

Incident Management

^ POWER UP ^

In 2018

CDO, Tech Dev, and Tech Arch worked together to improve network performance experiences . .

. . for customers and technicians

Dispatch Optimization

AT&T had a goal: speed up the process to get the right technician in a truck, to the right location, and travel an optimal route.

50,000

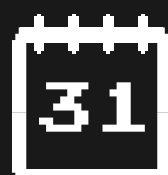
DirectTV, U-Verse, and network technicians.



8%

Reduction in miles per dispatch

Predictive dispatch system better matches techs with customer needs.



Daily schedules are created with all techs and customers in mind.



5.5% Productivity

Customers get the best possible service experience.

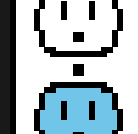
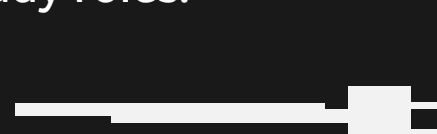
. . for AT&T careers

Rewire

Dispatch Operations Center (DOC)

Disruptive technology needs disruptive people. AT&T needed its employees to rewire and learn new skills.

DOC employees rewired to future-ready roles.



81%

Employees found new ways to work



40% of DOC managers participated in Udacity nanodegrees.

100

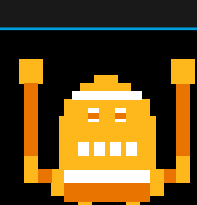
Certified Bot Builders

Employees grew their skills - and their careers.

. . with AI solutions integrated into processes

End-to-end Incident Management: AI Helping U-verse Customers

After improving dispatch and rewiring employees for the future, AT&T continues to 'power up'.



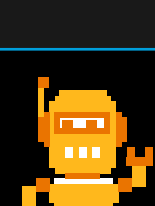
Now, during a U-verse network incident, AI predicts a root cause and identifies failed equipment.

14M

Customers

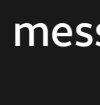
90%

Predictive accuracy



Insights come in seconds, rather than hours. And resolution can come faster as a result.

Outage status provided to customers via real-time message rather than technician.



So far... **5,000 calls** routed to message and **1,000 unnecessary dispatches** prevented.

AI can effectively handle millions of incidents at once.

AT&T Chief Data Office

