



Prodapt Chase
Extraordinary

Combining the power of RPA and AI to
keep customer experience unharmed
during Network Outages

Credits

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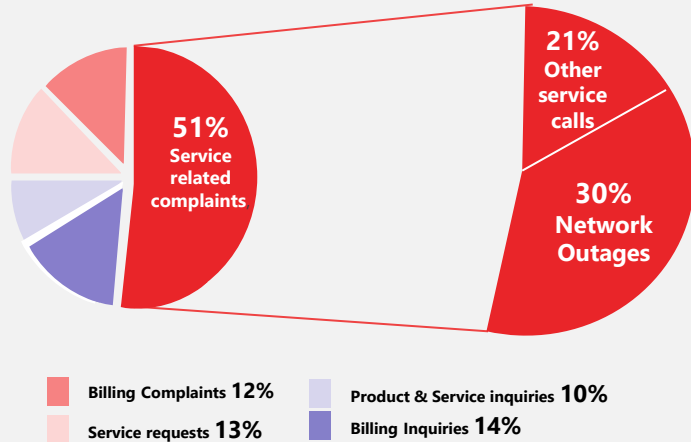
Chase
Extraordinary

Prodapt

Reactive response in notifying customers on network outages negatively impacts their experience

30% of calls in contact centers are related to **network outages**. Failing to notify and responding immediately during an outage might lead to increased call volumes in the contact center and prolonged wait-times degrade customer experience.

Distribution of calls received by the contact centers



Source: Based on Contact Centre data of various service providers

Proactive outage notifications, if not triggered quickly, has a cascading impact

Huge call spike increasing the customer wait-time

Customer dissatisfaction leading to low NPS scores

High OpEx for the contact center

Reputational loss increasing the switching propensity of customers

IMPACTS

Use proactive outreach to build confidence in the company's ability to resolve service issues.

Gartner

The insight describes how service providers in the connectedness industry can combine **RPA** and **AI** to build and implement a proactive **Two-way Conversational Framework** for their contact center to mitigate the above challenges and drastically improve NPS.

Two-way Conversational Framework for proactive network outage notification and resolution status

Build a **Two-way Conversational Framework**, a central intelligent platform to orchestrate bi-directional communication and provide seamless customer experience during common network outages.

Steps to implement a Two-way Conversational Framework

Step 1 Auto-identification of outage information

Build a unified outage monitoring dashboard to capture and categorize relevant outages

Build a standardized process to identify relevant outages in network monitoring systems based on technology (Copper, Fiber, or HFC). Integrate them with an outage monitoring dashboard for BOT to auto-extract outages and store them in a central database.

Step 2 Schedule Notification

Perform validation and schedule notification

Perform automated validation and intelligent scheduling to send notifications to the impacted customers proactively in a well-organized structure. It helps achieve the predefined SLA, KPI targets and improves customer experience.

Step 3



Notify and engage with customers using a Conversational AI BOT

Send proactive notifications, and if the customer has additional queries, the bot can perform to and fro conversation using conversational AI

Provides seamless updates to the end customers on the service interruption, resolution status, and addresses customer queries if any.

Build a unified outage monitoring dashboard to capture and categorize relevant outages



The RPA BOT monitors and extracts details of the devices/services that have been interrupted from the various monitoring tools. It prevents the loss of information and stores it in a database to efficiently monitor, schedule, and notify the customer proactively.

FTTH Monitoring System

MY DASHBOARDS • ALERTS & ACTIVITY • REPORTS • SETTINGS

Broadband Nodes Down (-4 GMT) v2

STATUS DEVICE	IP ADDRESS	NODE_LOCATION	PARISH	TIMESTAMP	DURATION (DD:HH:MM)
●	JAM-HILGAIG0001	10.127.38.45	Hurley, Cabot, MASS03	St. Ann	1/11/2022 10:36:46 AM 00:02:52

Cable (HFC) Monitoring System

Node ID	General Service Area	Power Node	Last Successful Poll	Hit
01821	Cypress FAP Lansdowne Court	P-01816 (8/9)	Tue Dec 14, 1:50 pm	HI
01816	Red Hills-Cypress Road Paul Sloan Road, Essex Road, St. Address	P-01816 (8/9)	Tue Dec 14, 1:50 pm	HI
01871	Red Hills-Parl Road Parl Road, St. Address	P-01816 (8/9)	Tue Dec 14, 1:50 pm	HI
01993	Red Hills-Bethedene Road Bethedene Road, Englewood St	P-01816 (8/9)	Tue Dec 14, 1:50 pm	HI

Ticketing Platform

UNIVERSAL TICKET

Action: Record Ticket History Job Help

Clear Refresh ?

Filter By: [Dropdown]

Event Type: [Dropdown] ACT: FIRST ID: %

Search Summary

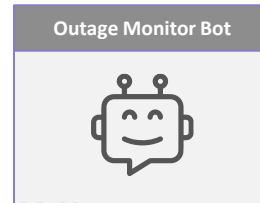
ID	Event Type	Start Time/Creation Time	GLSL Platform Criteria
● P002721	Known Pattern	2021-12-15 10:21	SDND
○ P002701	Incident Pattern	2021-12-15 10:01	MTSD
○ P002702	Incidental Pattern	2021-12-15 10:02	CAUTION SPON
○ P002703	Incidental Pattern	2021-12-15 10:02	STREIZ STPA
○ P002704	Incidental Pattern	2021-12-15 10:02	SPN TOWN 2
○ P002704	Incidental Pattern	2021-12-15 10:02	SPN TOWN 2
○ P002681	Known Pattern	2021-12-15 09:40	SEVT
○ P002684	Incidental Pattern	2021-12-15 09:32	PLUMB ONP
○ P002687	Incidental Pattern	2021-12-15 09:32	STREIZ SEVT
○ P002688	Incidental Pattern	2021-12-15 09:32	MARSH SHOP

Records 1 to 10 of 108

Outage Monitoring Dashboard



BOT extracts impacted node details



BOT updates impacted node details



All extracted impacted Node ID/Device name getting stored in DB

www.prodapt.com

Build an Outage Monitoring Dashboard

This solution pulls outage information capturing the node/device details from various monitoring systems.

Extract data from the Outage Monitoring Dashboard

RPA BOT fetches details of the impacted nodes from the Outage Monitoring Dashboard.

Update data to the outage database

RPA BOT updates the extracted details into the database where they can be validated, scheduled, monitored, and notified to the customers.

Perform automated validation and intelligent scheduling to send notifications to the impacted customers proactively



Outage Database

- Use RPA BOT to monitor and capture the Impacted Node ID/Device name in the outage database
- Validate the extracted information based on defined criteria using RPA BOT
- Leverage the extraction BOT to update the database and notify the Notification BOT
- Fetch the required details from the outage database using the Notification BOT to proceed further

Validating outages with the CRM Database

Leverage **RPA BOT** to fetch customer contact details from the CRM database based on details extracted from Monitoring tool

- Customer Name
- Customer Contact Number

Validating outages with Field Technicians

Validate the outages by sending notifications to the relevant stakeholder and getting a confirmation. For example, confirming an outage with a technician from a particular region.

RPA Scheduler

Organizes and assigns RPA BOTs to notify the impacted customers based on the below technologies:

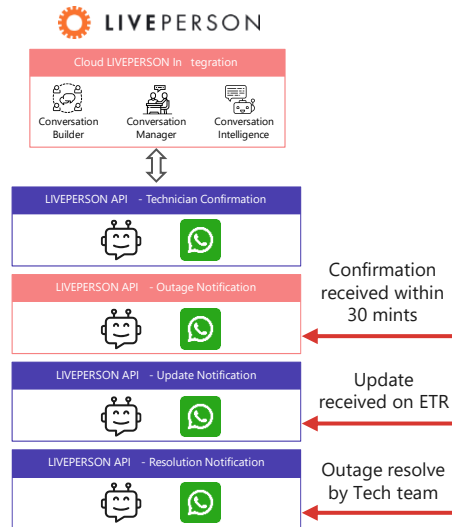
- Technology – Copper, Fiber, Cable
- Impact Time (2 iteration)
- Geographical location

Configure RPA BOT to trigger communications as below:

- **Outage Notification** – Send the notification once the service interruption is identified
- **Update Notification** – Send the notification based on the Estimated time to resolve (ETR) provided by the maintenance team
- **Resolution Notification** – Send the notification when the service is up

Recommendation

- If the impacted node is found in two consecutive runs, send the details of the node to the field technicians for confirmation. Else, treat the node as 'Not impacted'
- Integrate RPA BOT with a Conversational AI engine such as LivePerson to deliver notification to customers



Implement the RPA BOT in the auto-scheduling & planning phase to reduce human errors and improve efficiency in field service operations.

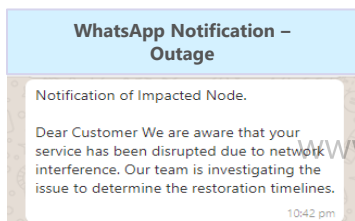
Send proactive notifications and perform to-and-fro conversation using the Conversational AI BOT



Illustration of WhatsApp-based to-and-fro communication between the Conversational AI BOT and the customer during a network outage

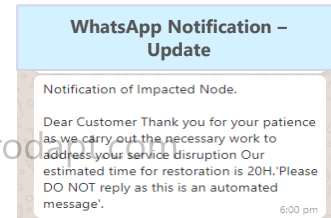
Outage Notification

BOT initiates WhatsApp with the help of LivePerson to send the notification on the outage to customers once it is identified on the monitoring tool



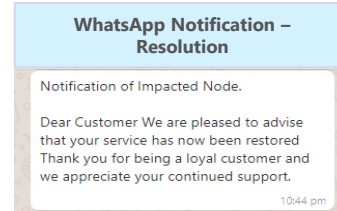
Update Notification

BOT initiates WhatsApp with the help of LivePerson to send the notification of the update to customers once the maintenance team provides ETR



Resolution Notification

BOT initiates WhatsApp with the help of LivePerson to send the notification of the resolution to customers once the service is up



CONVERSATIONAL AI BOT

RPA BOT



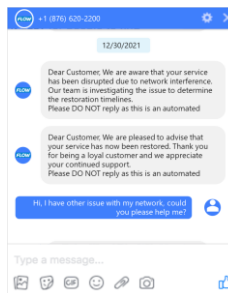
Conversational AI Engine



The Conversational AI BOT handles all standard customer queries. For complex queries, it diverts the customer to a Contact Center Live Agent.

RPA BOT integrates with Conversational AI engine to deliver notification to customers after the outage has been identified

Customer can raise their queries or seek further information over chat



Customer

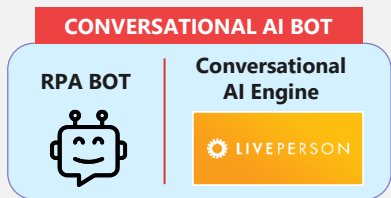
Recommendation

Develop a conversational BOT using tools like Google CX/Dialog flow CX/IMB Watson/LivePerson to deliver notifications.

Snapshot of a two-way conversation between the customer and the conversational AI BOT



Scenario 1: Customer posts a simple query on billing which is easily and quickly handled by the Conversational AI BOT.



Conversational AI BOT handles maximum queries posted by customers

Fly +1 (876) 620-XXXX

Hi

Fly Hi, Welcome to Fly! I'm Luci, your helpful Virtual Assistant. I'm here to resolve your quick & easy queries.

To start, please share how I can assist you. You can type short sentences or phrases like "I want my bill balance" or "pay bill".

I want my bill balance

Fly Thanks, please provide the 10-digit phone number.

876XXXXX1

Fly Thanks, please enter the full name associated with your account.

Raymond Smith

Fly Thanks, please share the 8-digit account number. You will find this at the top of your bill.

284120XX

Fly Thanks, as per your current bill amount is \$890.44 and the due date is 25-Mar-2022

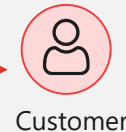
I want to pay my bill

Fly Please pay your bill # 2203252028 for \$890.44 online at <http://payit.cc/2203252028>

Thank you very much! Your payment was successful.

Type your message... Send

Customer asks queries to seek further information over chat

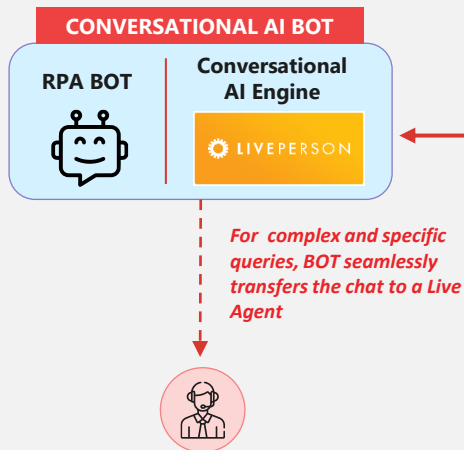


Customer

Snapshot of a two-way conversation between the customer and the conversational AI BOT



Scenario 2: Customer posts a more complex query related to network issue which the Conversation AI Bot is unable to handle. It seamlessly transfers the query to a Live Agent without impacting customer chat experience.



Fly +1 (876) 620-XXXX

Fly: Dear Customer, We are aware that your service has been disrupted due to network interference. Our team is investigating the issue to determine the restoration timelines.

Dear Customer, We are pleased to advise that your service has now been restored. Thank you for being a loyal customer and we appreciate your continued support.

Hi, I have other issue with my network, could you please help me?

Fly: Hi, Welcome to Fly! I'm Luci, your helpful Virtual Assistant. I'm here to resolve your quick & easy queries.

To start, please share how I can assist you. You can type short sentences or phrases like "I want my bill balance" or "pay bill".

I am facing a network issue and would like to upgrade my broadband

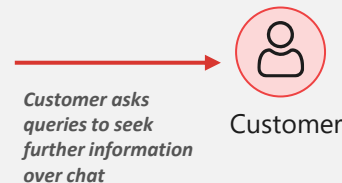
Fly: I am unable to assist with this. I'll need to connect you with a live agent to assist. Please give them some time while they review our conversation and get back to you.

You are now connected to Karen.

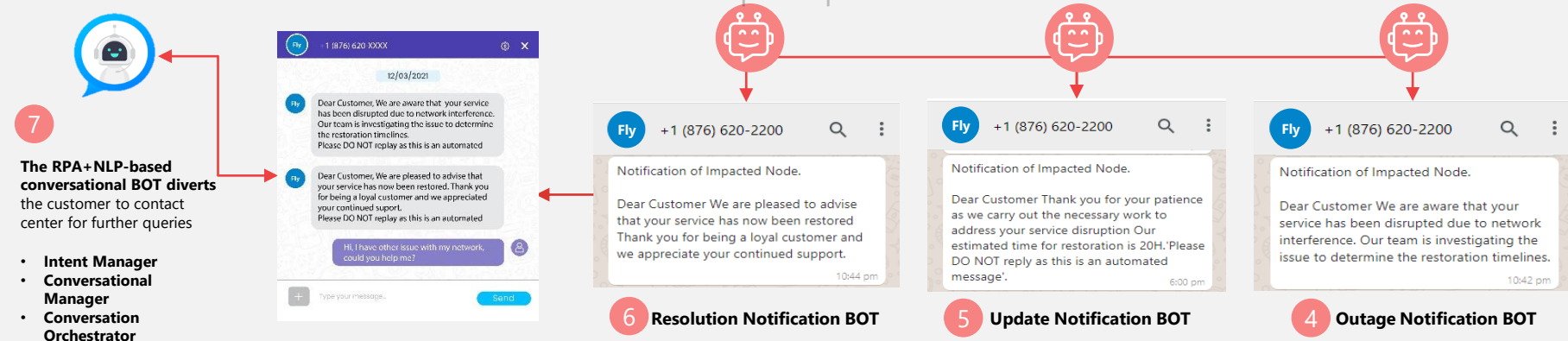
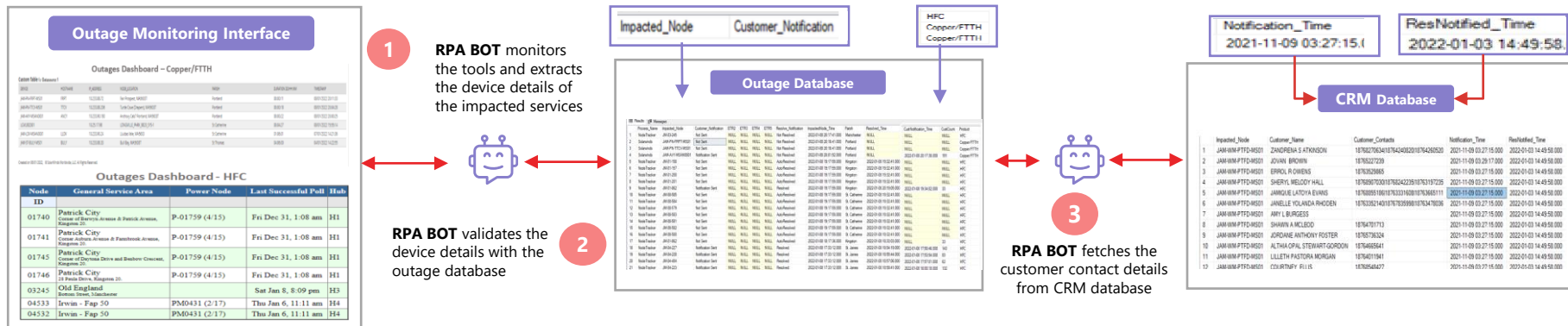
You are now chatting with Karen

Hello there. Thanks for reaching out to Fly. My name is Karen, I am sorry to hear that you are facing an issue with your network. I will be happy to assist with having this resolved for you. May I have your name please?

Type your message... Send



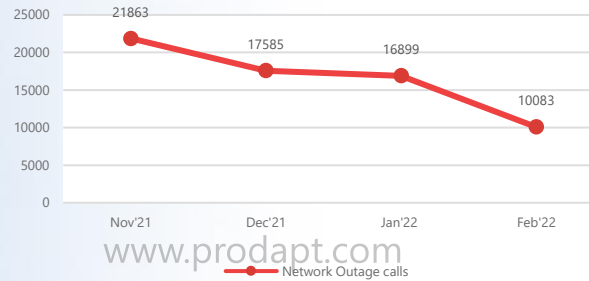
A leading service provider in LatAm transformed network outage notification workflow by leveraging the Two-way Conversational Framework



Business benefits achieved by a leading service provider in LatAm by implementing the Two-way Conversational Framework



Network Outage calls



54% reduction in calls related to outages



Boost in agent productivity



25% reduction in the operations cost



Satisfied customers



THANKS!

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THANK YOU!

