Unlock the Future of Telecom with Next-Gen AI

quantiphi
Solving What Matters

NVIDIA

Revolutionize your telecom ecosystem with AI-driven Digital Engineering unlocking transformative solutions across infrastructure and customer experience.

2024
NVIDIA
Americas Service Delivery Partner of the Year

2023
NVIDIA
Americas Service Delivery Partner of the Year

2022
NVIDIA
Americas Service Delivery Partner of the Year

Key Challenges

Demand for Personalization

20%-30% customer churn in early 2024 highlights the necessity for personalized, data-driven experiences.

Increased Network Scaling Demand

Acquiring and Scaling network resources to accommodate exponential increase of user base is challenging.

Optimizing Network Infrastructure

Keeping pace with technological evolution requires continuous monitoring and maintenance.

Enhancing Response Efficiency

Dependency on subject matter experts, delays incident resolution, highlighting the need for automation and streamlined processes.

Our Solution Offerings

Operational Support System

Infrastructure & Equipment Provisioning

➤ RAG based Agent for Network Planning & Design

➤ Dialog system for Automated Network Configuration

Network Operations

➤ Agent Assist for Incident Response Management

➤ Fault Report Generation for Network Diagnosis

Business Support System

Service Provisioning & Marketing	Customer Services & Experience	Billing & Revenue management
➤ Personalized Promotions and Recommendations	➤ Intelligent Virtual Assistant for Customer Support	➤ LLM augmented Billing Analysis for Revenue Assurance
➤ Multimodal Marketing Content Generation	➤ Dialog agent for Field Technicians	➤ Pricing Optimization Strategy
➤ Synthetic Product Visuals and Design	➤ Customer Call Summariser and Verification	➤ Marketing Data Hub for Campaign and Data Management

Our solutions are built on NVIDIA AI Enterprise

• Success Stories •

Dialog Agent for Field Technicians

Quantiphi developed a LLM-powered Q&A Chatbot to assist Field Technicians with access to information regarding network configuration, installation & troubleshooting using NVIDIA ACE Agent & RAG based response generation for enhanced operational efficiency.

— Business Impact —

➤ 3.5x Faster Information Retrieval enhancing overall user experience

➤ 95% Intent Classification Accuracy leveraging LLMs with minimal few-shot phrases

➤ 90.5% QnA Pipeline Accuracy enabled by SOTA retriever and generators (LLMs)

Credit Disbursement Agent for Customer Service

Quantiphi developed an AI-assisted credit allocation system that helped to analyze credit disbursements made by agents through their chat conversations with the SMEs. We leveraged LLMs to identify & extract Root Causes, Resolution, and the Path to Resolution using NVIDIA NeMo LLM for better accuracy.

— Business Impact —

➤ $30M Potential savings from accurate credit approvals

➤ Higher CSAT with faster Root Cause Analysis (RCA) & resolution

Get in touch with our experts to learn more.

Email us at: info@quantiphi.com

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