ALEPO

AI Powered CX

Transform Customer Interactions with Purpose-Built AI for CSPs

DATASHEET

Alepo's AI Powered CX solutions revolutionize how Communication Service Providers engage with customers through generative AI that understands telecom operations, automates support workflows, and drives revenue growth across all touchpoints.

Unlike generic AI chatbots, our solutions come pre-trained with deep telecom expertise and integrate directly with your BSS, CRM, and network systems to deliver accurate, transactional support that rivals human agents while reducing operational costs by up to 70%.

WHY CHOOSE ALEPO AI POWERED CX?

✓ **Telecom-Specific Intelligence**

Pre-trained with industry knowledge including billing concepts, network terminology, and CSP-specific processes that generic AI cannot match.

✓ **Deep System Integration**

Native connectivity with BSS, CRM, and network systems enables real transactions and live customer data access for accurate support.

✓ **Proven Results at Scale**

Deployed across global operators with documented 90% automation rates, 70% cost reduction, and significant customer satisfaction improvements.

✓ **Enterprise-Grade Security**

Comprehensive security controls, data privacy protection, and compliance frameworks that meet enterprise and regulatory requirements.
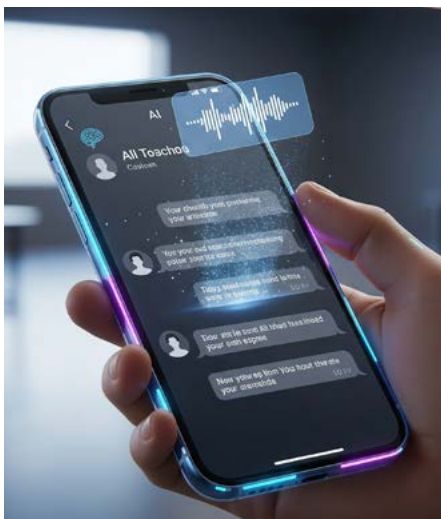
ALEPO'S AI SOLUTIONS

AI Customer Assistant

24/7 AUTONOMOUS CUSTOMER SUPPORT

Intelligent virtual agent that resolves 90% of customer inquiries instantly while reducing service costs by up to 70% through telecom-trained generative AI.

KEY FEATURES:
- Generative AI with telecom expertise and natural language processing
- Omnichannel support across web, mobile, WhatsApp, SMS, and voice
- Real-time BSS integration for transactions and account management
- Multilingual support in 100+ languages with cultural intelligence

BENEFITS:
- 90% first-contact resolution with instant responses
- 70% reduction in customer service costs
- 24/7 availability with consistent quality

AI Agent Assistant

INTELLIGENT SUPPORT FOR HUMAN AGENTS

Real-time AI guidance that reduces handle time by 40-70% while improving resolution rates through intelligent knowledge access and conversation analysis.

KEY FEATURES:
- Live conversation intelligence with intent recognition
- Automated knowledge retrieval with relevance ranking
- Real-time answer suggestions and escalation recommendations
- Performance analytics with personalized coaching insights

BENEFITS:
- 40-70% reduction in average handle time
- Improved first-call resolution rates and consistency
- Accelerated training for new agents

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CLOUD SAAS

Managed platform with automatic scaling and updates

PRIVATE CLOUD

Dedicated environment with enhanced security controls

HYBRID

Combination of cloud and on-premises components

ON-PREMISES

Complete customer control with local data residency

AI Sales Assistant

REVENUE-GENERATING CUSTOMER INTERACTIONS

Intelligent sales assistance that increases revenue by 25% through AI-driven opportunity identification, automated lead qualification, and personalized offer generation.

KEY FEATURES:

- Identifies opportunities from customer behavior patterns
- Creates dynamic offers with pricing optimization
- Automatically qualifies and scores lead
- Real-time sales intelligence and coaching

BENEFITS:

- 25% increase in sales revenue through intelligent recommendations
- 40% improvement in sales team productivity
- 30% enhancement in conversion rates

Custom AI Agents

TAILORED INTELLIGENCE FOR UNIQUE BUSINESS NEEDS

Beyond our core AI solutions, Alepo creates specialized AI agents designed specifically for your unique operational requirements and customer engagement strategies.

SPECIALIZED APPLICATIONS

Custom AI agents for network operations, field service optimization, regulatory compliance, partner portals, and industry-specific scenarios.

FLEXIBLE DEVELOPMENT

AI platform adapts to your business processes, terminology, and workflows while maintaining enterprise-grade security and integration.

RAPID DEPLOYMENT

Telecom-trained foundation models accelerate custom development, reducing implementation from months to weeks with day-one accuracy.

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ADVANCED CAPABILITIES

MULTILINGUAL AND CULTURAL INTELLIGENCE
Native-level fluency in 100+ languages with cultural context awareness, regional compliance understanding, and automatic language detection for seamless conversation switching.

ENTERPRISE-GRADE SECURITY
Comprehensive data protection with automated PII detection, end-to-end encryption, role-based access controls, audit trails, and GDPR compliance with configurable data residency.

CONTINUOUS LEARNING AND OPTIMIZATION
Machine learning algorithms improve accuracy over time through real-time conversation analysis, automated knowledge base updates, and predictive insights for proactive engagement.

"With the introduction of Lümbot, we are taking a big leap forward in our digital journey, employing generative AI and LLM technology to enable a holistic, end-to-end digital customer service experience."

— SaskTel President and CEO

READY TO TRANSFORM YOUR CUSTOMER EXPERIENCE WITH AI?

Contact us today

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