

Leading Telecom operator automates service requests using No-Code AI Content Understanding Solution and RPA



ZETTA CLOUD



FutureWorkForce



Challenge

A leading global Telecom provider was challenged with a significant increase in online service requests from customers, requiring additional service desk staff. A fully automated approach to handle request fulfillment was identified as a solution, to create a workflow that can scale with the ever-increasing demand.

Solution

Future WorkForce, a company specialized in Robotic Process Automation (RPA) implementation and **Zetta Cloud**, a provider of Artificial Intelligence solutions for Automated Content Understanding, implemented a fully automated solution that can triage incoming service requests and further process them, eliminating the need for additional personnel and optimizing the entire service request workflow.

The solution relies on customized content understanding AI engines that automatically extract meaningful information from the customer requests, and identify the operation that needs to be fulfilled.

Benefits

- Fully automated incoming service request triage and management,
- Scalable solution, able to cope with high volume service requests situations.
- Improved request fulfillment resolution times.

“Future WorkForce is a leading European company in RPA implementation with a large portfolio of clients in various industries. We value trustworthy business partnerships and highly qualitative software solutions.

This is exactly why I full heartedly recommend Zetta Cloud. Zetta Cloud built and delivered for us Text Analytics/Natural Language Understanding (NLU) engines that perfectly integrate with our Robotic Process Automation software.”

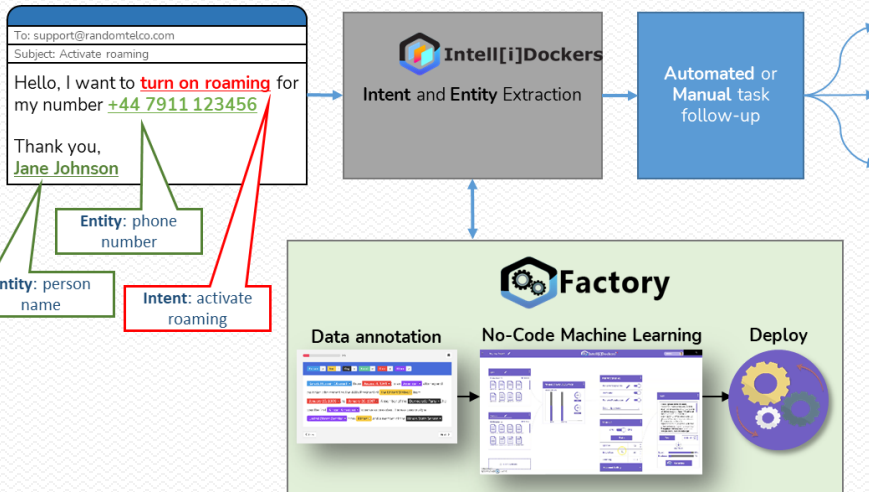
Mihai Balaj,
COO, Future WorkForce

Solution Details

The software solution implemented by **Future WorkForce** relies on **UiPath** technology for RPA and **Zetta Cloud's** Natural Language Understanding software to:

- Capture incoming service request messages across email or web forms.
- Automatically understand the intent and keywords from these customer messages using custom-built classification and named entity extraction text analytics engines.
- Map the identified intent/keyword to specific predefined actions and determine the best course of action: automatic service fulfillment or routing to a human service desk specialist.

The entire end-to-end process is managed by **UiPath** RPA bots.



The no-code AI Machine Learning approach

Generic out-of-the-box Natural Language Understanding software cannot capture the specificities of each business's internal processes. A critical automation task is creating custom AI engines for each business and use-cases, efficiently and with high-quality results, keeping in mind data security and scalability.

Factory No-Code AI platform relies on the production-ready **IntelliDockers** NLU solution suite and allows business users to create or adapt their own AI engines using real-life production data, securely within their own IT infrastructure and with no coding or data science requirements.

- The **Data Annotation process** is performed in an easy-to-use intuitive user interface.
- The **Machine Learning process** is done in a simple user interface and results in production-ready IntelliDockers engines that seamlessly integrate within the automated workflows.

Software used



Zetta Cloud's flagship Natural Language Understanding (NLU) software, delivered as secure multi-language self-contained Docker engines:

- summarization,
- named entity recognition,
- classification,
- sentiment analysis,
- intelligent OCR,
- semantic comparison,
- topic clustering.

Try for free:

<https://www.intelldockers.com/>

Intelldockers are also available as custom activities on the UiPath Marketplace:

<https://marketplace.uipath.com/organizations/zetta-cloud>



Factory No-Code AI allows business users to adapt or create new IntelliDockers NLU engines without any coding or data science skills.

How to use Factory:

<https://factory-nocode.ai/#how-to-use>

About ZETTA CLOUD

Zetta Cloud is an Artificial Intelligence solutions provider focused on delivering production-ready, highly scalable, secure and adaptable Automated Content Understanding software.

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To: support@randomtelco.com
Subject: Activate roaming


Hello, I want to **turn on roaming** for my number **+44 7911 123456**

Thank you,
Jane Johnson

Entity: person name


Entity: phone number

Intent: activate roaming



IntelliDockers
Intent and Entity Extraction

Automated or Manual task follow-up



Factory

Data annotation No-Code Machine Learning Deploy

