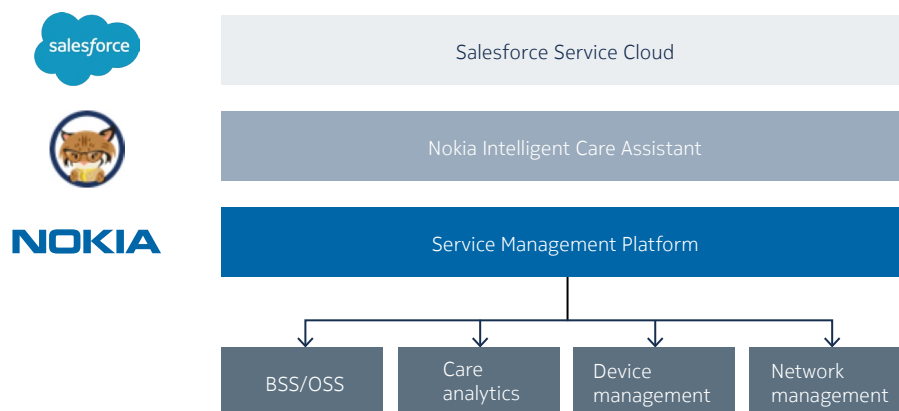


Nokia Intelligent Care Assistant

Release 19

The Intelligent Care Assistant offers an omni-channel approach to customer care. It harnesses the power of Nokia's machine learning based workflows, network analytics and device insights and exposes them through the Salesforce Service Cloud to enable agents to diagnose and resolve subscriber issues across any channel, service or device. This unique combination of customer, network and device insights enables a holistic subscriber view and offers you the opportunity to drive operating efficiencies and satisfaction in new ways.

Figure 1. Nokia Intelligent Care Assistant Framework



Optimize your customer care operations and drive business value

Key features and benefits

Whether your agents are in a call center or in the field, the Nokia Intelligent Care Assistant boosts efficiency with access to case management details and real time diagnostics and troubleshooting in a single application.

Features	Benefits
Executive dashboard	
Visual representations of key customer service metrics	- Track key metrics such as number of cases resolved, average handling time etc. - Evaluate customer service operations - Review the performance of agent assisted care versus other channels
Single interface	
- Configure interface based on agent and administrator preferences - Multi-task cases and workflows: work on multiple cases in parallel (execute workflows in parallel) and/or work on multiple workflows for the same case in parallel - Review case history and executed workflows	- Reduces swivel through single application - Improves efficiency for agent - Increases customer satisfaction as agents are able to resolve their issue faster - Ensures that user environments reflect company best practices
Omni-channel	
Access historical cases, problem types and remediations, and workflow executions regardless of a subscriber's chosen communication channel, including self-service, chatbots & proactive care.	- Extends customer engagement - Avoids customers having to repeat themselves when using different channels, resulting in improved metrics (e.g., average handling time) and satisfaction
Proactive	
- View cases and workflows that have been proactively created & executed - Receive workflow recommendations to remediate service issues that have been proactively identified by Analytics	- Maintain customer satisfaction by proactively resolving issues - Improve agent efficiency with workflow recommendations to solve issues identified proactively
Machine learning driven workflows	
Simplify root cause analysis and provide recommended action	- Improves resolution time - Automates and streamlines troubleshooting
Service health checks	
- Assess status of service performance in dashboard view - Execute presented workflows to resolve issues	- Provides at-a-glance summary of service performance for quick detection of issue - Reduces agent time in selecting appropriate workflow
Network map insights	
- Review status of end user network and devices - Detect, isolate and recover faults using a graphical representation of network topology - Execute workflows	- Pinpoint the fault type and its location - Improves root cause and impact analysis - Minimize escalations and field dispatches - Reduces device swaps and "No Defect Found" rates
Mobile application	
- Enables field services user to access case details and other ICA capabilities for testing, diagnostics and resolution in real time - Enables all users to access ICA in a format optimized for mobile devices	- Ability to check service status and diagnostic insights remotely from a smartphone or tablet - Gives field services important information about the history of previous problems and resolution attempts - After an installation, troubleshooting or repair job, provides better verification of service quality through real-time, in-field testing and workflows - Improves resolution rates

Figure 2. Network map and health check troubleshooting

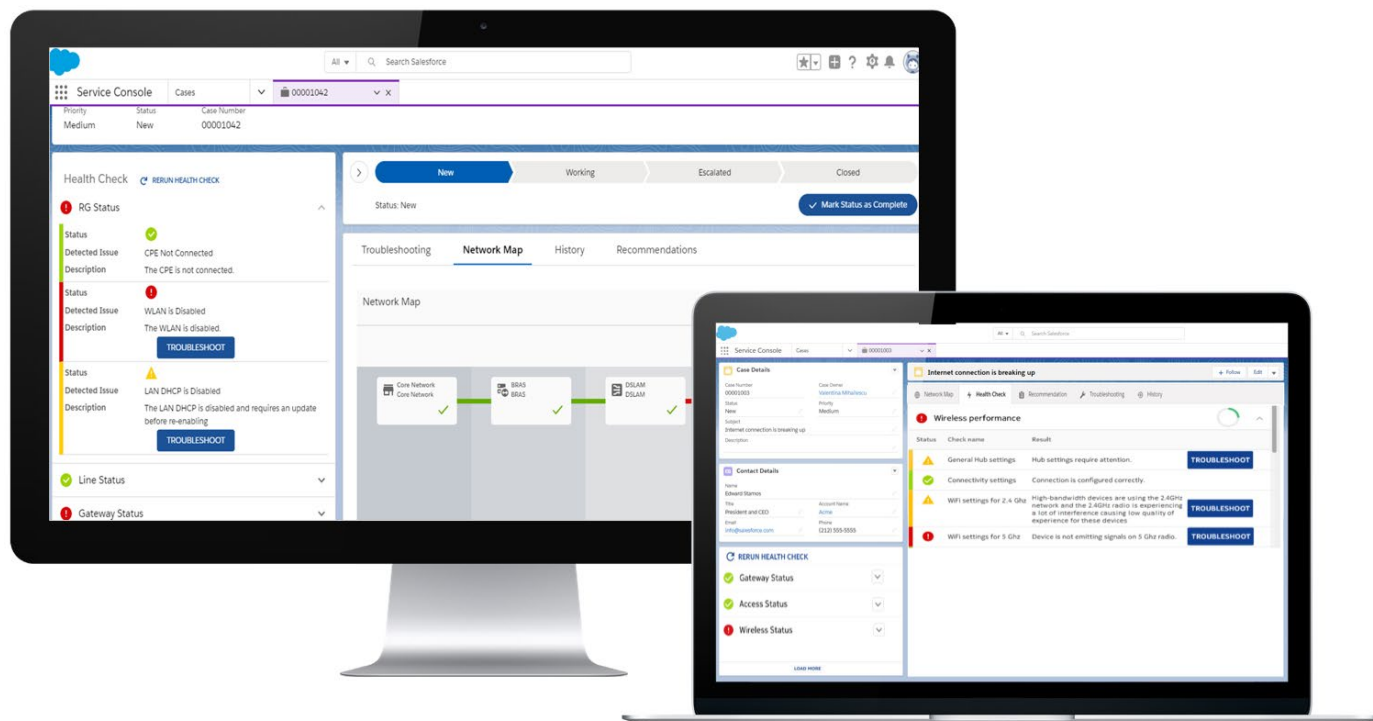
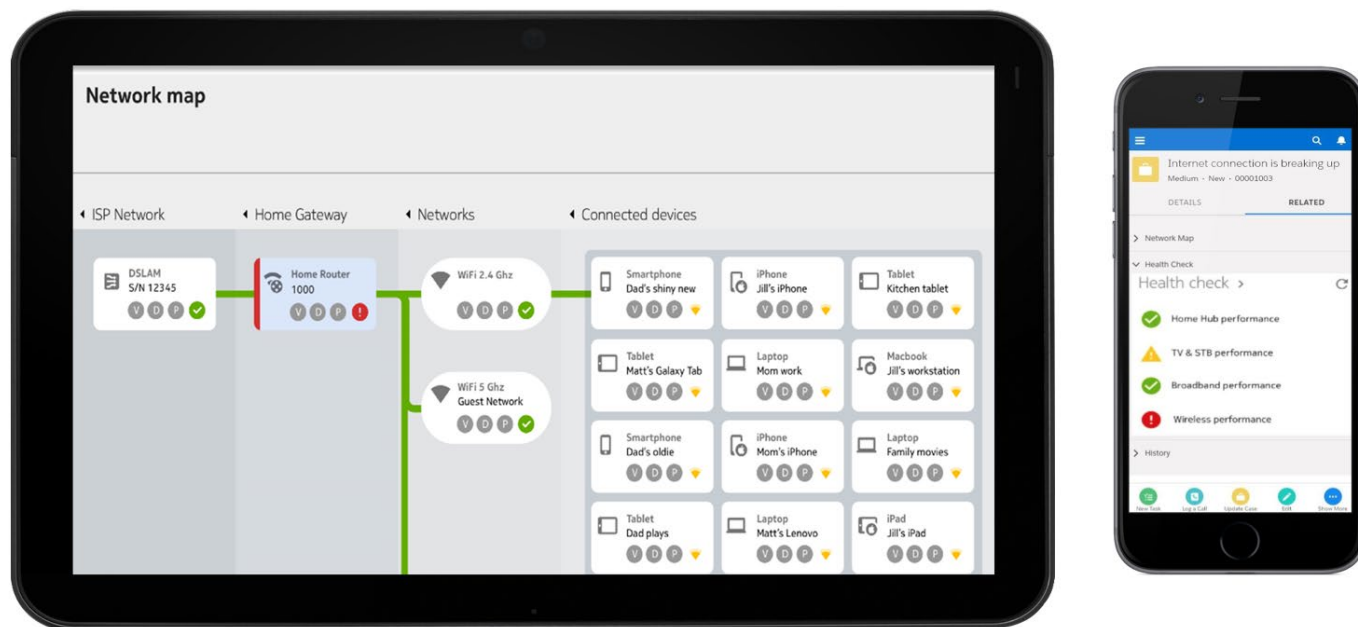


Figure 3. Enabling real-time diagnostics and resolution for field services





Technical specifications

- Operates in Salesforce Lightning experience
- Integration with SMP 19
- Integration with Salesforce service cloud (case management)
- Supports salesforce editions:
 - Service cloud: Enterprise & Unlimited

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Nokia Oyj
Karaportti 3
FI-02610 Espoo, Finland
Tel. +358 (0) 10 44 88 000

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