## TUPL ACCR
### Technical Complaints Resolved – Fast, Accurate, Effortless

### Automated Customer Complaint Resolution (ACCR)

The resolution of customer complaints by engineers is currently a highly manual and specialized job taking a significant amount of time to determine the root cause behind one complaint. In addition, the time to respond is usually measured in days, not minutes, with a negative impact on the customer experience.
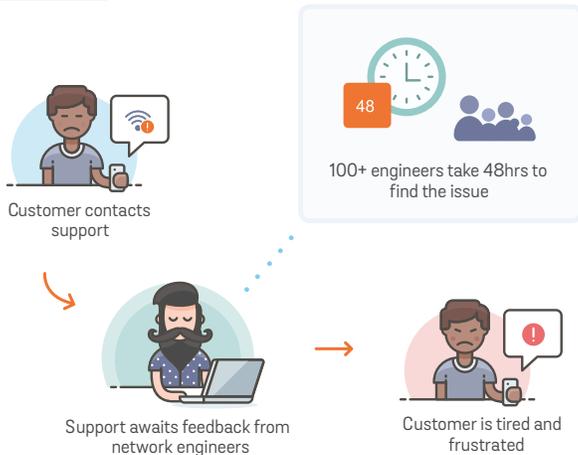
Tupl ACCR has automated the expert engineering process. All data sources are integrated and specialized logic is used to determine the most probable cause behind the complaint. ACCR provides a natural language response that includes recommendations for the CS agent and a technical description for the network engineering and operations team. ACCR is a data analytics automation use case developed on top of the TuplOS platform leveraging its capabilities to collect network and customer data from multiple sources. Th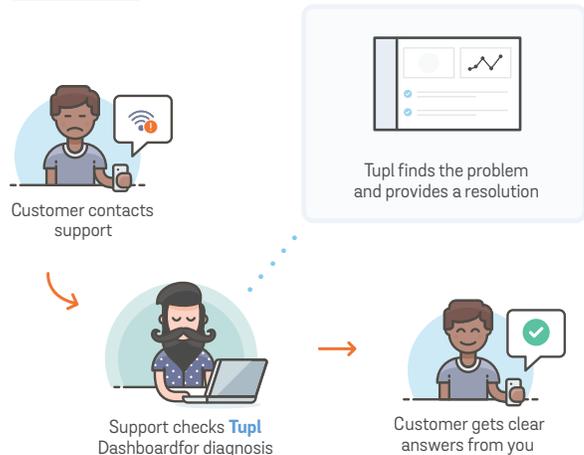e data is stored in a way that fast, cross-correlated analysis can be performed between disparate data sources. ACCR integrates into a smart workflow, both the human subject matter expert input and the AI-powered software agents assisting it.

Tupl ACCR is Intelligent Process Automation applied to telecom operational processes by leveraging the TuplOS AI Engine.

### BEFORE TUPL



Customer contacts support

100+ engineers take 48hrs to find the issue

Support awaits feedback from network engineers

Customer is tired and frustrated

### AFTER TUPL



Customer contacts support

Tupl finds the problem and provides a resolution

Support checks **Tupl** Dashboardfor diagnosis

Customer gets clear answers from you

### Key Benefits:

**Customer relationships improved by faster, more accurate response, at a significant reduction in cost**

Tupl ACCR uses all relevant Network and Customer data to find the most likely root cause of the customer problem, and provides recommendations in natural language to Customer Service agents and Network Operations & Engineers.

- Faster response to customer results in increased customer satisfaction
- More comprehensive root cause helps prioritize fixes in the network
- Saves effort (time) on trouble-shooting Engineering cases

### Key Features:

**Automated Health Index**: 360-degree view of customer and network performance at the time of the complaint. Automated identification of relevant issues, including Subscriber, Coverage, Device, Node Performance and Alarms

**Auto-Close:** world's first closed-loop automation for technical customer issues; accuracy training by the best engineers. Achieve 80% resolution in closed mode i.e. with no human intervention. Generating material saving in time and labor. Advanced algorithms to decide on escalations; create master/slave tickets.

**Natural language output:** including recommendations for CS agents to share with end-customers! And detailed ones for engineers

### Business Impact:

**4 x more accurate** – reducing the number of Customer Complaints closed as "No Trouble Found" or "Not Enough Info"

**100 x faster response to the customer** – providing the root cause in minutes vs 45+ hours

**90% automation** – 90% of complaints are resolved in closed-loop operation and with a reduction of engineering time in at least 50% of the remaining cases, operated in supervised mode with the option to drill down into the data, to confirm or update the resolution

**100% consistency** – reducing dependence on the different experience and skills of various engineers