

RADCOM Predictive Complaint Resolution Solution

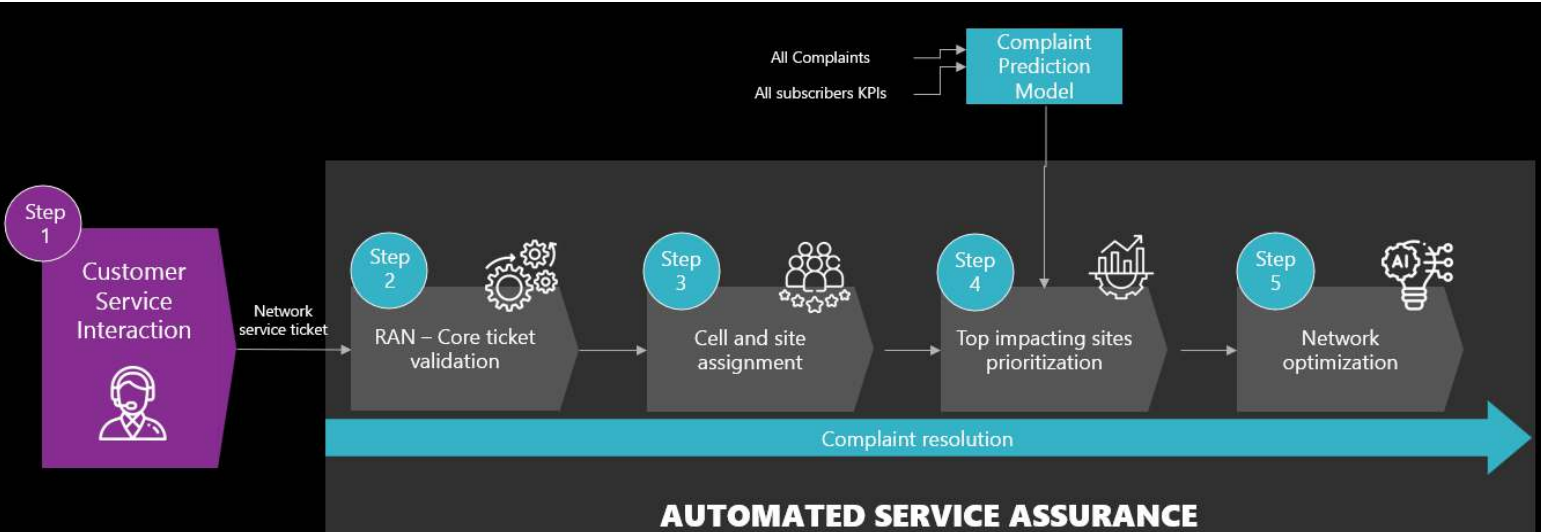
Next-gen quality control – for automatic ticket resolution and volume reduction

Customer satisfaction is central to creating value in telecommunications and remains an important organization-wide metric. Resolving technical customer complaints, including handling of service tickets, typically falls under the network team’s responsibility.

This introduces substantial loads across the different tiers of the technical support process, putting an undue burden on the network engineering team. With thousands of unprioritized tickets waiting attention, the customer experience is impacted by inefficient resolution workflows and tools.

Benefits

- Improves ticket resolution time and service level with Root Cause Analysis
- Enables prioritization of tasks based on subscriber impact, leading to improved customer satisfaction
- Drives down costs by reducing service ticket volumes
- Improves customer experience by identifying similar issues

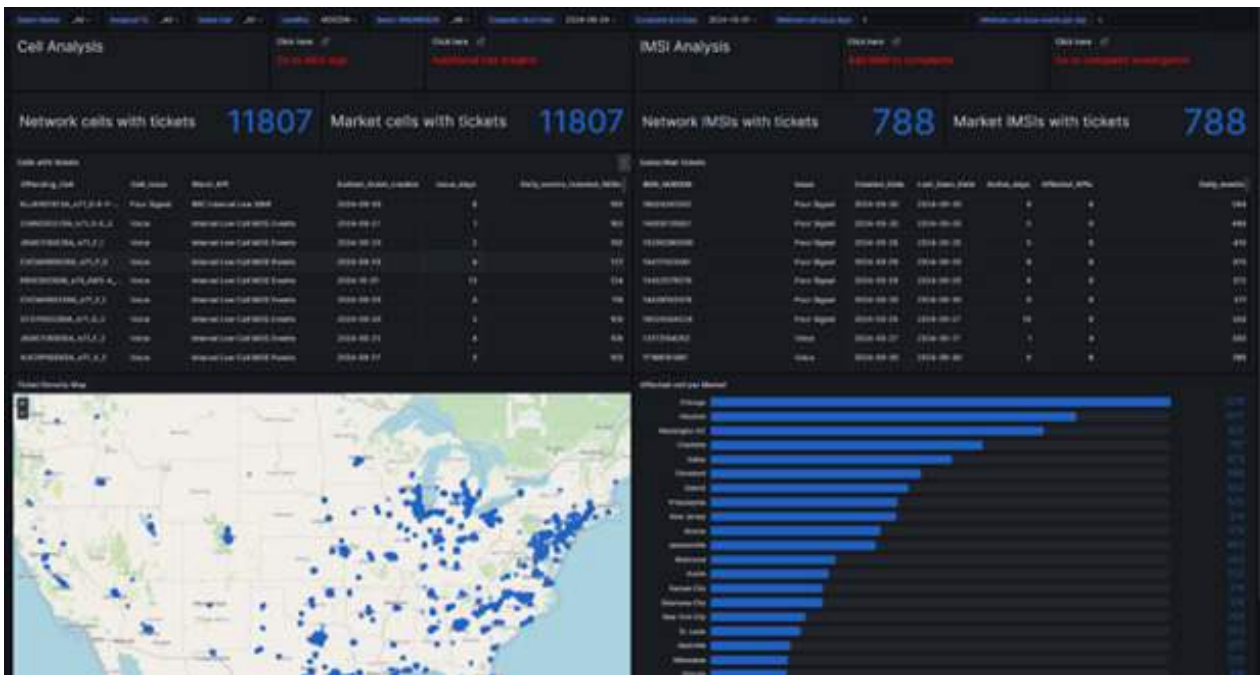


RADCOMs GenAI process: How it works

Core-Infused RAN Analytics for Ticket Resolution Automation

RADCOM core-infused RAN Analytics, part of RADCOM ACE Service Assurance, automates multiple service ticket investigation and resolution tasks. It includes background workflows that interface with service ticket platforms (e.g. ServiceNow) to process tickets assigned to the network. It then applies trained large language models (LLMs) and AI to analyze the tickets in their raw textual form. It validates tickets by correlating to RAN and/or core network faults in service assurance subscriber KPIs. The solution marks each validated ticket with information such as the impacting cell and even recommends network actions.

Engineers who utilize the system can view the cells with the highest impact, assess a recommended fix, and prioritize tasks by understanding the impact of a fix on as many tickets as possible.



Predicting the Next Complaint

RADCOM's Predictive Complaint Resolution solution predicts the next subscriber complaint on the network, reducing the burden on engineers and enabling better ticket priority. It employs and trains a large language model (LLM) with complaint text. By applying specific service assurance data and the complaining subscriber's KPIs, the solution generates a complaint prediction model that is applied to 100% of the subscriber base.

This vastly improves customer service, and allows for proactive mitigation of subscriber issues before the need for customer care, preempting complaints and ensuring engineers can identify and prioritize the worst offending cells or geographical regions for optimization.

RADCOM (Nasdaq: RDCM) delivers real-time network analysis, troubleshooting, and AI-driven insights to ensure a superior customer experience. Utilizing cutting-edge technologies for over 30 years, we provide dynamic service assurance through the following solutions, including: RADCOM Customer Experience, RADCOM Network Performance, RADCOM Operational Efficiencies, RADCOM Network Troubleshooting, RADCOM Revenue Generation, RADCOM Service Quality and RADCOM Network Tapping.

For more information visit: <https://radcom.com/>