CareLink AI

Smart AI-Driven Solutions for Telecom Operation and Customer Support

Customer

Hey I can reach CareLink AI customer support 24/7, on any platform, anytime, anywhere.

CareLink AI Agent

Our AI agent, Rest assured, your satisfaction is our priority. We are here to support all your service plans, billing inquiries, technical issues, easy account management.

The CareLink AI-powered agents solution will streamline operations, deliver cost savings, and improve customer satisfaction by triggering email notifications to customers with what they are looking for, timely follow-ups, real-time conversational analysis, and 24/7 sales representatives engagement.

Customer Pain Points in Existing Services in 2023
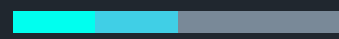
70%

Lack of personalization & Emotion Analysis

Many customers feel disconnected due to the lack of personalization in automated systems.

(A study by Gartner)

75%

Long Wait Times

Customers hate waiting on hold for a live agent and have had problems understanding misleading prompts.

(A study by American Express)

60%

Poor voice recognition

Customers experiencing difficulties with poor voice recognition can find the situation frustrating.
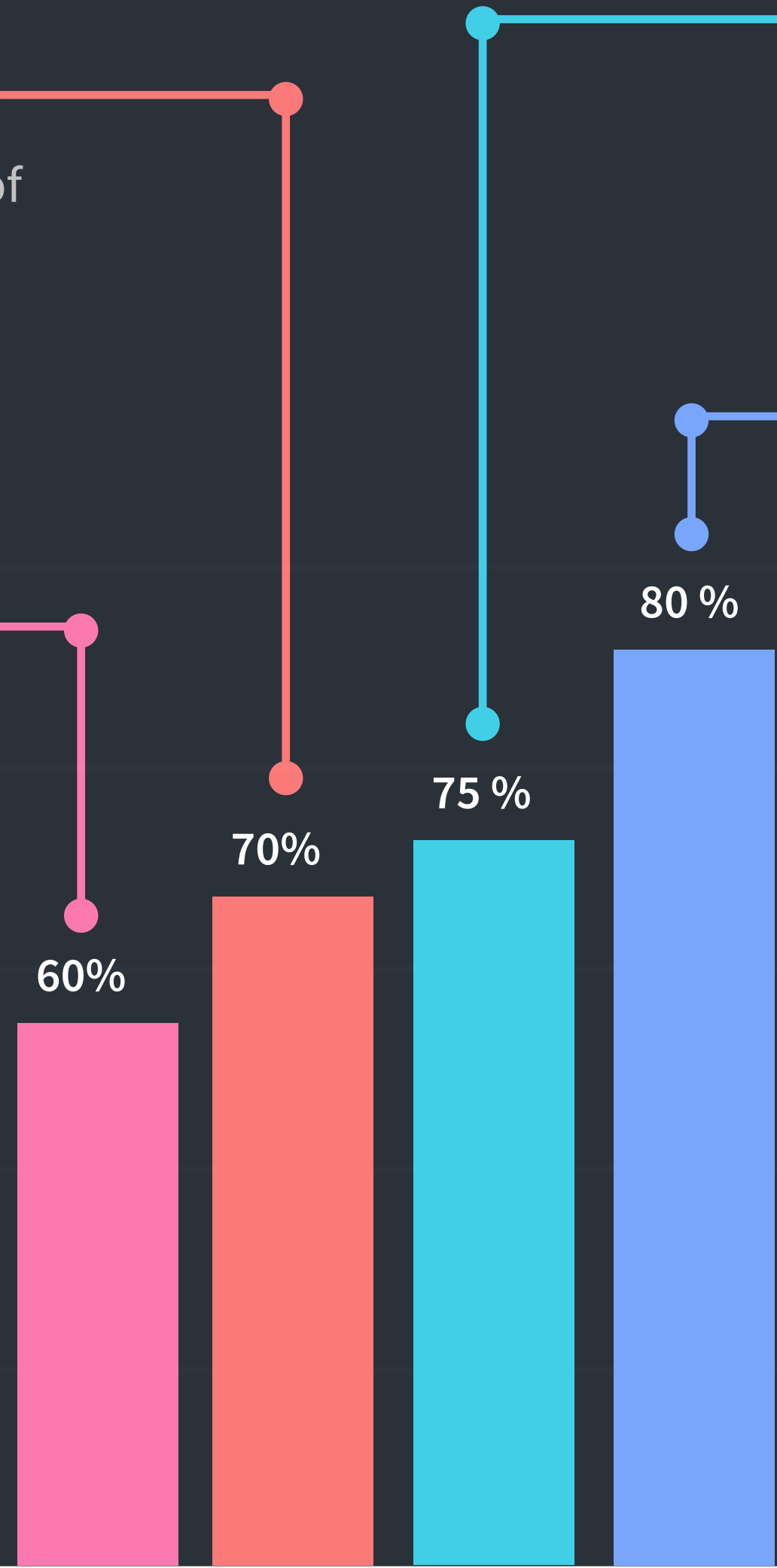
(A study by Microsoft)

80%

Inability to resolve issue

Customers were dissatisfied with the resolution they received from customer service

(A study by Salesforce)

60%

70%

75 %

80 %

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WHY customers are dissatisfied with using customer support, with 2023 statistics

Revolutionizing Telecom Customer Support: The Power of CareLinkAI-Driven Solutions

01

Customer Satisfaction

Enhanced Personalization

Human-like Interaction

Quick Issue Resolution

Timely Follow-ups

Emotional Analysis

Reduced Response Time

02

24/7 Availability

Global Reach

Emergency Assistance

Triggering Email Summarized Conversations

Real-Time Conversational Analysis

24/7 Sales Representatives Engagement

03

Multi-Channel Support

Web Application

Mobile

Tablet

04

Zero Waiting Time

Transparent Communication

Empowering Self-Service

Consistency in Service

Seamless Escalation

Support Multiple Languages

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Market

TAM

Total Addressable Market

The Total Addressable Market represents the total market demand for a product or service. In the case of CareLink, the TAM encompasses the entire telecom industry's customer service and operations functions, which are seeking advanced solutions to enhance customer support, streamline operations, and optimize resource allocation.

Estimated TAM: $20 billion

SAM

Serviceable Addressable Market

The Serviceable Addressable Market focuses on the segment of the TAM that your product can realistically target. For CareLink, this includes telecom companies of varying sizes and operational complexities that are actively seeking to upgrade their customer service capabilities through AI-powered solutions.

Estimated SAM: $200 Million

(acc. To Precedence Research estimates, 2023)

SOM

Serviceable Obtainable Market

The Serviceable Obtainable Market represents the portion of the SAM that your product realistically aims to capture within a specific timeframe. For CareLink, this segment is concentrated in India, where your primary research indicates significant demand for AI-driven telecom customer support solutions.

Estimated SOM: $2 million

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Globally,

AI-driven customer service solutions can save the telecom industry $20 billion by 2023, according to a study by American Express, J.D. Power, Gartner, and Juniper Research.

CareLinkAI can help telecom companies save money year-on-year.

$2 million

Based on research estimates of select Telecom companies in India

Save money with CareLinkAI

Operational costs, Infrastructure costs, Labor costs, Technology & software costs, Marketing costs, others.

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Revenue Streams

CareLink's innovative AI-powered telecom customer support solution offers a variety of revenue streams that contribute to sustainable growth and profitability.

SUBSCRIPTION MODEL

- **Monthly Subscriptions:** Offer tiered subscription plans to telecom companies based on their scale and requirements.

- **Features Differentiation:** Provide enhanced features and support levels in higher-tier subscriptions.

USAGE-BASED MODEL

- **Per-Ticket Fees:** Charge a fee for each technical issue or ticket handled by the AI-powered agents.

- **Scalability:** Revenue scales with the volume of issues resolved.

UPSELLING SERVICES

- **Technical Training:** Provide training sessions and workshops to telecom staff for optimal use of CareLink.

- **Consultation Services:** Offer consultation on AI integration, optimization, and best practices.

ENTERPRISE LICENSING

- **Customized Solutions:** Offer tailored AI solutions for large telecom enterprises with unique needs.

- **Licensing Fees:** Charge licensing fees for access to CareLink's advanced AI capabilities.

CareLinkAI Growth Plan 2023 - 2026

Q2 2027: Expand into new global markets and stay up-to-date with the latest trends.

Q3 2024: Development of CareLinkAI is completed.

2026: Minimum profit of $20 million is expected.

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Growth

Q3-Q4 2024: Marketing efforts are boosted to find the right telecom companies.

2025: 2 companies are installed with CareLinkAI, with phased migration.

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Competitive Advantage of CareLink AI

Strengths

○ Personalized service through AI agents trained in customer data.

Scalable to support millions of customers with minimal wait times.

Available 24/7 on any channel - web, mobile, voice.

Multi-lingual capabilities.

Sentiment analysis to escalate unhappy customers.

Continuous learning to improve issue resolution rates.

Unique Capabilities

○ Hybrid model with human agents for complex issues.

Emotion analysis to detect customer frustration.

Real-time conversational analytics for training AI agents.

Critical monitoring of AI agents for unresolved issues.

Autonomous AI task manager to prioritize and execute tasks.

Voice cloning technology for human-like interactions.

Representative Competitor

○ Limited to few channels.

Long wait times during peak hours.
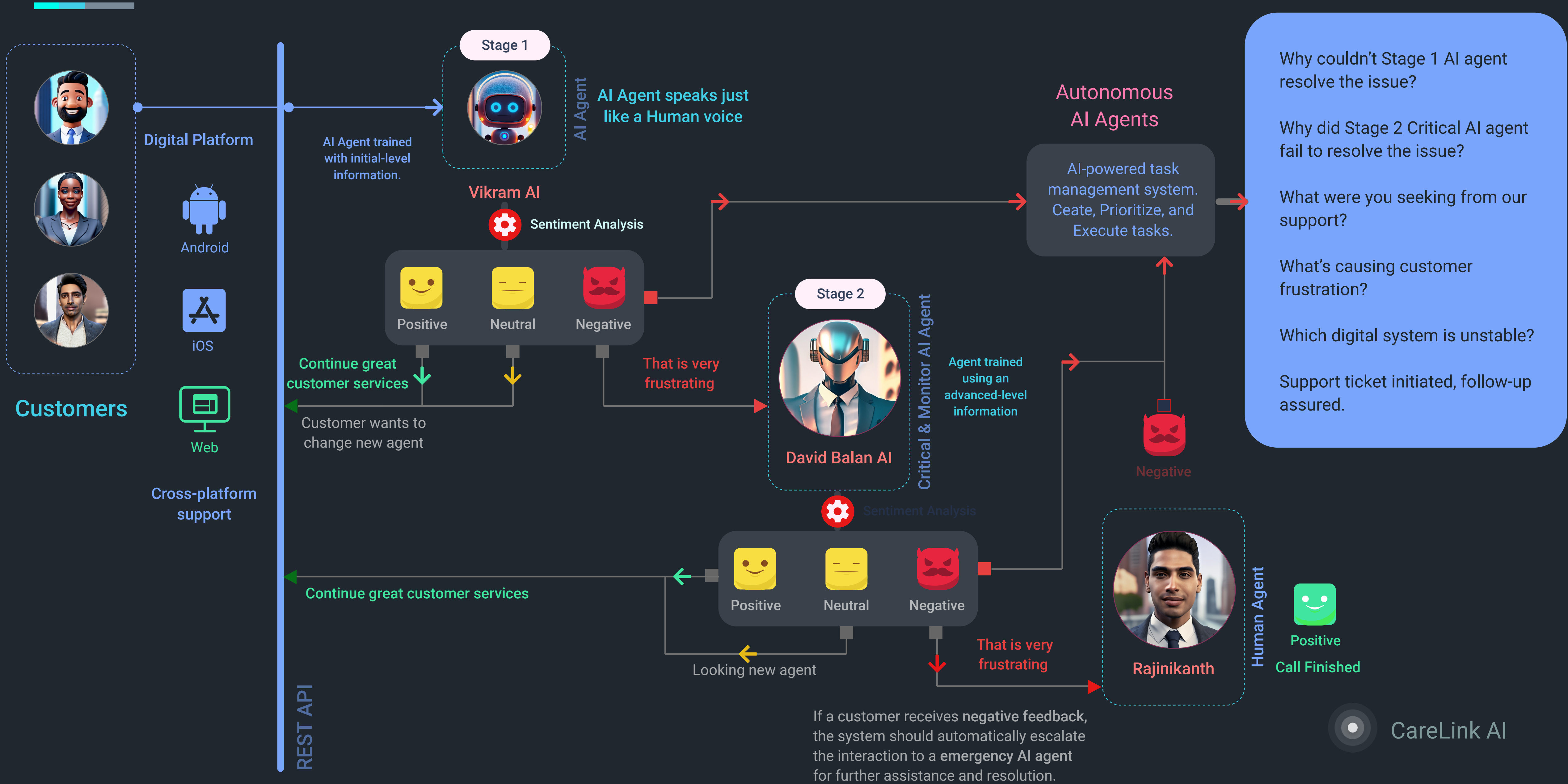
No sentiment or emotion analysis.

Requires manual agent assignment.

Rigid conversational flows

No integration across customer touchpoints

Lacks contextual understanding

CareLink AI-driven solution architecture

Investigating Unstable System and Solutions

Customers

Digital Platform

Android

iOS

Web

Cross-platform support

REST API

Stage 1

AI Agent

AI Agent speaks just like a Human voice

AI Agent trained with initial-level information.

Vikram AI

Sentiment Analysis

Positive   Neutral   Negative

Continue great customer services

Customer wants to change new agent

That is very frustrating

Stage 2

Critical & Monitor AI Agent

David Balan AI

Agent trained using an advanced-level information

Sentiment Analysis

Positive   Neutral   Negative

Continue great customer services

Looking new agent

That is very frustrating

Autonomous AI Agents

AI-powered task management system. Ceate, Prioritize, and Execute tasks.

Negative

Human Agent

Rajinikanth

Positive

Call Finished

If a customer receives **negative feedback**, the system should automatically escalate the interaction to a **emergency AI agent** for further assistance and resolution.

Why couldn't Stage 1 AI agent resolve the issue?

Why did Stage 2 Critical AI agent fail to resolve the issue?

What were you seeking from our support?

What's causing customer frustration?

Which digital system is unstable?

Support ticket initiated, follow-up assured.

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Team

Vinoth Kumar Murugan

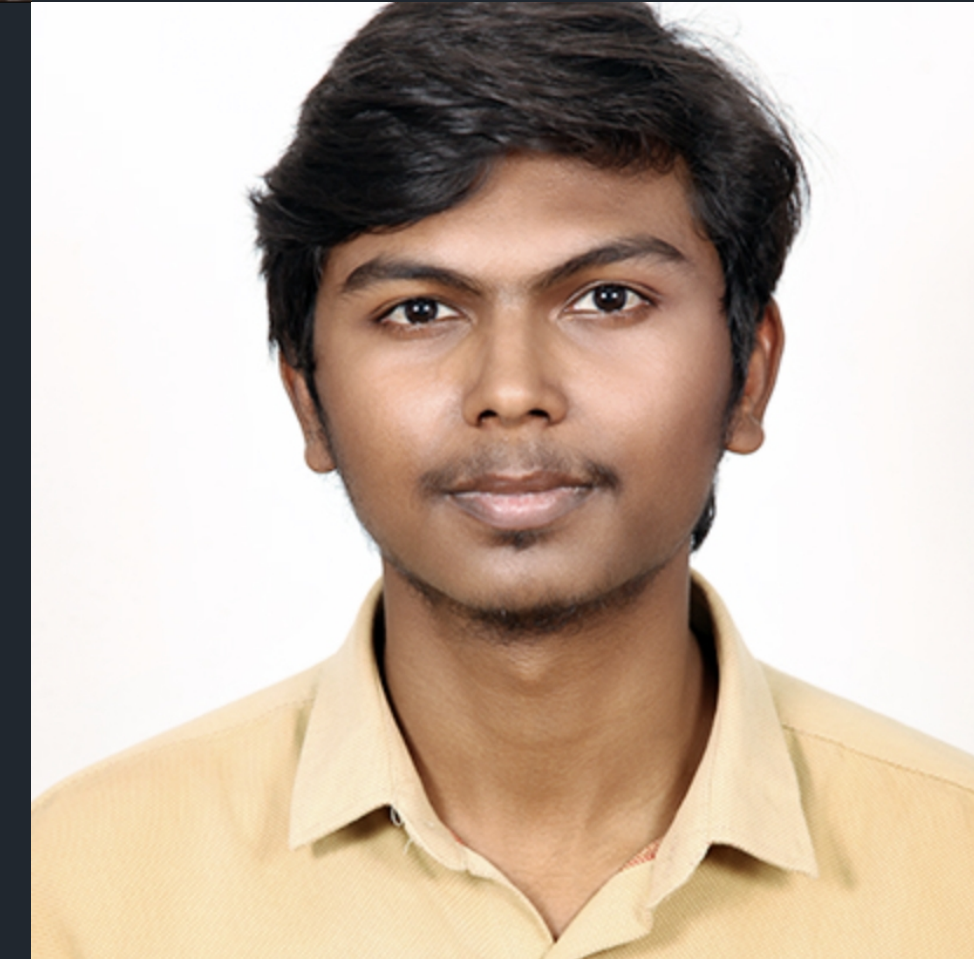Application Architect, Mobile Solution Expert

KP Kshitij Parashar

Technical Product Manager

Ram Shankar

Python Developer

Tharun Ganapathi

Python Developer

Thank You.

CareLink AI Agent

The CareLink AI-powered agents solution is a comprehensive solution that can help businesses to redefine streamlining operations, deliver big cost savings, and provide top-tier customer satisfaction.

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