Driving Telecommunications Service Experience Transformation

CareAR delivers immersive augmented reality (AR) Service Experience Management (SXM) platform applications that sustainably drive game-changing operational efficiencies, improved customer outcomes, and unmatched experiences for service teams and field workers.

CareAR for Telecommunications

CareAR's AI/AR powered SXM platform allows service employees and customers to digitally and visually resolve issues providing greater efficiencies, better customer outcomes, and increased safety.

With CareAR, telecom companies can boost self-solve and self-learning for customers, improve equipment uptime, increase first time resolution of issues, enhance knowledge capture and skill curation, and improve worker safety.

The CareAR® Platform enables:

- Live visual assistance and guidance for remotely seeing and solving issues, anywhere
- Step-by-step operational instruction and work verification
- Customer self-help that reduces agent time, and eliminates service calls
- Learning management; Knowledge capture and curation of knowledge data

Service Challenges in Telecom

- Improve first-time fix and reduce site visits
- Maintain knowledge base
- Reduce maintenance and repair costs
- Expand service coverage with more generalists instead of specialists
- Infrastructure downtime
- Worker safety
- Meeting sustainability goals

Business Outcomes

50% reduction in dispatches

63% reduction in service time

82% first-time fix rate

85% increase in remote resolutions

Reduced customer downtime

Increased worker safety

CareAR allows technicians to solve problems better, faster, cheaper. CareAR is driving the service experience transformation by bridging skills gaps, accelerating knowledge transfers, providing greater operational efficiencies, and enhancing customer outcomes and safety. CareAR has been recognized as a leader and top innovator in enterprise augmented reality in 2022 by ABI Research.

Learn more about CareAR: https://CareAR.com/telecom

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