining balance

Checkout request