Telecom Needs Efficient Device Management

Mobile devices are overwhelming networks
- Wireless carriers have to support 2B+ handsets globally
- Market research has indicated 10B+ devices in the future

Efficient device handling is required
- Major handling costs are from NTF (No-Trouble-Found)/TOK (Tested OK) unnecessary returns
- Industry wide multi-billion dollars are incurred annually

AI based NTF control and reduction are needed
- With the multitude of APPs, NTF problems are growing
- Device monitoring and customer care with AI tools have shown promising results
Key Benefits of AI Solutions in NTF Reduction

- AI solutions will reduce NTF support-call times and costs
- AI monitoring solves NTF problems directly with users
- Another direct benefit is in the reduction of call volume
- Certain deployments of such AI solutions have resulted in substantial reduction of NTF costs
Overview of AI NTF Reduction Solution

Domain Data
In Carrier controlled cloud

AI Engine (SaaS on AWS)

Support Center

Diagnostics App

Reference Materials:

Example Materials:
- Technical Terminology, Plain English Dictionary, Local Language adaptation, integration

Carrier and its OEMs/Partners:
- Current Call Center Knowledge Base and Error Codes and environment information, Phone Manuals and Error Codes, Current Technicians’ Solutions
Example Support Technician AI Console

- UI to review solutions from the AI knowledge-base.

- Solutions for any new problems can be drafted and submitted to the knowledge-base.
Call Center Adaptive Screen Output

Screen can be adapted to be integrated with carrier call center system.
AI Solution in APP Form Increases C-SAT & Profit

- AI APP offers pre-emptively solutions
- AI APP directs calls to the correct support group.
- AI APP reduces call times, customer churn, & support costs.
Thank You!

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