## Eutelsat: il Customer Incident Agent

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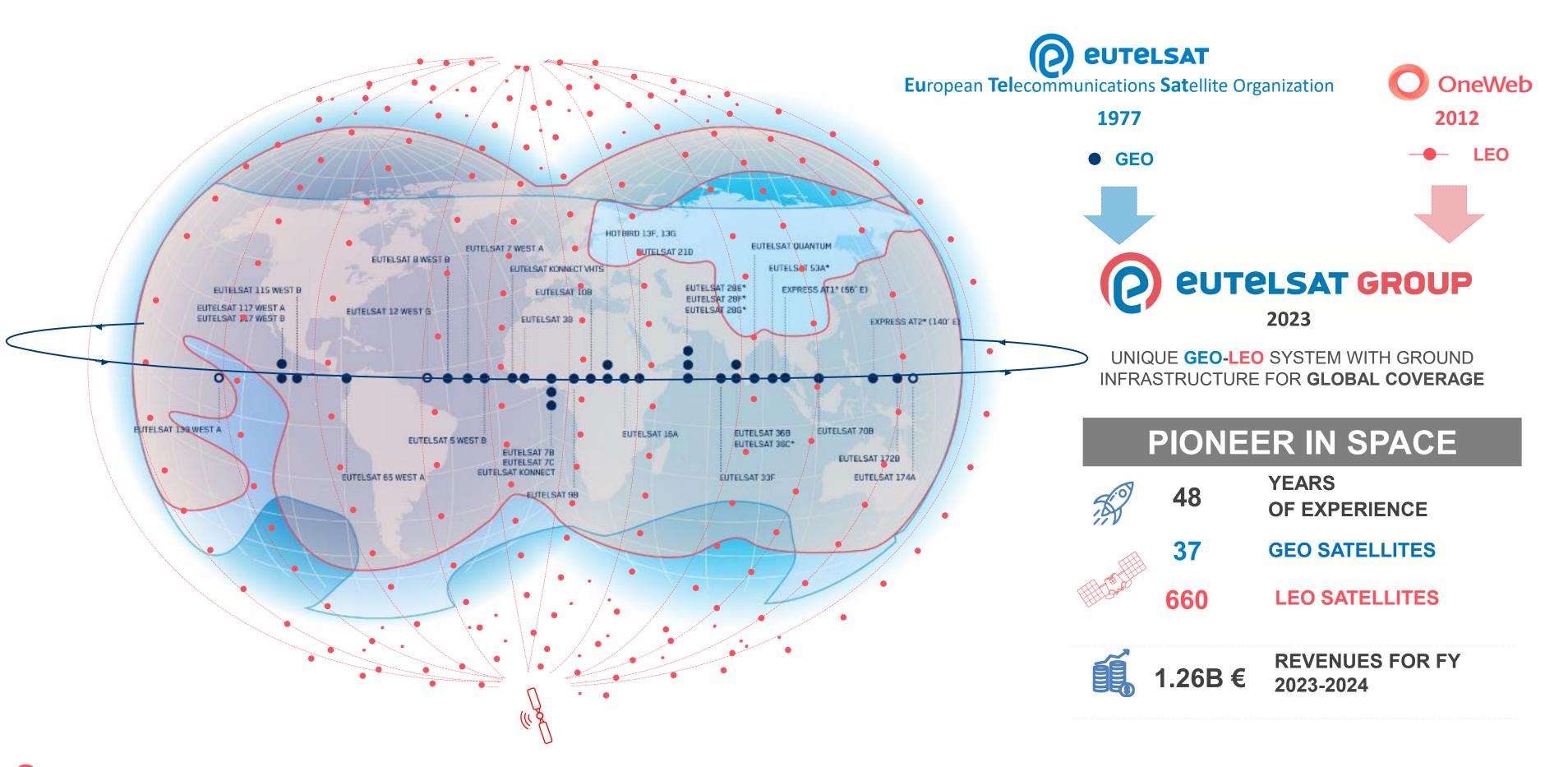








#### EUTELSAT GROUP - WORLD-LEADING GLOBAL FLEET



### A FLEXIBLE, WORLD-LEADING GLOBAL FLEET













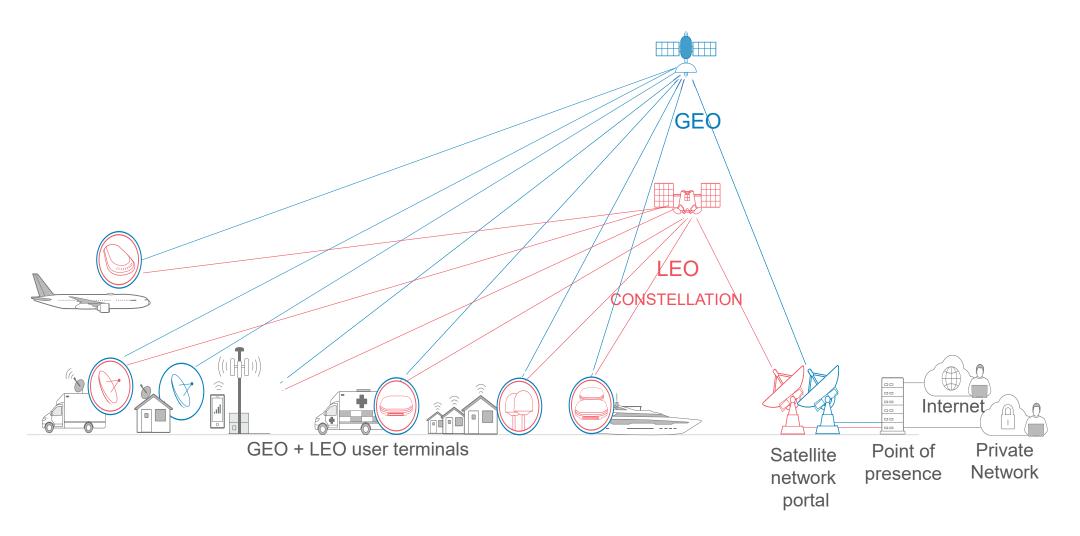
(TV, BROADBAND)



**DIGITAL** 

**TERRESTRIAL** 

TV









#### PROBLEM STATEMENT: CUSTOMER INCIDENTS

Malfunctioning/issue:
end customer
complains

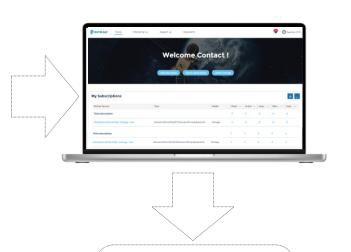






**Partner distributor** 

PARTNER PORTAL API CALL



Incident servicenow.

**Technical Support** 

Level 4

Level 3

Level 2



Operational procedures based on incident category

**Process** 

**KPIs** 

Knowledge

and Planning

Team

> GEO SERVICES

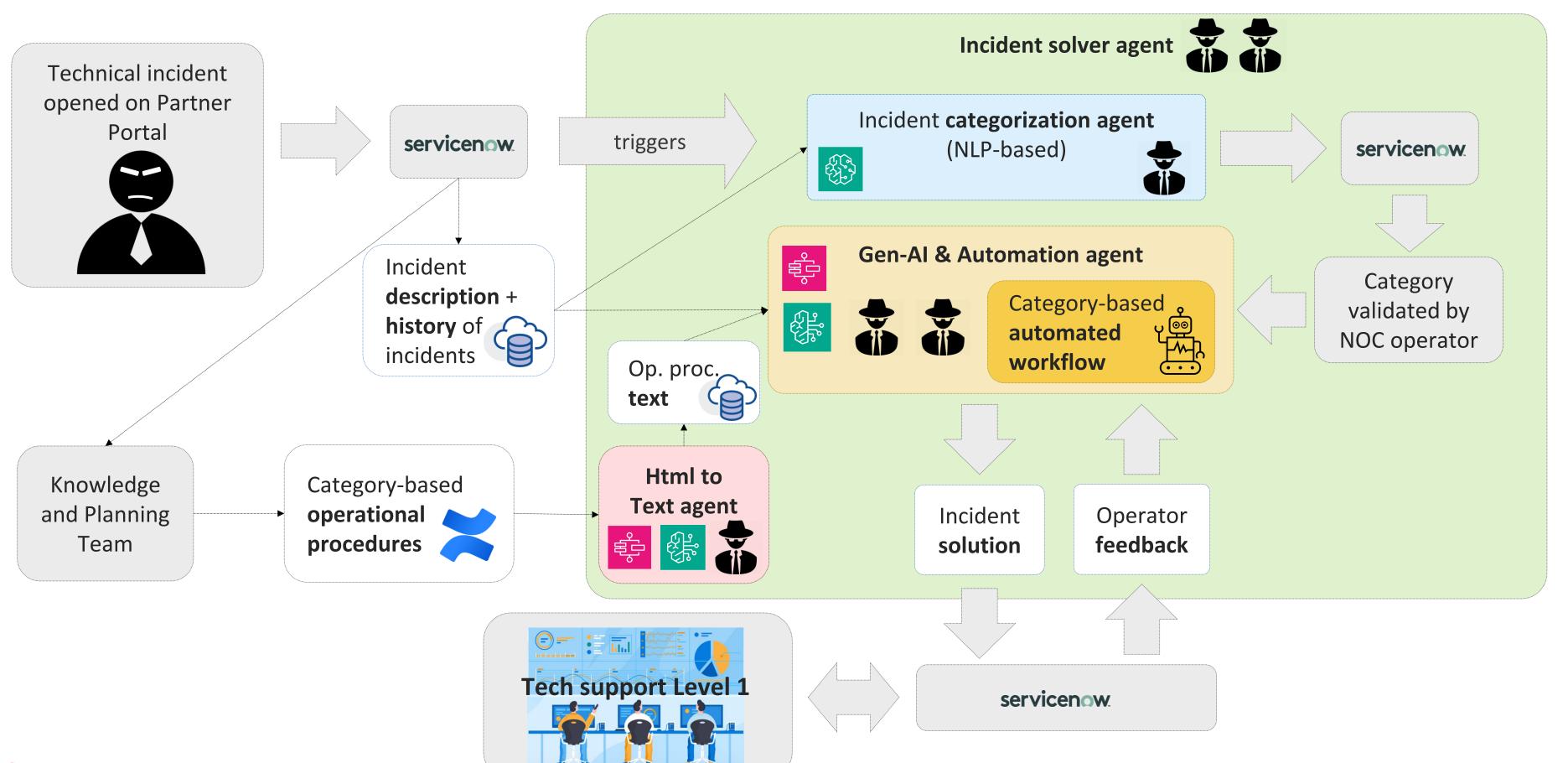
> PROCESS: well defined and benchmarked

> DATA: long history and high quality

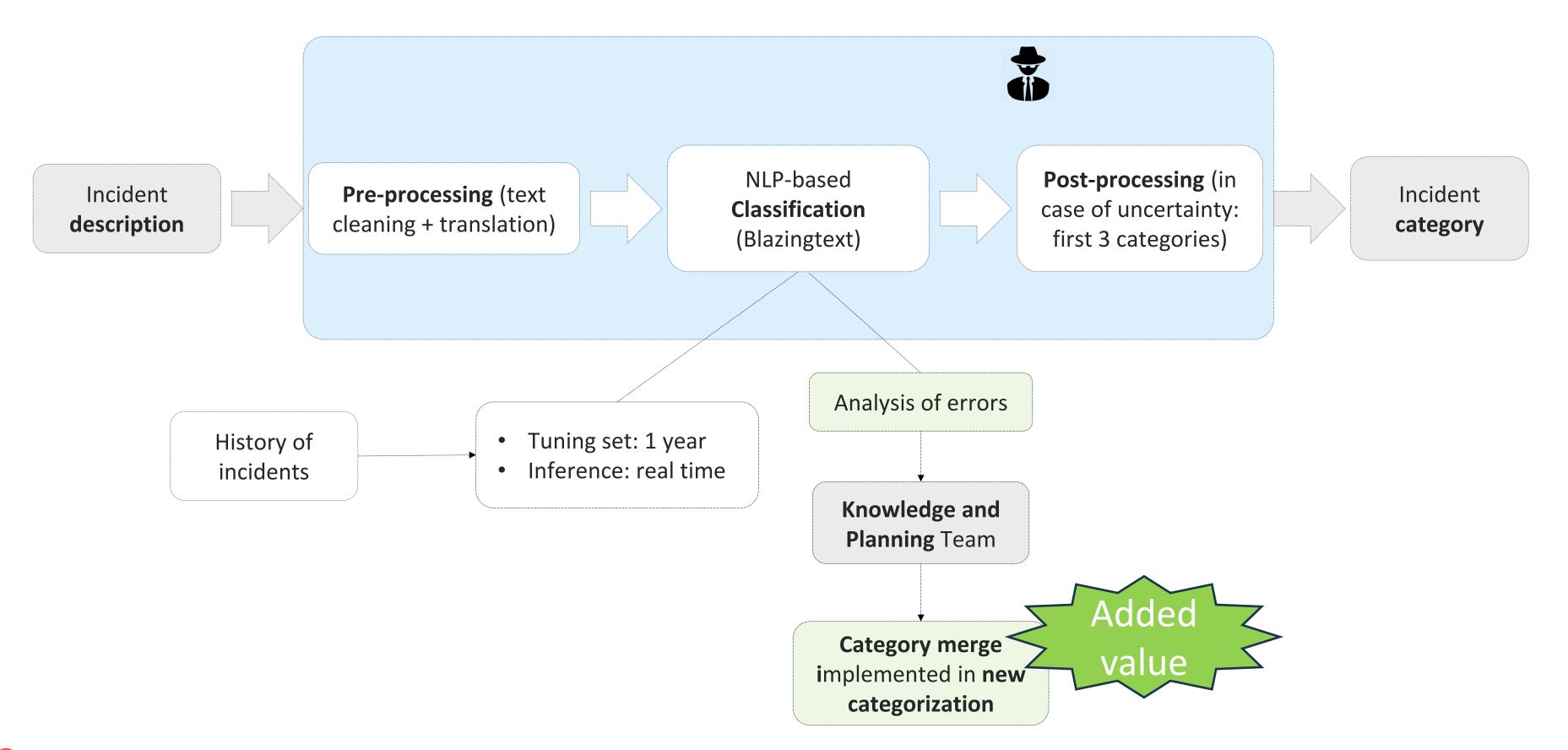
➤ VOLUME: proportional to business success

Customer Incident
Agent

#### HIGH-LEVEL ARCHITECTURE

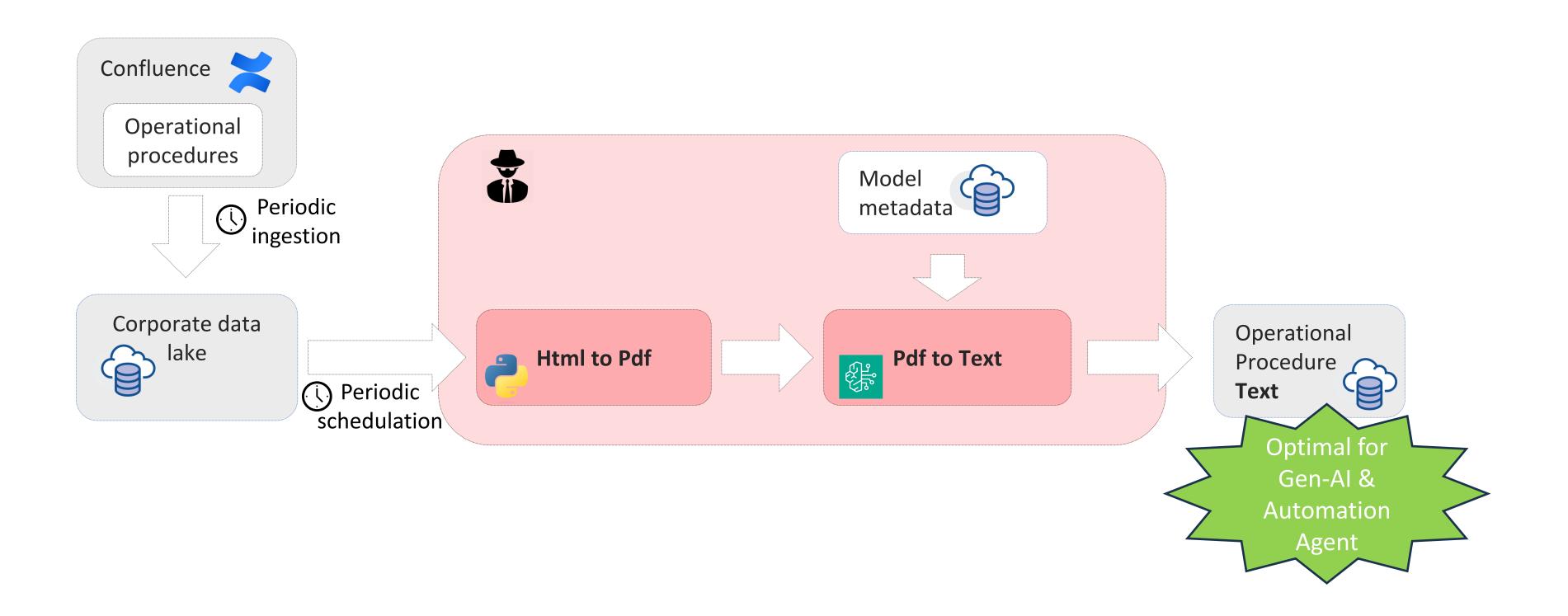


#### FOCUS 1: INCIDENT CATEGORIZATION AGENT



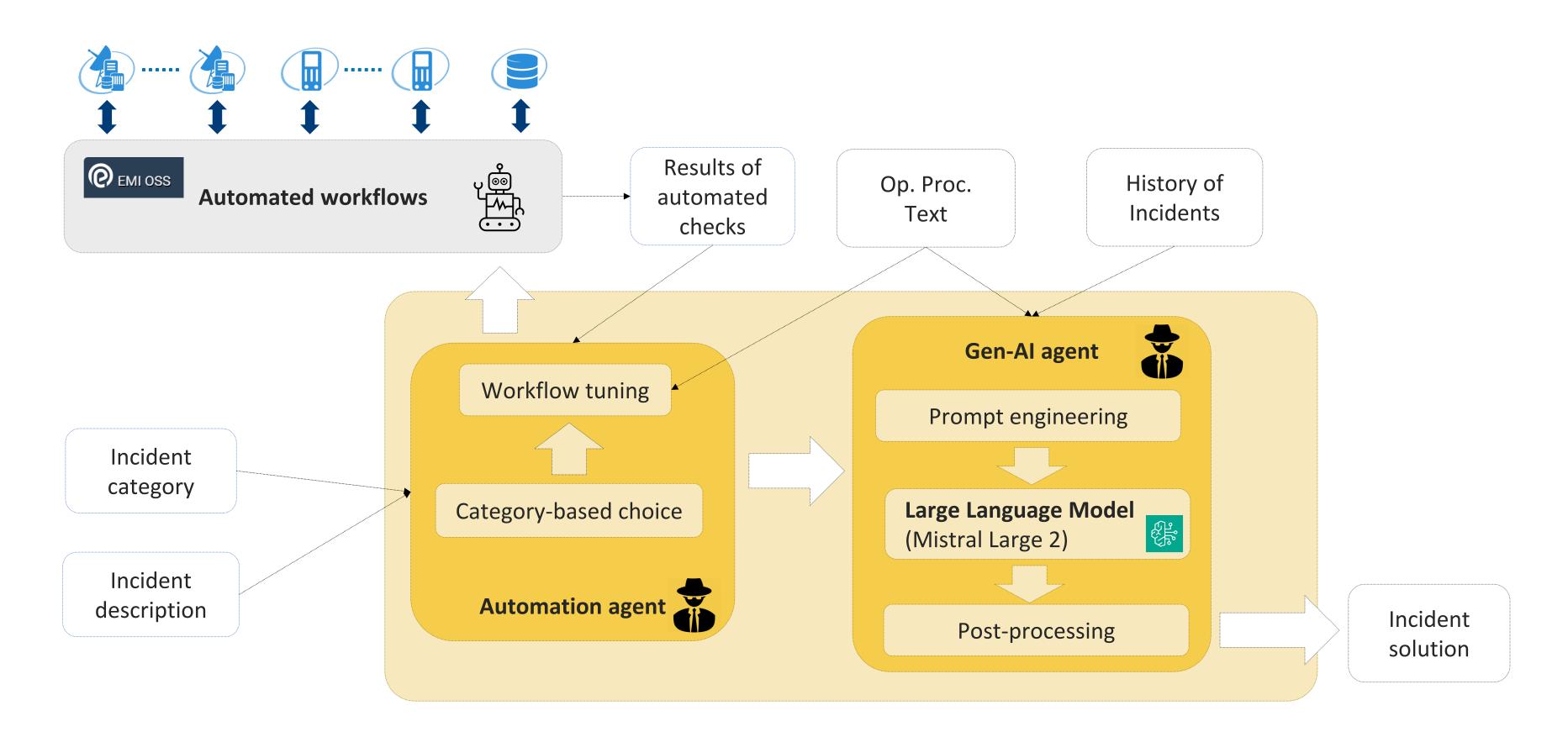


#### FOCUS 2: HTML TO TEXT AGENT

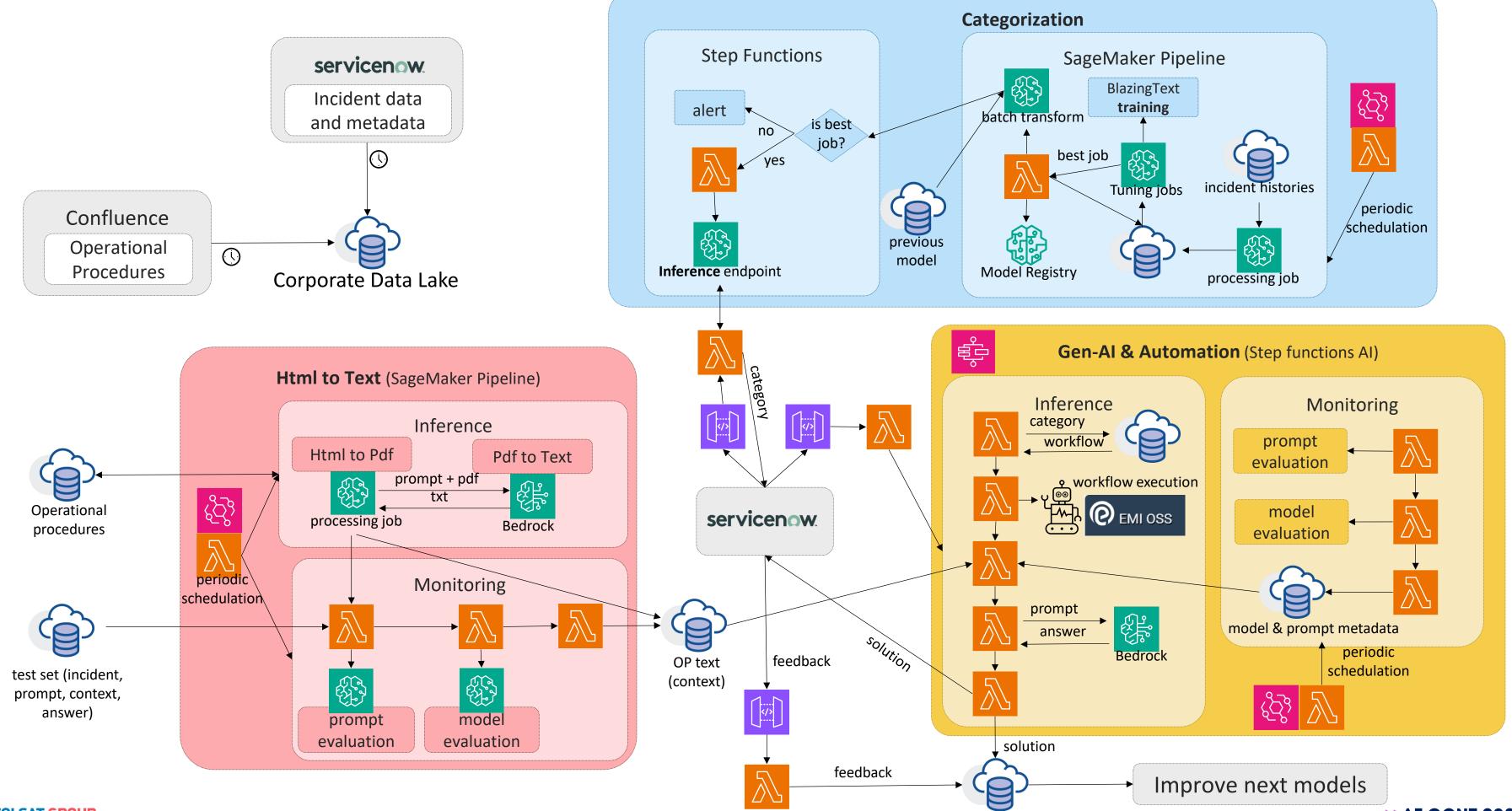




#### FOCUS 3: GEN-AI & AUTOMATION AGENT



#### FOCUS 4: ARCHITECTURE



#### MEASURED OUTCOMES

- > Agent fully integrated with the group incident management workflow
- > 1500 incidents/month handled on average
- > 2 incident categories currently covered (by highest share of incidents)
- > MLOPS framework to govern the application
  - > Monitoring of data drift and model performance
  - Continuous evolution in case of changes in incident categories or operational procedures
- > Automatic incident categorization with accuracy=90.2%
- Automation and Gen-Al Agent monitored via operator feedback (OK or KO)
- > Built internal trust on Al agents in Operations area

#### > Return of Investment

- Time To First Answer reduced to less than a minute
- ➤ Time To Resolve for the cases successfully handled reduced by **85**%
- Customer Satisfaction Score and Reopening Rate stable compared to full manual handling

#### **NEXT STEPS**





## Thank you!

slides & videos: https://www.improove.tech/videos

# >>AI CONF 2025