FUTUREDIAL

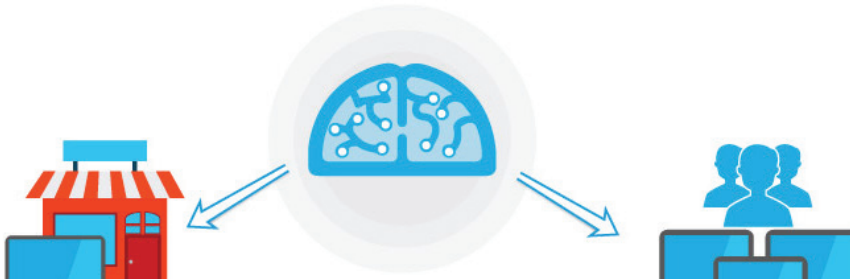
NTF Investigator™

Artificial Intelligence-driven Mobile Device Problem Diagnostics and Resolution for Carrier and/or OEM Customer Care and Field Technicians reducing No Trouble Found returns

Problem Solving Solutions

Resolve Complex Problems in Mobile Devices — While Still in the Hands of the Customer

FutureDial's NTF Investigator is a cloud-based artificial intelligence-driven solution that provides a complete system for identification and resolution of complex problems in handsets. It is a solution for customer care representatives and offsite technicians to troubleshoot, resolve mobile device issues and ultimately deflect any potential return of devices.



A.I. Engine feeds solutions to both the carrier and/or OEM eTicket Dashboard, and also to consoles used by offsite technicians.

FEATURES & BENEFITS

Speed
- Rapid indexing without requiring metadata.
- Ultra fast look-up of term relationships.
- Query response time is 10 ms.
- Updates existing databases in under 5 minutes.

Relevancy
- Contextualized analysis based on terms and term relationships
- The AI engine contextualizes the data set and understands the data the user is searching
- Advanced semantic/ linguistic algorithms.

Flexibility
- Supports intranet, web, mobile and desktop queries.
- Concurrent multi-language support.
- FutureDial reads and contextualize content in near real time.

Tailored Testing Options
- Supports cloud environments.
- Fast and accurate indexing of large data sets within the cloud.
- Supports Hadoop/hBase, Linux, Pig, Redhat and Ghost Machine.

Cost Efficiency
- Efficient large scale search engine (1/100th the number of servers needed).

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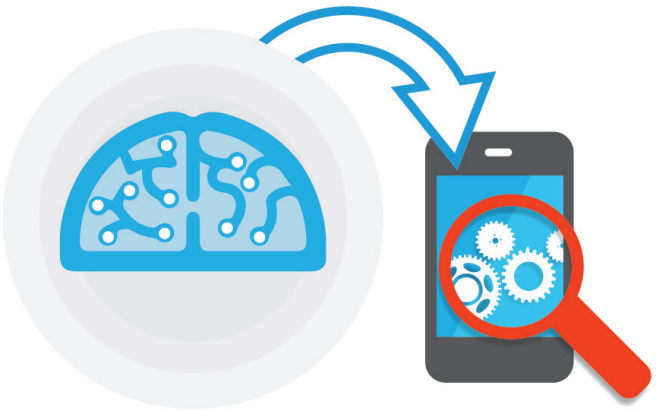
Artificial Intelligence that works for you

FutureDial's AI Engine Diagnoses Causality of Device Problems

The heart of the FutureDial NTF Investigator solution revolves around the ability to determine causality for particular mobile device issues, both known and unknown. Our Artificial Intelligence (AI) Engine determines causality through contextual inferences and pattern recognition in collected data. The resulting outputs are highly-relevant issue resolution suggestions that help technicians and customer care staff to ascertain what underlying factors cause device problems. The solution provides relevant device health information and self-troubleshooting tips for device problems, while they are still in the hands of the consumer.

FutureDial's technology is an innovative approach in machine learning, artificial intelligence and contextual understanding. Akin to the human brain, the FutureDial AI Engine gets smarter over time, based on what it learns. Also similar to human thought, the FutureDial AI Engine has analysis technology that is capable of inferring results outside a given dataset to interpret, anticipate and infer solutions based on data captured from mobile devices.



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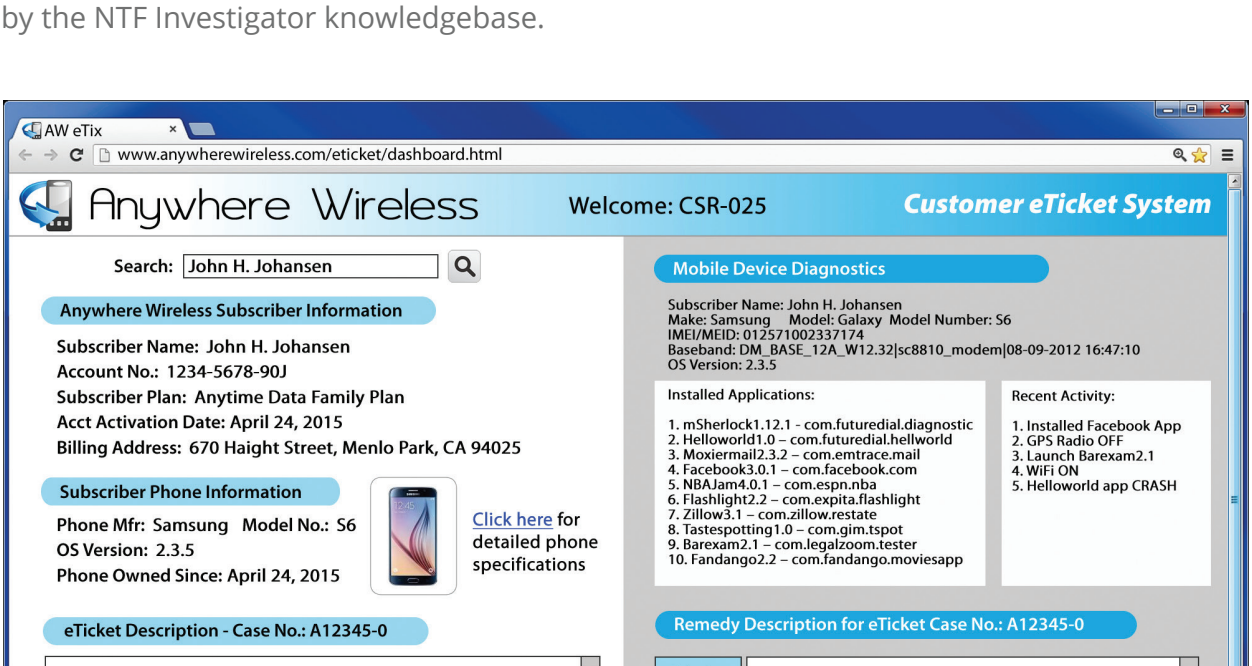
Easily Accessible Dashboard

Front-End eTicket Dashboard and Offsite Technician's Consoles

The Front-End eTicket Dashboard is accessible to the customer care rep, and it can be white-labeled for a store's internal branding purposes. The Front-End eTicket Dashboard provides the customer care rep with all the information relating to a customer's device problem. Remedies are crafted by technicians and are served up by the NTF Investigator knowledgebase.



The Diagnostic Technician's Console provides field technicians with the means to examine the nature of a device's problem. With helpful suggestions by the Diagnostic AI Engine, the technician can select or draft a resolution for the device problem, which can be used by the system for any subsequent occurrences of the same problem in the future.

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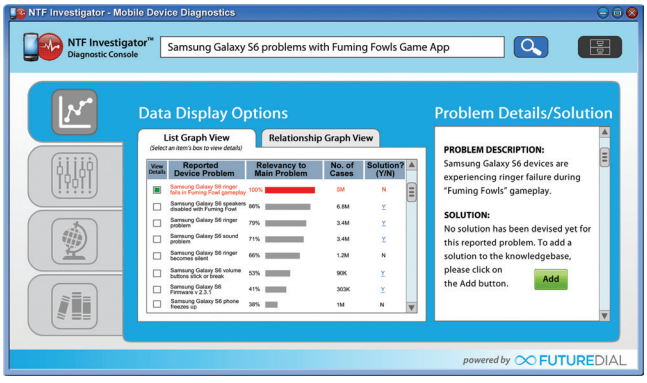
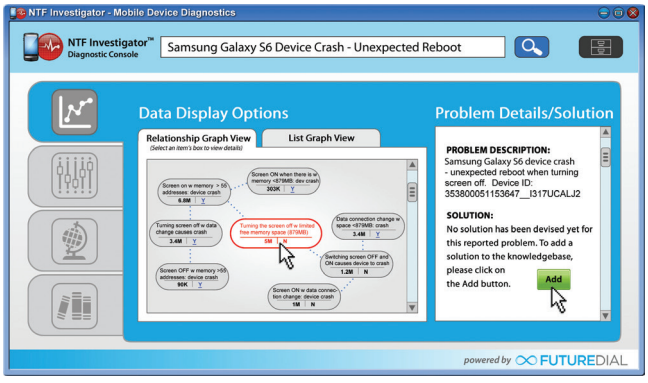
Greater Efficiency

Best-in-Class Analytics for Device Issue Resolution

FutureDial's technology was designed to handle very large, structured and unstructured data sets. The solution offers best-in-class analytics in cloud environments and harnesses FutureDial's capability of real time indexing and reduction of index size to between 2 and 12 orders of magnitude.

By adding intelligence to device issue resolution, FutureDial's Investigator preemptively deflects the return of handsets through analysis of data. The solution platform addresses the needs of device troubleshooting, field reporting, alert/notification management, and resolution generation, which ultimately reduces returns, NTF, churn and increases customer satisfaction and retention.





Big Data Analytics

FutureDial's NTF Investigator is designed to be used by anyone in your organization. No training is required as FutureDial's NTF Investigator analyzes related concepts that other systems can't handle. One of the unique attributes is the heuristic capability to find relationships not inferable by traditional analysis due to the "fan out" problem. By reducing the indexing size, FutureDial's solution allows full multidimensional analytics, whereas previously data scientists had to make a sub-selection to fit the size of cloud allocated.

**Screenshots shown here are for illustration purposes only and may differ in actual product.*
***May be covered by one or more patent pending applications and one issued US patent number: US 8,996,916B2.*

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