



# TELECOMMUNICATIONS: CUSTOMER SERVICE

Sharpen Engagement and Experience



## Geo-Enabled Customer Care

- Manages customer connections
- Optimizes service territories
- Offers highly performant geocoding
- Connects customer care with netops

SYSTEM OF RECORD

## Communication & Engagement

- Improves stakeholder management
- Shares outages and restoration times
- Provides self service portals
- Enables social media integration

SYSTEM OF ENGAGEMENT

## Customer 360 View

- Geo-enrich datasets with demographics
- Leverages GeoAI and machine learning
- Reduces churn
- Delivers trending and insights

SYSTEM OF INSIGHT

**MEETING CHANGING  
CUSTOMER SERVICE NEEDS**

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