

AI Outcomes for Telecom

Structured AI Adoption Methodology

The Telecom AI Challenge

Customer service AI is table stakes in telecom, but most implementations frustrate customers more than they help. Chatbots that can't resolve issues, IVRs that trap customers in loops, and AI recommendations that miss the mark erode NPS faster than they reduce call volume. Meanwhile, opportunities in network operations, billing optimization, and churn prediction remain untapped.

Conversation Starter

"What's your CSAT on AI-powered interactions vs. human? Most telecoms see AI hurting NPS before it helps."

How OAIO Helps

OAIO delivers experience-centric AI design that improves customer satisfaction rather than degrading it. We focus on adoption metrics from the start, ensuring AI implementations deliver measurable CX improvements alongside operational efficiency.

Priority AI Use Cases in Telecom

- Intelligent customer service with seamless escalation
- Network operations and predictive maintenance
- Billing inquiry resolution and optimization
- Churn prediction and proactive retention
- Technician dispatch optimization
- Product recommendation and upsell

The OAIO Approach

For Telecom organizations, OAIO delivers:

- Industry-specific AI opportunity assessment (Pillar 1)

- Data readiness evaluation for telecom systems (Pillar 2)
- Governance framework addressing telecom compliance (Pillar 3)
- User experience design for telecom workflows (Pillar 4)
- FinOps modeling with industry-relevant benchmarks (Pillar 5)
- Engineering documentation for implementation (Pillar 6)

Cloud Partnership Advantage

OAIO is delivered in partnership with AWS, Microsoft, and Google Cloud. Cloud partners subsidize engagements and provide technical validation, ensuring telecom organizations get access to the latest AI capabilities with reduced financial risk.

Next Steps

Contact your Orion representative to discuss how OAIO can accelerate AI adoption at your telecom organization.