



HELPTREE AI ASSISTANT

# AI-Powered Knowledge Assistance for Faster Resolutions in Telecom Support

Seamless Support. AI-Driven Efficiency.  
Exceptional Customer Experience.

HelpTree AI Assistant, powered by Azure OpenAI Service - GPT, is an AI-driven knowledge management solution designed to help telecom providers resolve network issues faster, optimize agent efficiency, and enhance customer satisfaction. With real-time, context-aware AI assistance, telecom providers can reduce average handling time (AHT), improve first-call resolution (FCR), and deliver superior support across mobile, broadband, and enterprise telecom services.

## How HelpTree AI Assistant Optimizes Telecom Operations

HelpTree AI Assistant streamlines telecom support operations with:

### Enhanced Customer Experience

AI-driven responses eliminate the need for manual article browsing, delivering fast and accurate answers.

### Instant AI-Powered Assistance

Provides byte-sized, context-aware snippets tailored to each query, reducing agent search time.

### Operational Knowledge Retrieval

Automates access to stored knowledge, minimizing manual searches while maintaining curated content accuracy.

### Intelligent Response Generation

Retrieves relevant information from stored documents and articles within HelpTree, ensuring precise and contextually appropriate answers.

## Key Capabilities of HelpTree AI Assistant



### AI-Powered Answers for Faster Issue Resolution

HelpTree AI Assistant delivers instant, contextually relevant responses for telecom support teams, eliminating the need for manual searching. With LLM-powered retrieval, it quickly connects users to troubleshooting guides for dropped calls, slow internet, and network outages.



### Step-by-Step Guided Troubleshooting

Navigating complex telecom issues is effortless with HelpTree AI Assistant's structured, guided troubleshooting workflows. Whether diagnosing network latency, configuring routers, or resolving mobile service disruptions, it provides interactive, tabular, and matrix-based guidance tailored to telecom-specific challenges.



### Smart Email Composition

Enhancing telecom support communication, AI-powered responses assist in drafting clear and consistent replies to common customer queries. By leveraging stored knowledge, it ensures accurate, standardized answers to textbook questions related to billing policies, service plans, and network guidelines, improving response efficiency.



### Effortless Knowledge Access

HelpTree AI Assistant enables quick access to stored telecom knowledge, ensuring associates can effortlessly find relevant details on network upgrades, 5G deployments, and customer service protocols—all without manual searches.

## Transform Telecom Support with HelpTree AI Assistant

As telecom providers navigate the complexities of customer service, HelpTree AI Assistant offers a competitive advantage by improving knowledge access, reducing AHT, and enhancing customer satisfaction across mobile, broadband, and enterprise services.



**Faster Resolution of  
Telecom Services  
Issued**



**Reduction in AHT for  
Network and Billing  
Inquiries**

**Higher First-Call  
Resolution Rates**

## Enable Intelligent Support. Improve Resolution Times. Optimize for Growth.

Let's redefine telecom customer support with HelpTree AI Assistant. Contact us today!

### Unlocking Digital Performance. Delivering Measurable Results.

At Sutherland, we are a leading global business and digital transformation partner. We work with iconic brands worldwide in Healthcare, Insurance, Banking & Financial Services, Communications, Media & Entertainment, Technology, Travel & Hospitality, Logistics, Retail, Energy & Utilities industries. We bring our clients a unique value proposition through market-leading technology and business process excellence. Leveraging our advanced products and platforms, we drive digital transformation, optimize critical business operations, reinvent experiences, and pioneer new solutions, all provided through a seamless "as a service" model. For each company, we tailor proven and rapid formulas to fit their unique DNA. We bring together human expertise and artificial intelligence. In short, we do digital chemistry. It unlocks new possibilities, great client partnerships, and transformative outcomes.

