

Eutelsat: il Customer Incident Agent

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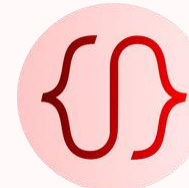


>> **AI CONF 2025**

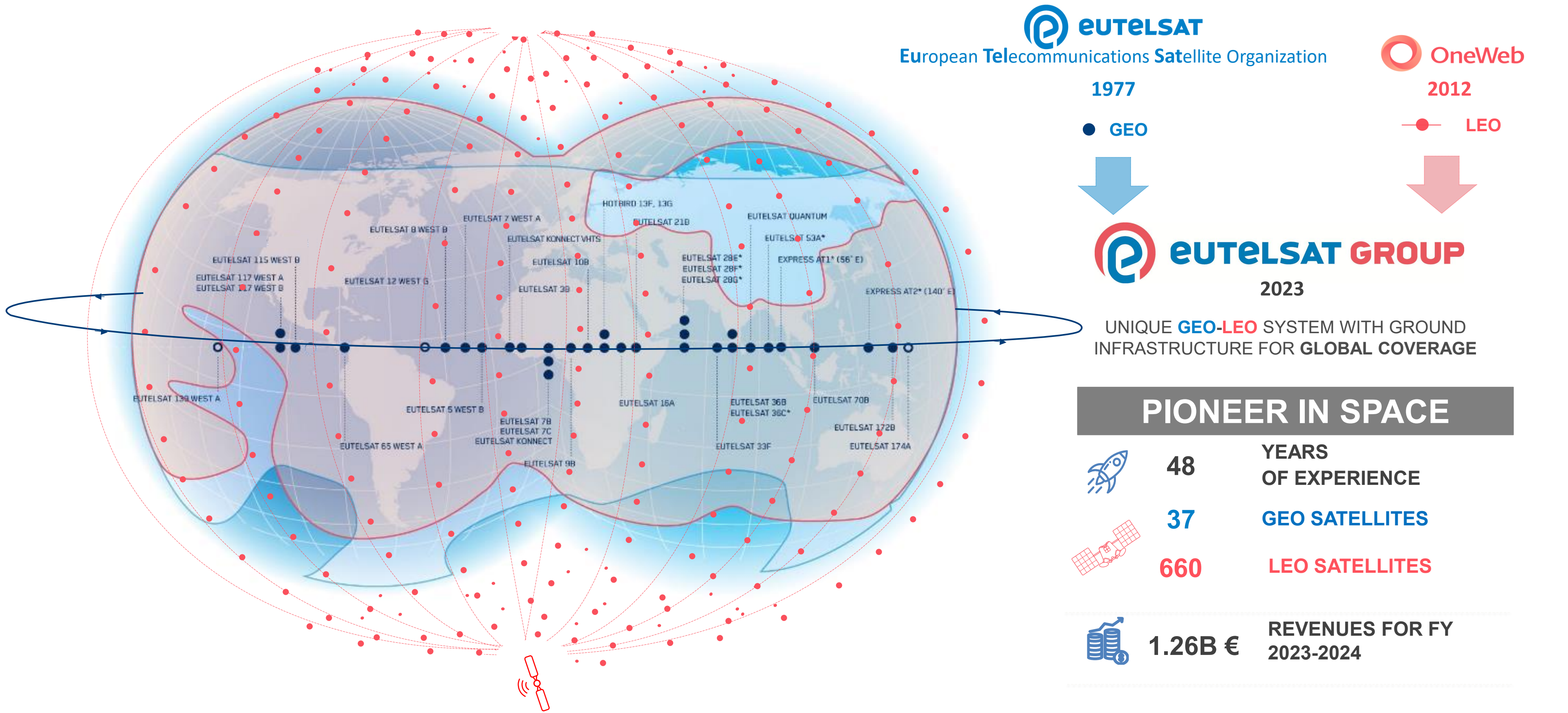
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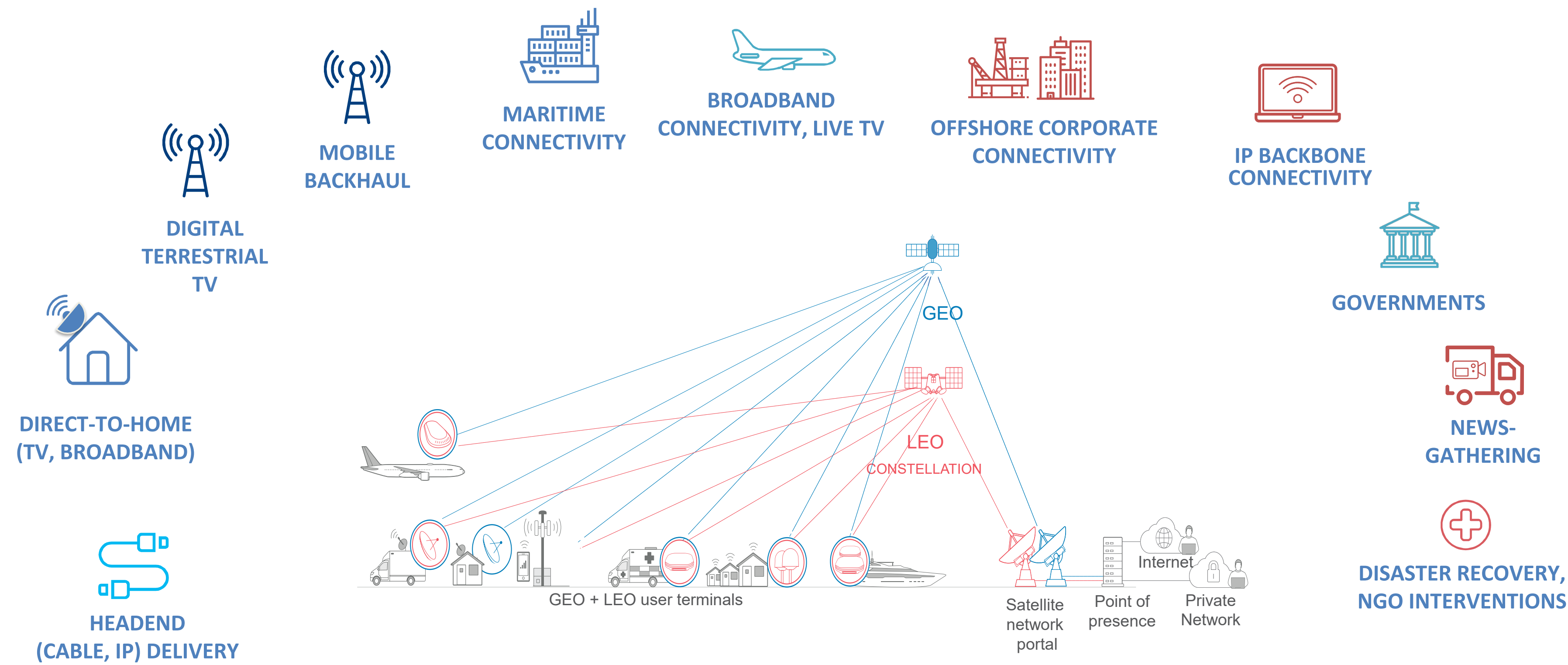
PARTNER



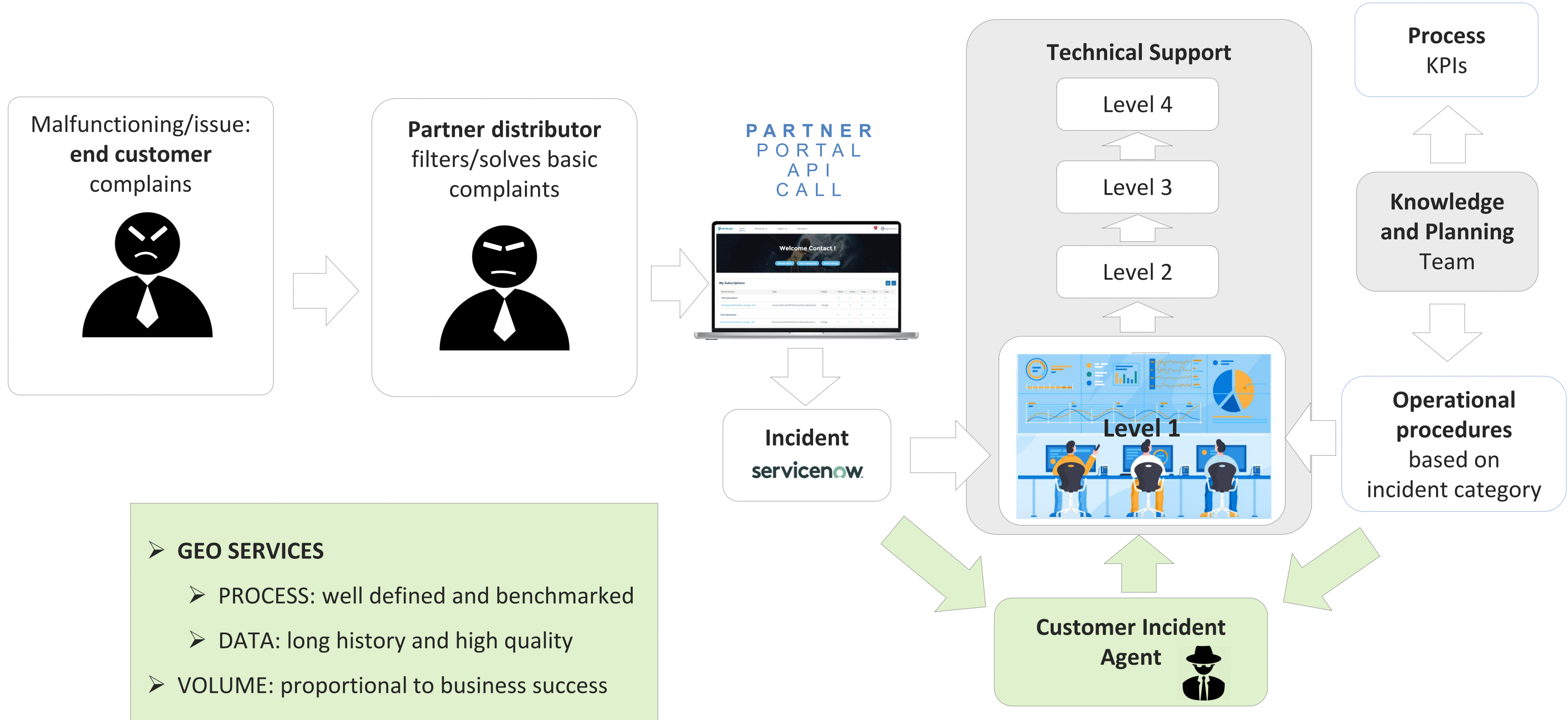
EUTELSAT GROUP - WORLD-LEADING GLOBAL FLEET



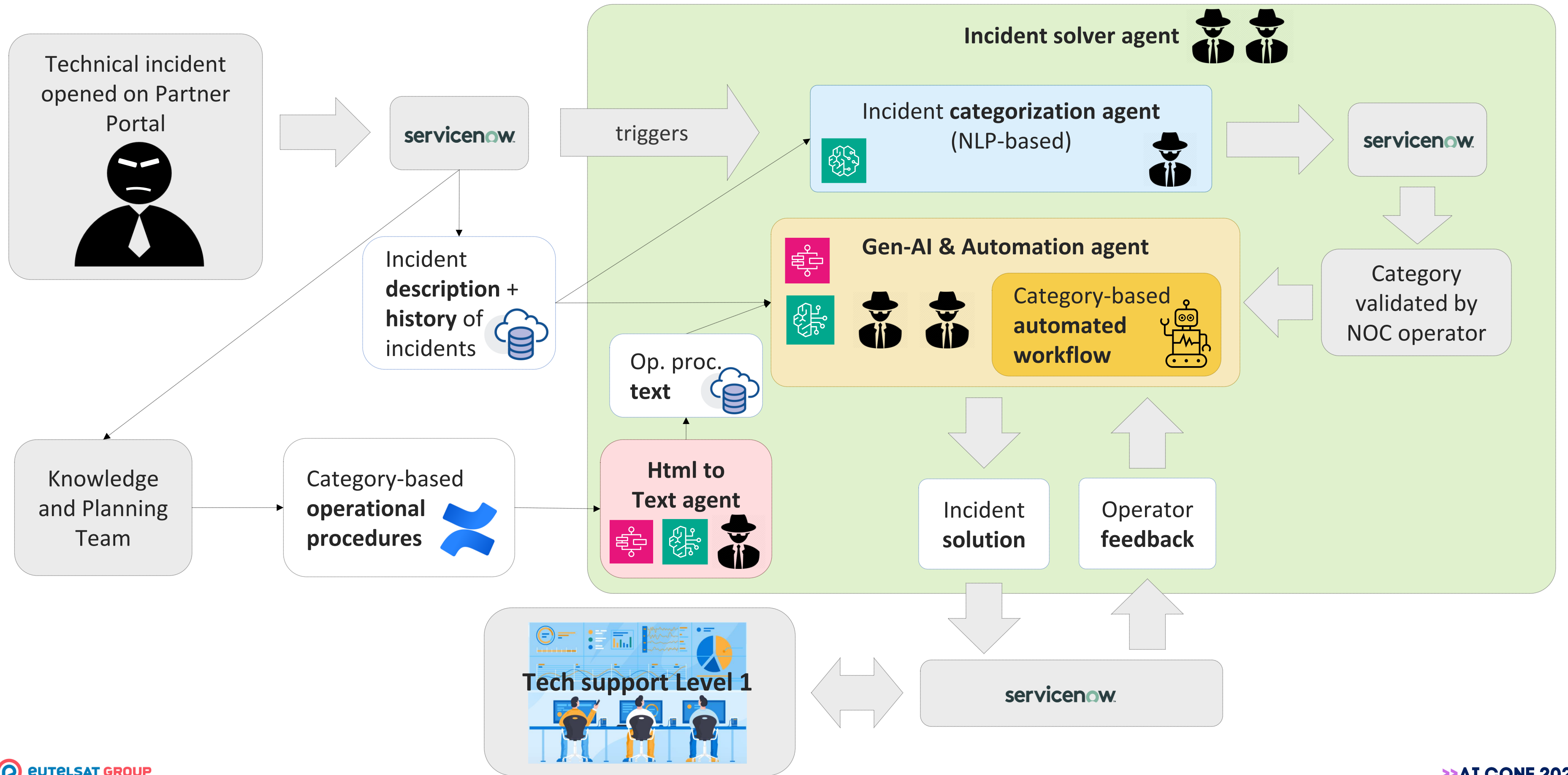
A FLEXIBLE, WORLD-LEADING GLOBAL FLEET



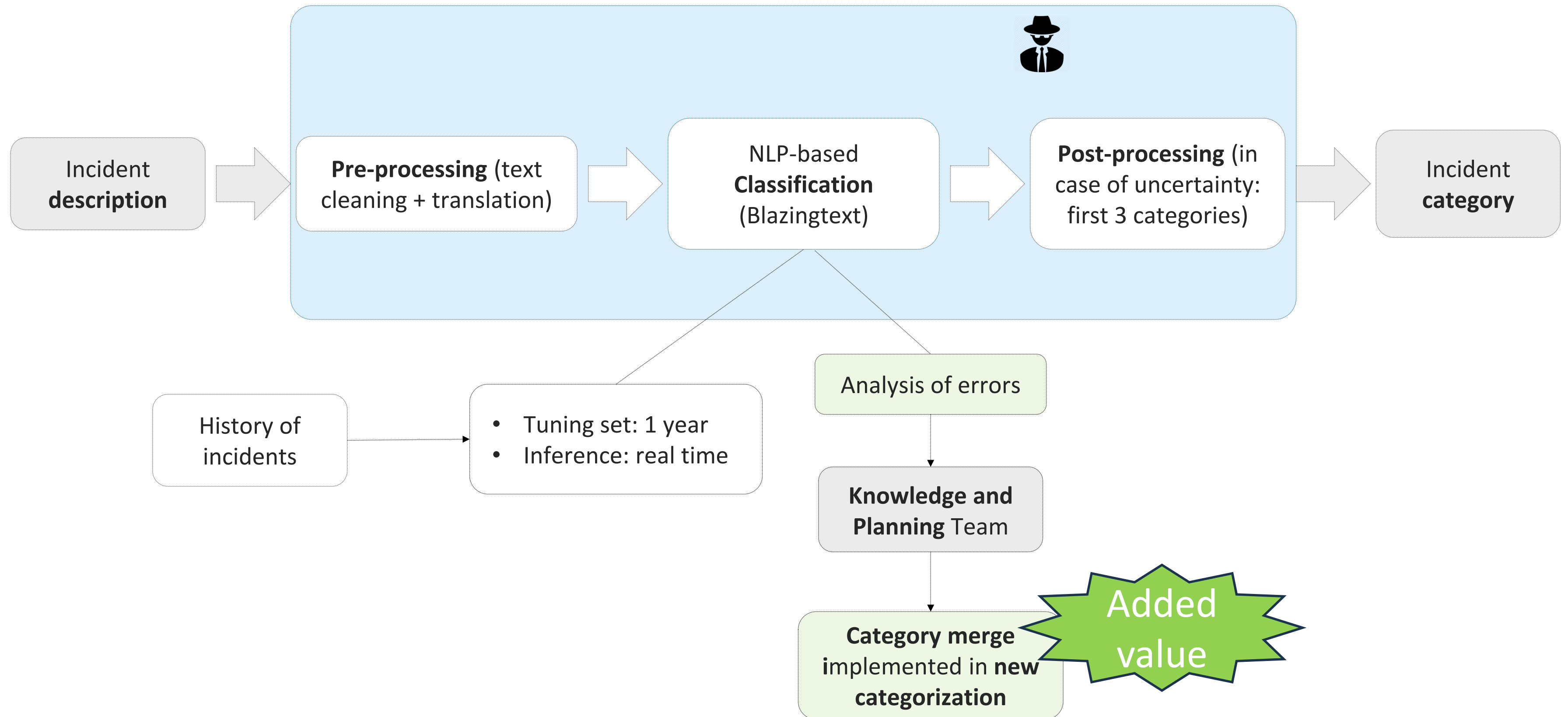
PROBLEM STATEMENT: CUSTOMER INCIDENTS



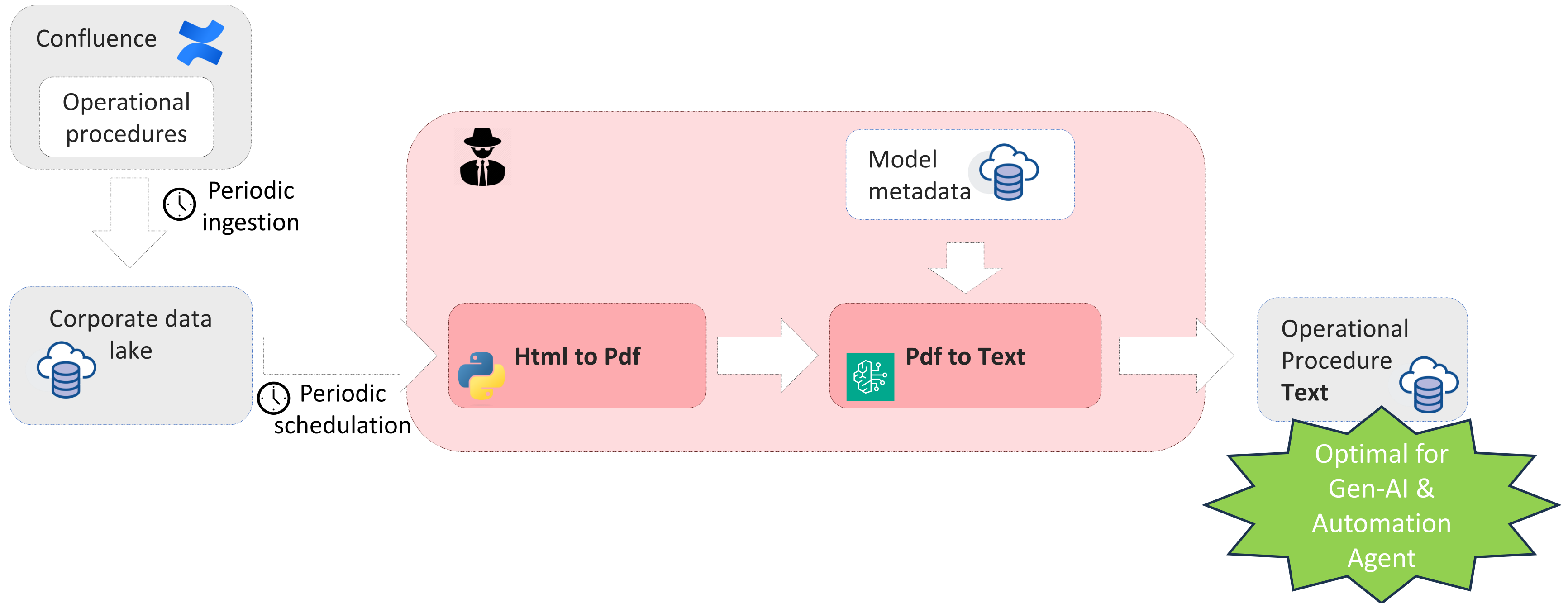
HIGH-LEVEL ARCHITECTURE



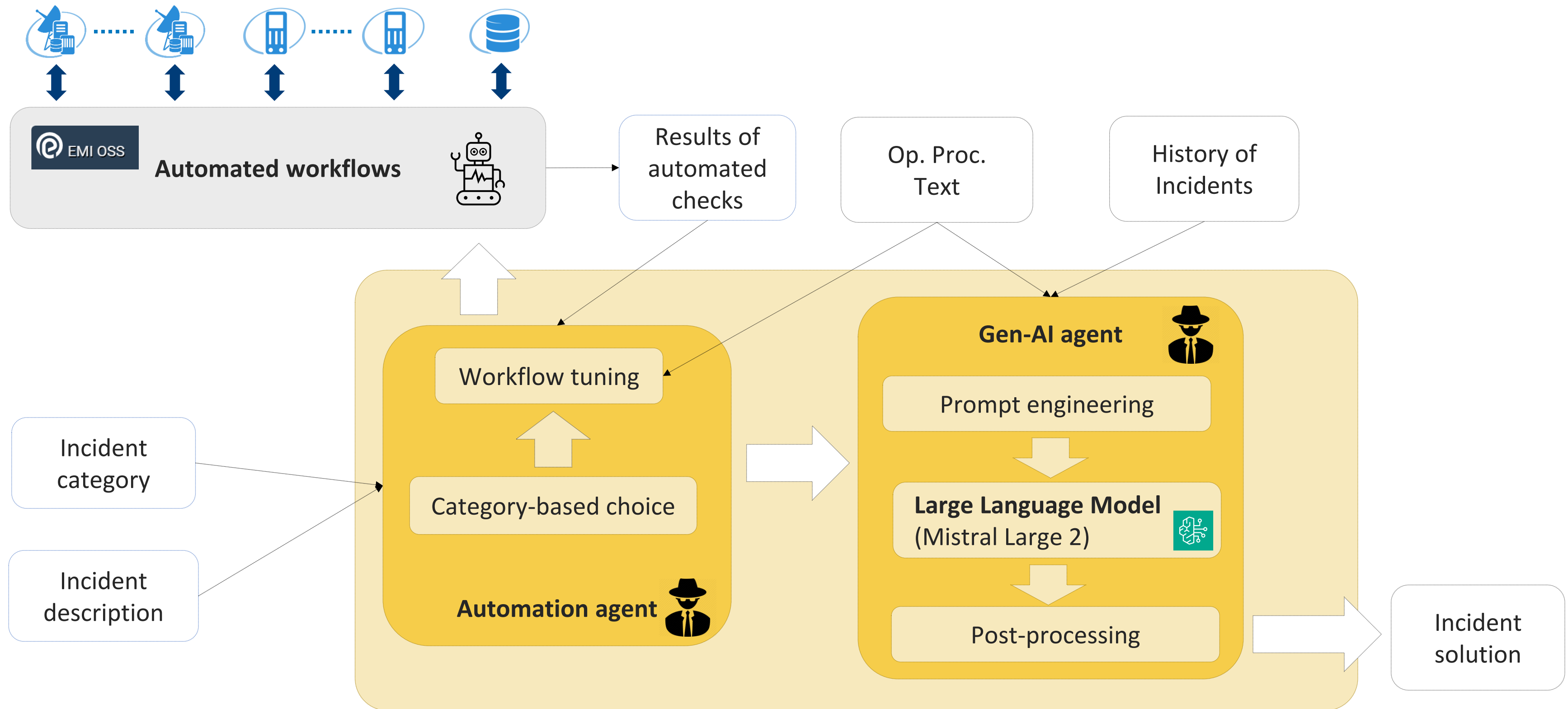
FOCUS 1: INCIDENT CATEGORIZATION AGENT



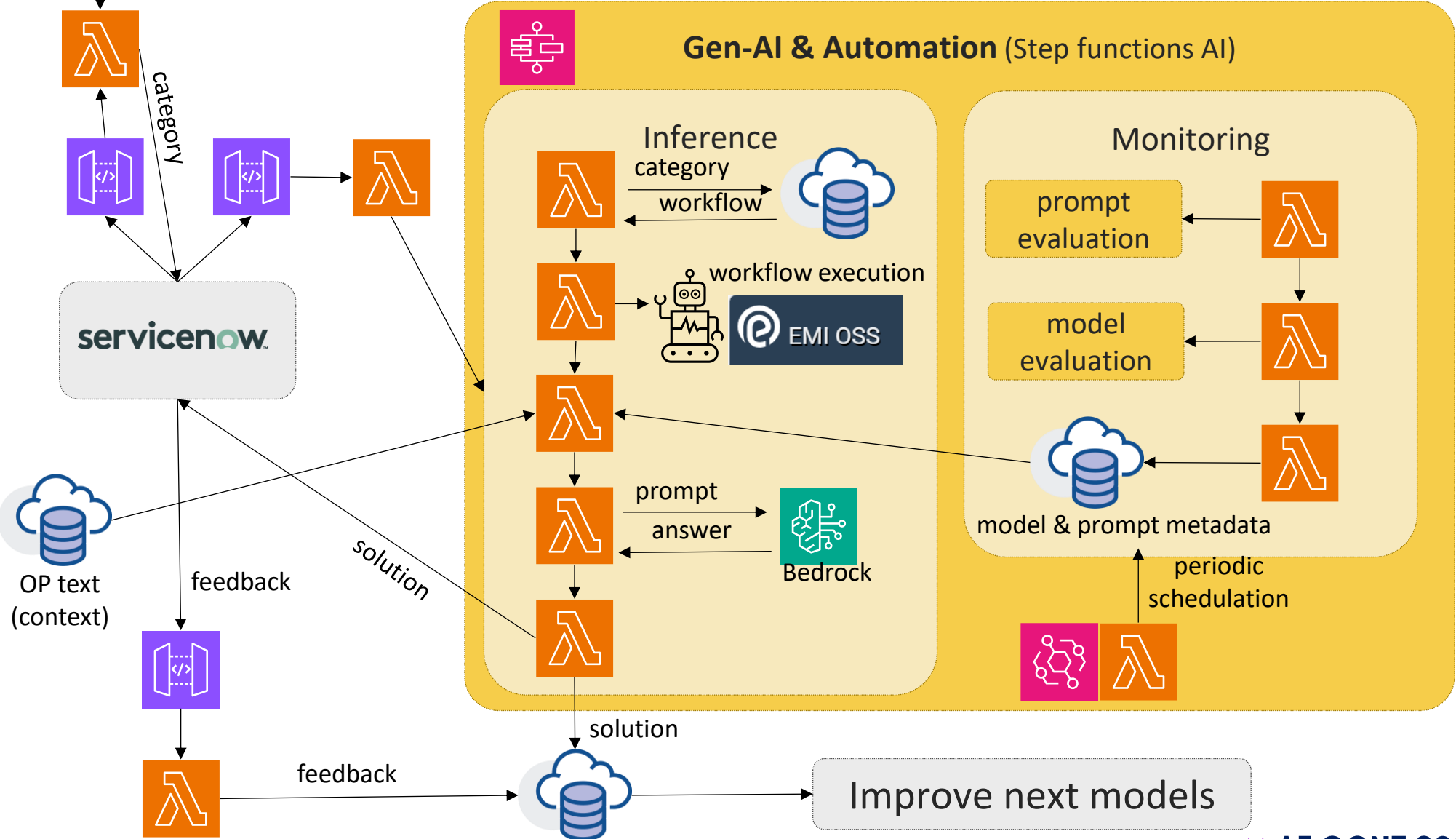
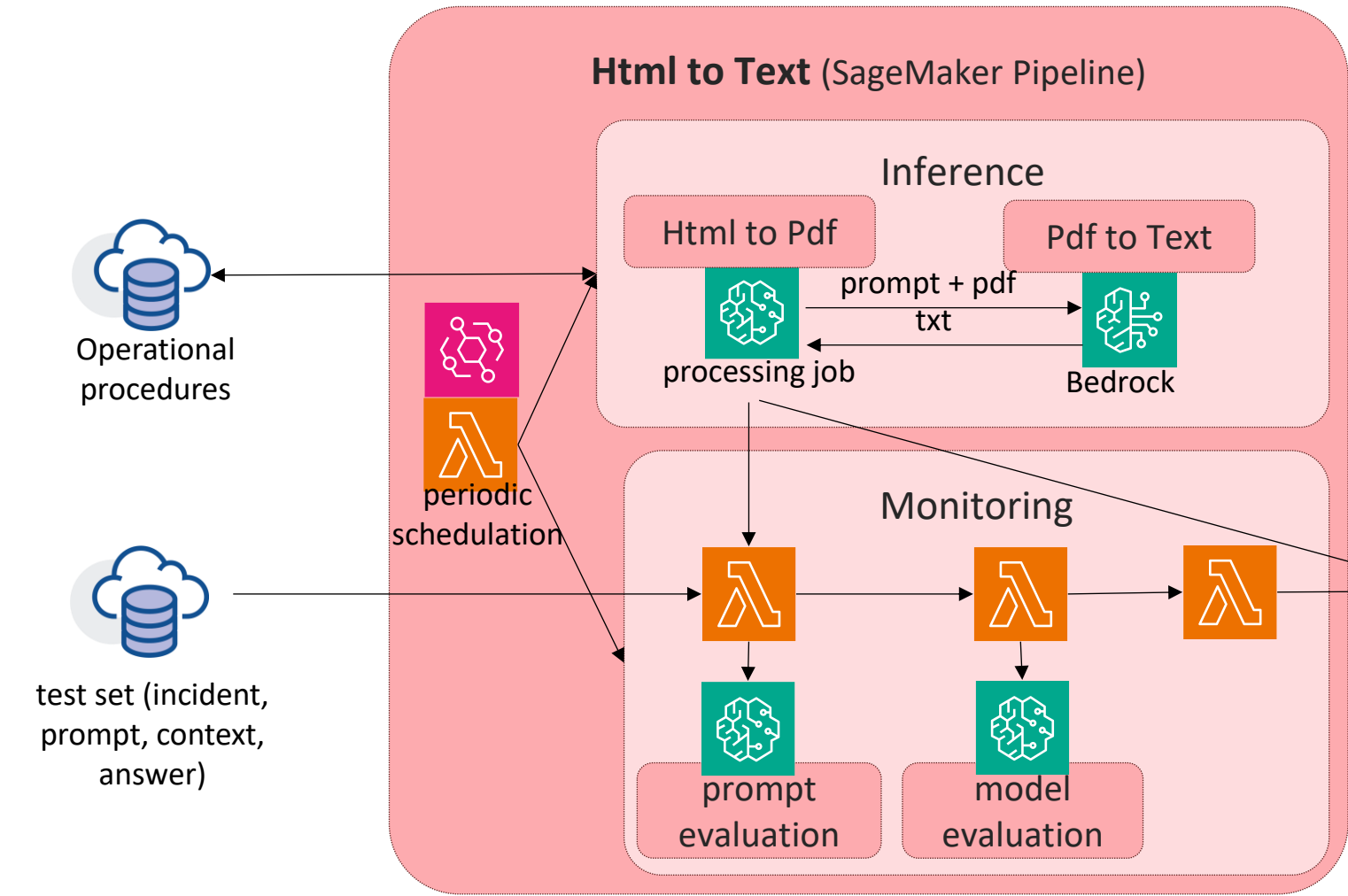
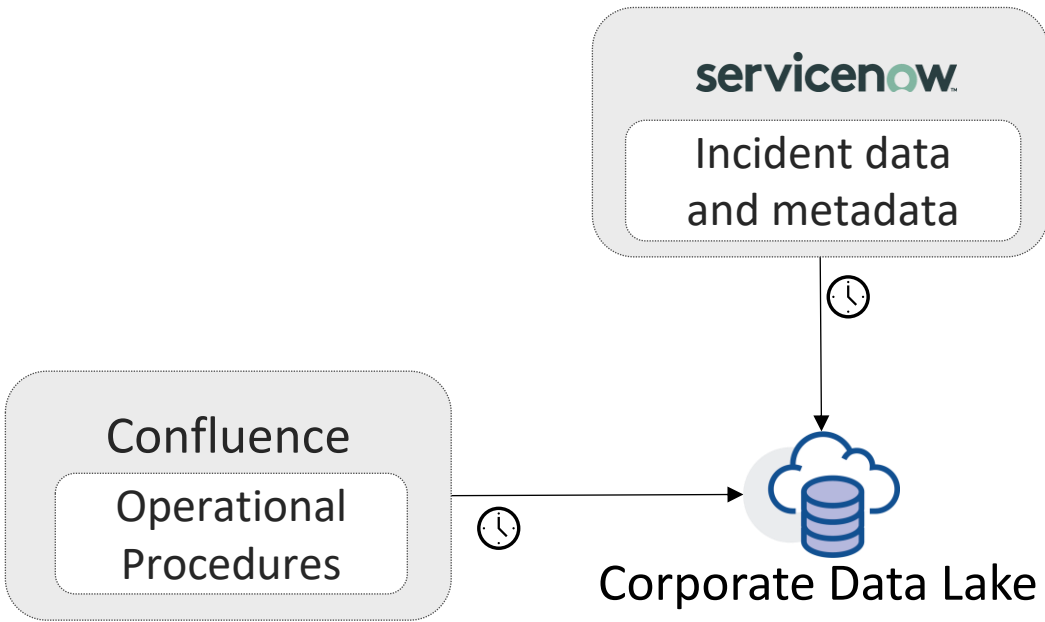
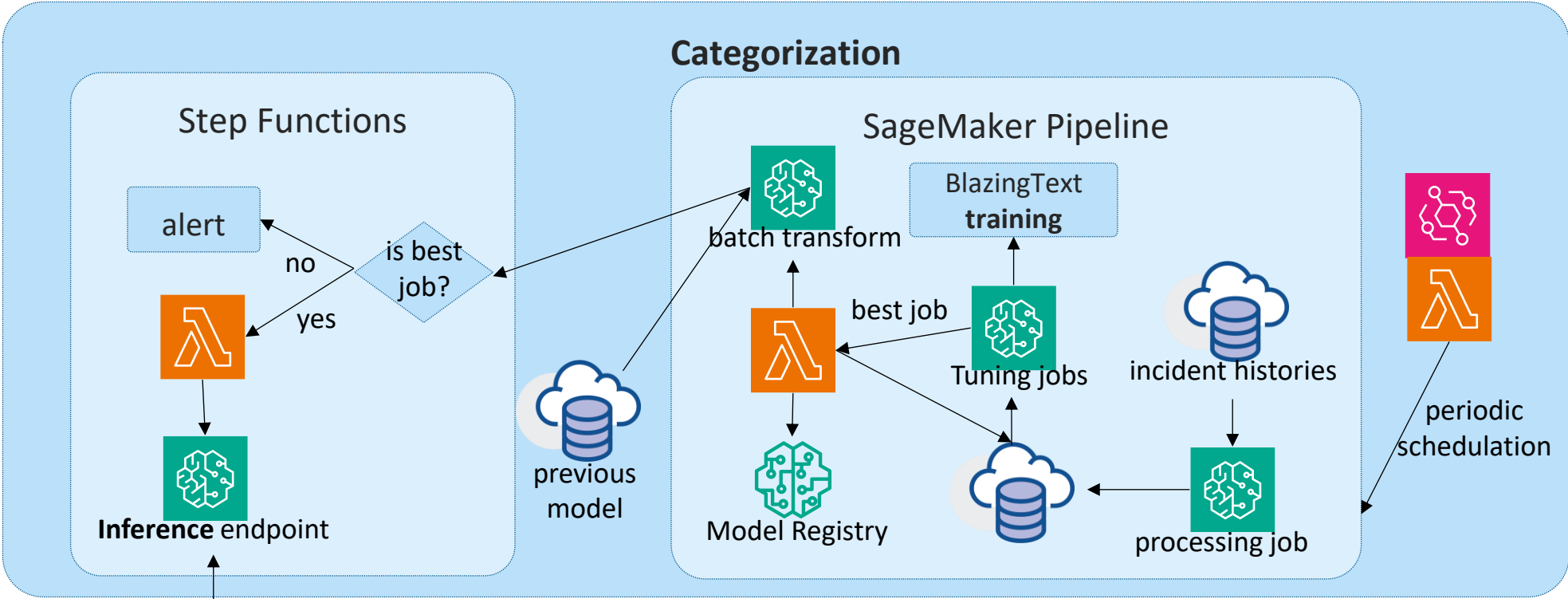
FOCUS 2: HTML TO TEXT AGENT



FOCUS 3: GEN-AI & AUTOMATION AGENT



FOCUS 4: ARCHITECTURE



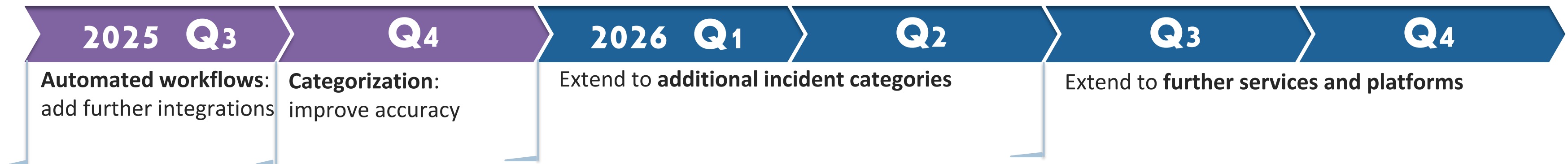
MEASURED OUTCOMES

- **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-AI Agent** monitored via **operator feedback** (OK or KO)
- **Built internal trust** on AI 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>

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