



## INTRODUCING AUTOSPHERE

Autosphere is an advanced telecom Automation Platform that delivers automation of manual, repetitive and rule-based tasks.

Autosphere focuses on software based robots or a virtual workforce that can mimic human interactions with applications systems in business environment. Automations deployed through Autosphere can take over such tasks hence improve productivity, service delivery and efficiency.

### Why Organizations use Autosphere ?

- Enables human workforce to focus more on productive tasks.
- Allows effortless management of compliance related challenges.
- Results in Average Handling Time (AHT) improvement and Full Time Equivalent (FTEs) reduction.

## AUTOSPHERE POTENTIAL WITHIN TELECOM INDUSTRY

There are several processes in telecom industry, e.g. service fulfilment, service assurance, billing, revenue management and many more that can be automated through Autosphere.

**There are four areas primed for Automation where Autosphere can add value.**



### ACCOUNT MANAGEMENT

Enable transparent and agile account management



### CONTACT CENTER

Drive higher customer satisfaction



### NETWORK OPERATIONS

Strengthen and support network operations



### BUSINESS SUPPORT FUNCTIONS

Streamline the functions which include:  
-HR  
-IT  
-Finance & Accounting

# AUTOSPHERE ENABLES TELECOM OPERATORS TO RAPIDLY DESIGN, DEPLOY AND MANAGE AUTOMATIONS ACROSS MULTIPLE ENDS.



## Quality Improvements / Error reduction

- Humans tend to make more mistakes where there is repetitive work involved.
- Robots run as configured with minimal error rate.

## Improved Accuracy



## Customer Satisfaction

- Attended robots can work with humans on front desk automations to process request faster.
- Robots can drastically improve the handling time on process.

## Better Experience



## Productivity gain

- Robots work on monotonous tasks, while the human workforce focuses on tasks that require logical reasoning and decision making.
- Empower your human workforce for corporate-wide process improvement.

## More Efficient

## HOW AUTOSPHERE WORKS ?



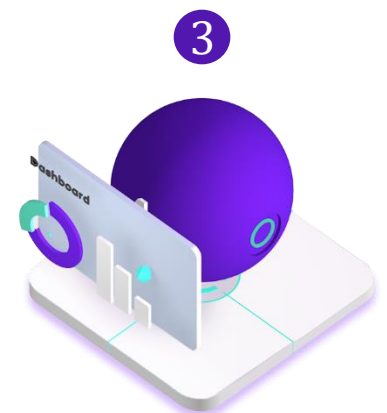
### Design

Design and Publish Automation scripts through Autosphere Aide studio.



### Deploy/Control

Create and deploy robots. Manage and Control automation execution in the form of jobs through central orchestrator.



### Monitor

Track and Monitor performance for your robotic workforce deployed, across your organization through central dashboard.