

Telco Trailblazers- Our award winning READY TO USE Agentforce Agents

Designed for Telcos

Business Problem

- High volume of customer enquiries
- Issues with telecom services like connectivity, data, plans, call quality, call drops
- Issues with billing, payments, customer profile
- Disputes
- Customer churn
- Customer handling

Our Solution

- 24*7 handling of enquiries, complaints, issues, cases
- Automated case categorization, identification, resolution
- Hyper personalization of plans, services, recommendations
- Intelligent decision making and execution
- Specialized call handling and resolutions
- Proactive monitoring, offer recommendations, activations

Agentforce Agents Created

Service Agent

Billing Agent

Customer 360 Agent

Product and Services Agent

Monitoring Agent

Slack Agent

Quoting Agent



Telco Expertise



Hyper
Personalization
through AI



Zero Touch
Operations



Ready to deploy



Human in the
loop