



Customer Success Story

Telecom

A Telecom Leader's Journey Towards Customer Service Automation



Value Delivered

33%

Increase in bottomline owing to a significant reduction in avoidable CPE swaps

20%

Reduction in 7-day repeat truck rolls and 4.5mins saved per service request

72%

Reduction of error rates across customer service processes



Challenge

The challenge was to optimize field services and elevate the customer experience, ultimately driving customer loyalty, increasing average revenue, and fueling business growth.



How We Helped

- Automated the end-to-end field services process by leveraging EIQ Process Flow, Data Flow, RPA and Connectors
- Solution included a rules-driven process, minimal admin & no effort duplication
- Seamless integration with legacy systems
- AI-powered intelligent job assignment and tracking
- Continuous performance data evaluation to spot trends & potential errors ahead of time



EIQ Features Used



Data Flows



Process Flows



Enterprise Connectors



RPA



ML Flows



Analytics and Reporting

EQ Platform Overview

End-to-End Intelligent Business Automation Platform



Process Flows

Automate enterprise workflows and create seamless customer and user journeys quickly.



Event Flows

Process and analyse events in real time to predict real-time threats and identify opportunities.



Decision Automation

Simplify complex decision logic to make accurate decisions in changing business environments.



Analytics and Reporting

Derive actionable insights for your business with robust analytics and present data in rich reports.



Business Rules

Define and update business rules quickly with audit trails to identify and track changes.



RPA

Leverage the power of non-intrusive, unified RPA



Data Flows

Handle structured and unstructured data with an easy drag-and-drop functionality.



ML Flows

Embed intelligence in the handling of process and data attributes using dynamic ML models.



Enterprise Connectors

Integrate with business-critical systems quickly using pre-built and custom connectors.



GenAI

Automate integrated text generation within process, data, or event flows using GenAI



Multi-channel Apps

Create dynamic web and mobile applications with new or pre-built templates that can work online or offline.



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