

# 2017 Cloud Computing Day Tokyo

## AI Solutions for Telecom To Manage Handsets, IoTs & Others

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## 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

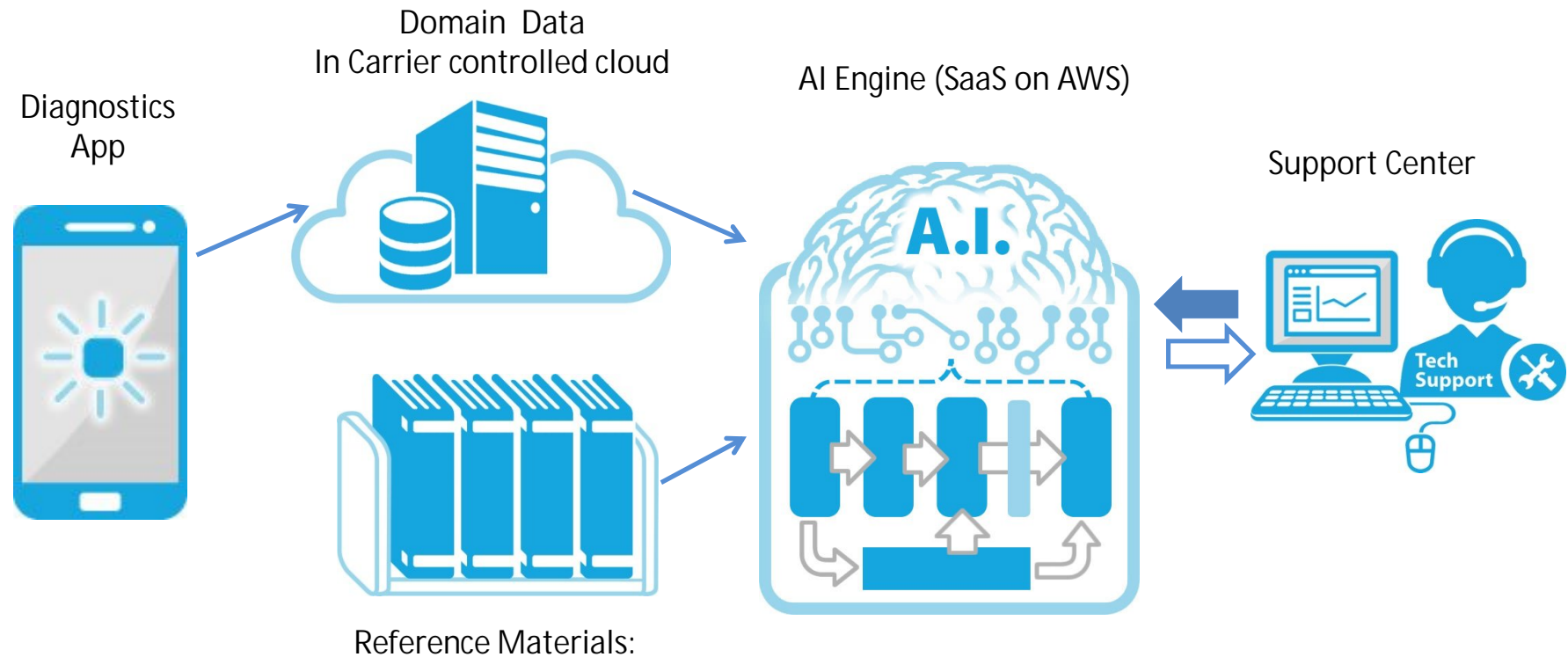
### AI based NTF control and reduction are needed

- 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

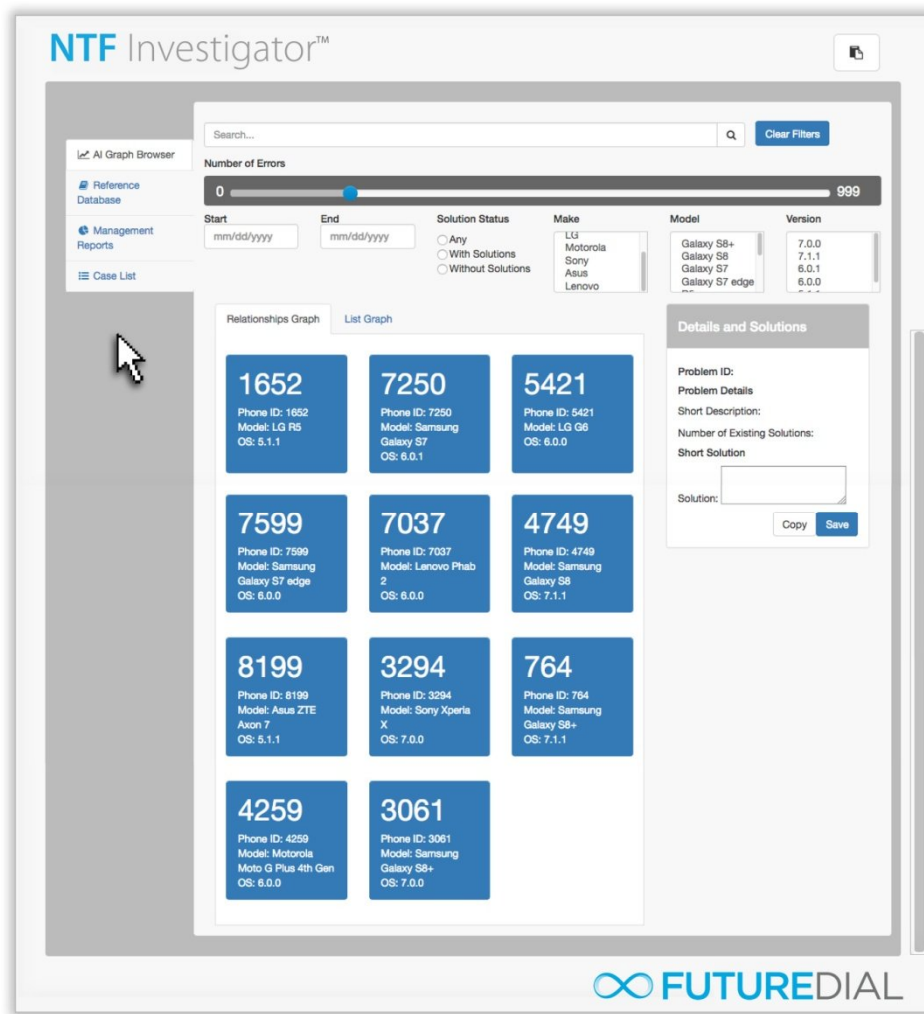


Example Materials:  
Technical Terminology, Plain English Dictionary, Local Language adaptation, integration

Carrier and its OEMs/Partners:  
Current Call Center Knowledge Base and Error Codes and environment information, Phone Manuals and Error Codes, Current Technicians' Solutions

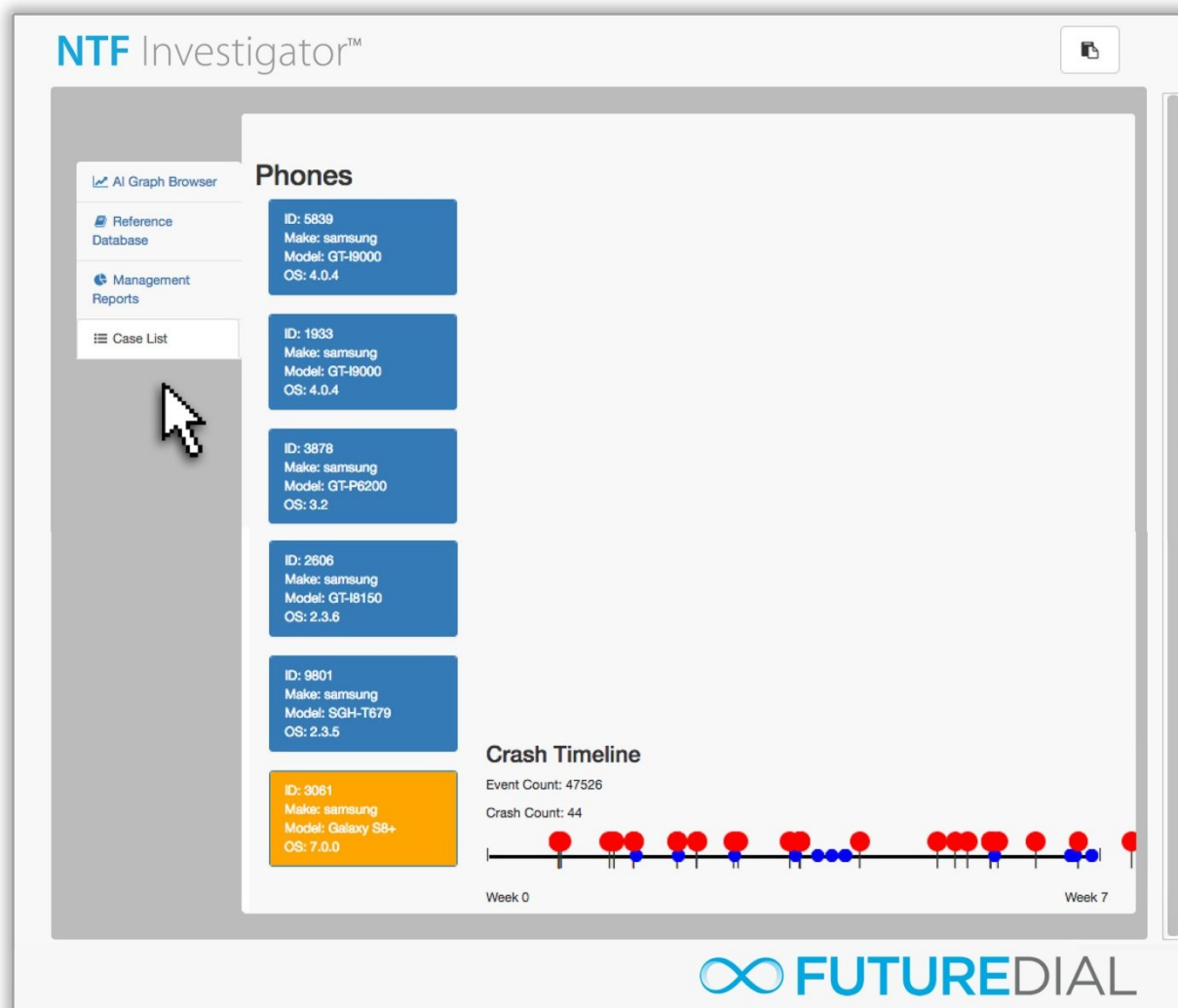
# Example Support Technician AI Console

- 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

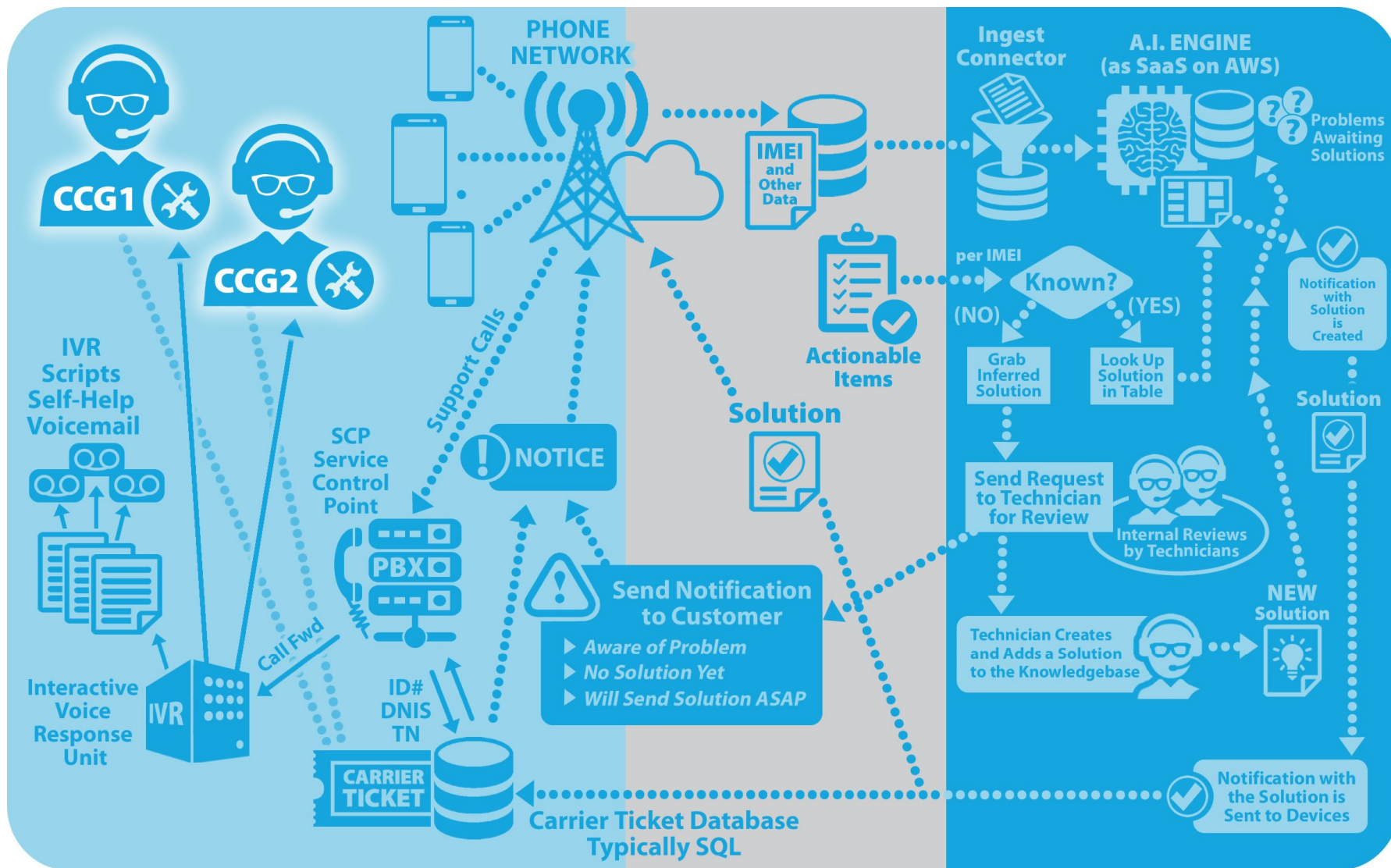
Screen can be adapted to be integrated with carrier call center system.



## 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.

# AI Solution Architecture and Process Flow







Thank You!

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