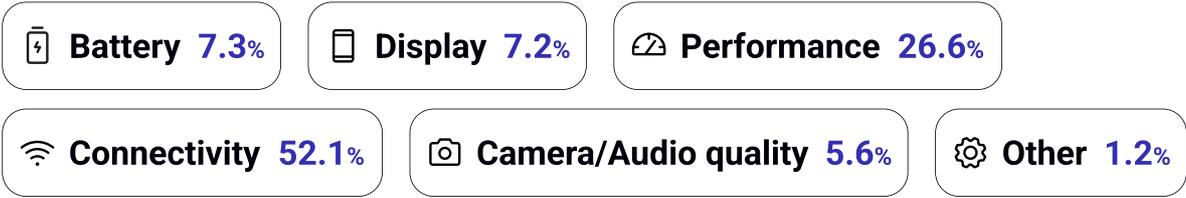


Insights: Top Mobile Device Issues Consumers Sought Digital Help For

Each year, 1 in 5 customers will have an issue with their phone, most of whom turn to their provider for help. However, they're often getting one-size-fits-all service with seventy-five percent of consumers seeing this lack of personalization in service as a problem. In order to personalize, telcos need both the objective diagnostic truth and customer voice. This will enable AI to autonomously serve customers.



In the customer's voices

The customer's voice adds an extra layer of context to the objective device truth, allowing an agent or autonomous intelligence (AI) to make sharper decisions in a digital environment.

