

BOtEye Agentic AI

Built for Telecom.

Networks · Customers · Revenue



Telecom is Operating At The Edge of Complexity

01

Cascading network faults

Faults propagate across systems faster than human teams can detect and respond, compounding outages before intervention is possible.

02

Billing drives churn

Complex billing errors erode customer trust and accelerate churn, creating revenue loss that compounds with each billing cycle.

03

Fraud outpaces detection

Fraud patterns evolve faster than static detection models, leaving networks exposed to threats that existing tools cannot anticipate.

04

Costs scale with headcount

Operational costs grow in lockstep with team size rather than intelligence, limiting scale without proportional efficiency gains.

What makes BOTeye different

BOTeye is an agentic AI platform — it does not wait to be asked.

It observes signals, reasons across data, and acts autonomously within defined guardrails.



Perceive

Ingests real-time telemetry, CRM, BSS, and OSS data simultaneously.



Act

Executes changes, escalates edge cases, and closes the loop without human intervention.



Reason

Understands goals, not just instructions. Plans and navigates across complex workflows.



Learn

Continuously improves from outcomes to refine future decisions.

01 Ingest Telemetry

Continuous ingestion of network telemetry and performance signals across RAN, core, transport, and cloud.

02 Detect Anomalies

Traffic spikes, faults, or degradation flagged instantly. Root cause identified across all network domains in seconds.

03 Trigger Remediation

Automated fix applied: traffic rerouted, capacity reallocated, or maintenance triggered — before customers are affected.

04 Notify Engineers

Engineers alerted with full context for review. Lower MTTR, fewer outages, and teams freed from alarm chasing.

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1 Signal Detected

Usage anomaly, payment failure, or service degradation triggers the agent in real time.

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2 Data Retrieved

Agent pulls CRM, billing, and entitlement records across systems to build a complete customer picture.

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3 Resolution Applied

Plan updated, credit issued, or proactive outreach triggered — customer notified with no human handoff.

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4 Edge Cases Escalated

Complex cases route to human agents with full context pre-loaded — faster resolution, fewer repeat contacts.

01 Continuous Monitoring

Behavioral baseline built across network, account, and transaction activity — 24/7, at scale.

02 Anomaly Detection

Unusual patterns flagged in real time — SIM swaps, abnormal call volumes, payment anomalies — before damage occurs.

03 Risk Scoring & Action

Risk score cross-referenced with fraud intelligence. Suspicious activity blocked instantly; affected customer notified.

04 Automated Compliance

Every case documented automatically. Reduced fraud losses, fewer false positives, and full regulatory auditability.

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01 Track & Monitor

Agent tracks entitlement state, promotions, and payment status across all accounts in real time.

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02 Detect & Explain

Billing discrepancy or payment failure detected. Agent pulls usage and contract data and explains charges clearly to the customer.

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03 Resolve Flexibly

Agent offers tailored resolution — payment arrangement, credit, or plan adjustment — to close the issue without escalation.

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04 Retain Proactively

Retention risk flagged before churn occurs. Proactive offer triggered — reducing leakage and raising customer lifetime value.

Impact by the numbers

80%

Customer issues resolved autonomously by 2029
(Gartner)

50%

Fewer unanswered customer queries (AT&T)

45M

Monthly interactions, 70% resolution rate
(Vodafone)

30%+

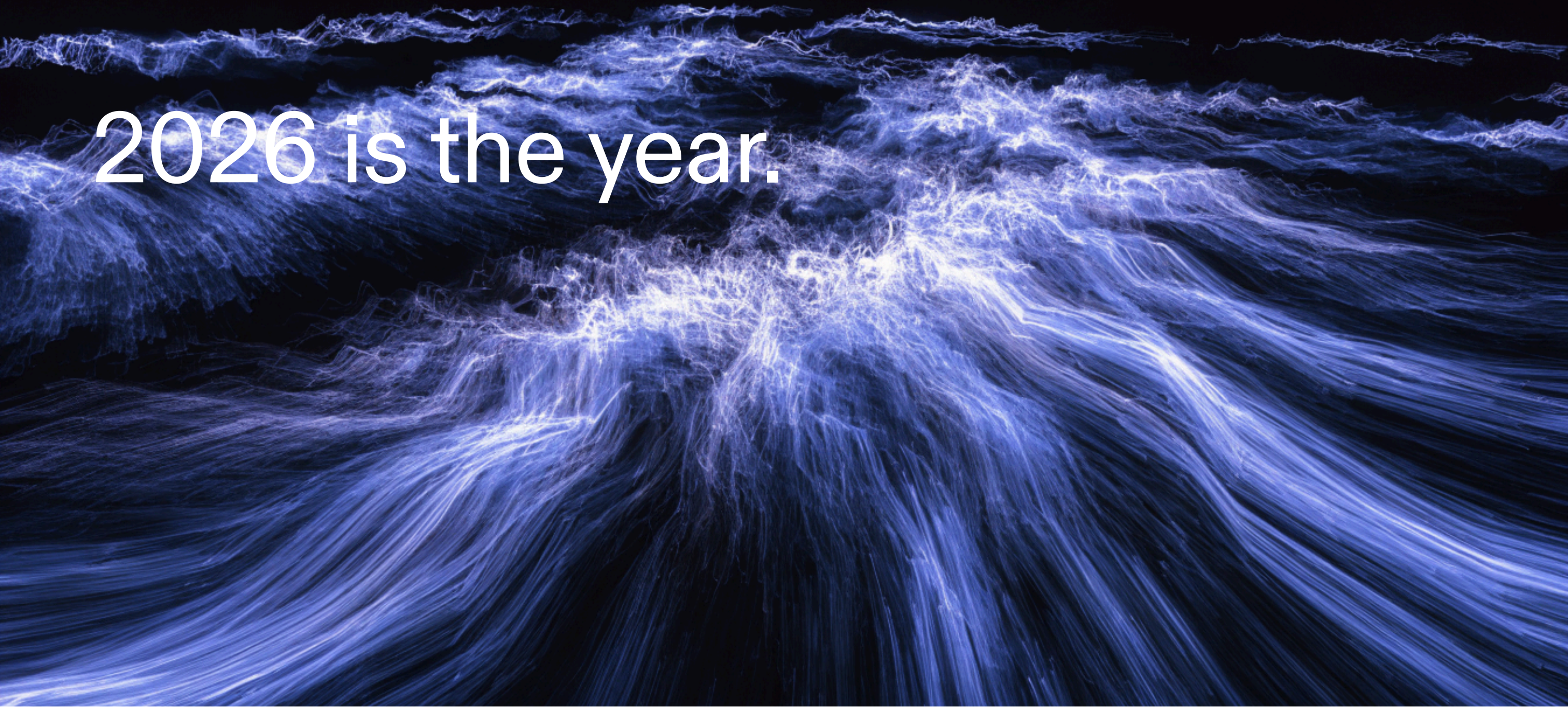
Reduction in operational costs via automated
workflows

Faster
MTTR

AI root cause analysis and closed-loop
remediation

Agentic AI moves from pilot to production in telecom. Operators who act now will run at a speed and intelligence no competitor can match manually.

2026 is the year.



Call to action

Walk through your use cases with the BOTeye team.



Contact us

Book a live demo at
demo@boteye.ai

Our focus

Self-healing networks
Autonomous customer experience
Fraud prevention & revenue ops

Online

boteye.ai
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