Convo AI

Telecom Customer Support Designed for Engagement, Efficiency, and Growth

ConvoAI helps operators serve customers and prospects instantly, reduce call-center load, and unlock new revenue opportunities across every channel.

Leadingpoint

The Challenge

In today's hyper-connected world, customers expect instant, accurate, and personalized support — no matter the time or channel. But without AI-driven customer support, organizations face:

Long wait times – outdated models fail during demand spikes, driving frustration and churn

Low First Contact Resolution (FCR) – many queries require multiple follow-ups or transfers between teams, adding avoidable strain on support operations.

High operational costs – scaling call-center teams increases costs without guaranteeing faster resolution.

Missed conversion opportunities – potential customers drop off when inquiries aren't answered instantly or followed up effectively.

Limited accessibility – customers and prospects are often restricted to a few communication channels or supported languages, making it harder to access help in their preferred way.

The result? Slower resolutions, higher costs, frustrated customers, and lost revenue opportunities.

Let the Numbers Talk

Gartner Survey Reveals **85%** of Customer Service Leaders Will Explore or Pilot Customer-Facing Conversational GenAI in 2025.
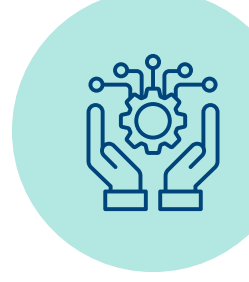
(Gartner, 2024)

The solution

ConvoAI turns slow, fragmented, and costly support into fast, consistent, and revenue-generating customer engagement.

With ConvoAI, you get:

Instant, accurate answers – resolve queries in real time with an AI Knowledge Base, handling voice and text across any language.

Lower cost-to-serve – reduce call center volumes and agent workload while improving service levels.

Omni-channel engagement – serve customers on WhatsApp, Messenger, Instagram, chatbots, virtual assistants, self-care apps, and more.

Seamless escalation – AI hands off to humans only when needed, with full conversation history and summaries.

Higher conversion rates – capture interest from promotions & campaigns, qualify prospects in real time, and pass ready-to-buy leads directly to CRM.

Built-in security and privacy – protect sensitive customer data with advanced encryption, safeguards, secure AI memory, and on-premises cloud-native architecture.

The Outcome? A telecom support operation that works 24/7, reduces costs, improves satisfaction, and creates new revenue opportunities.
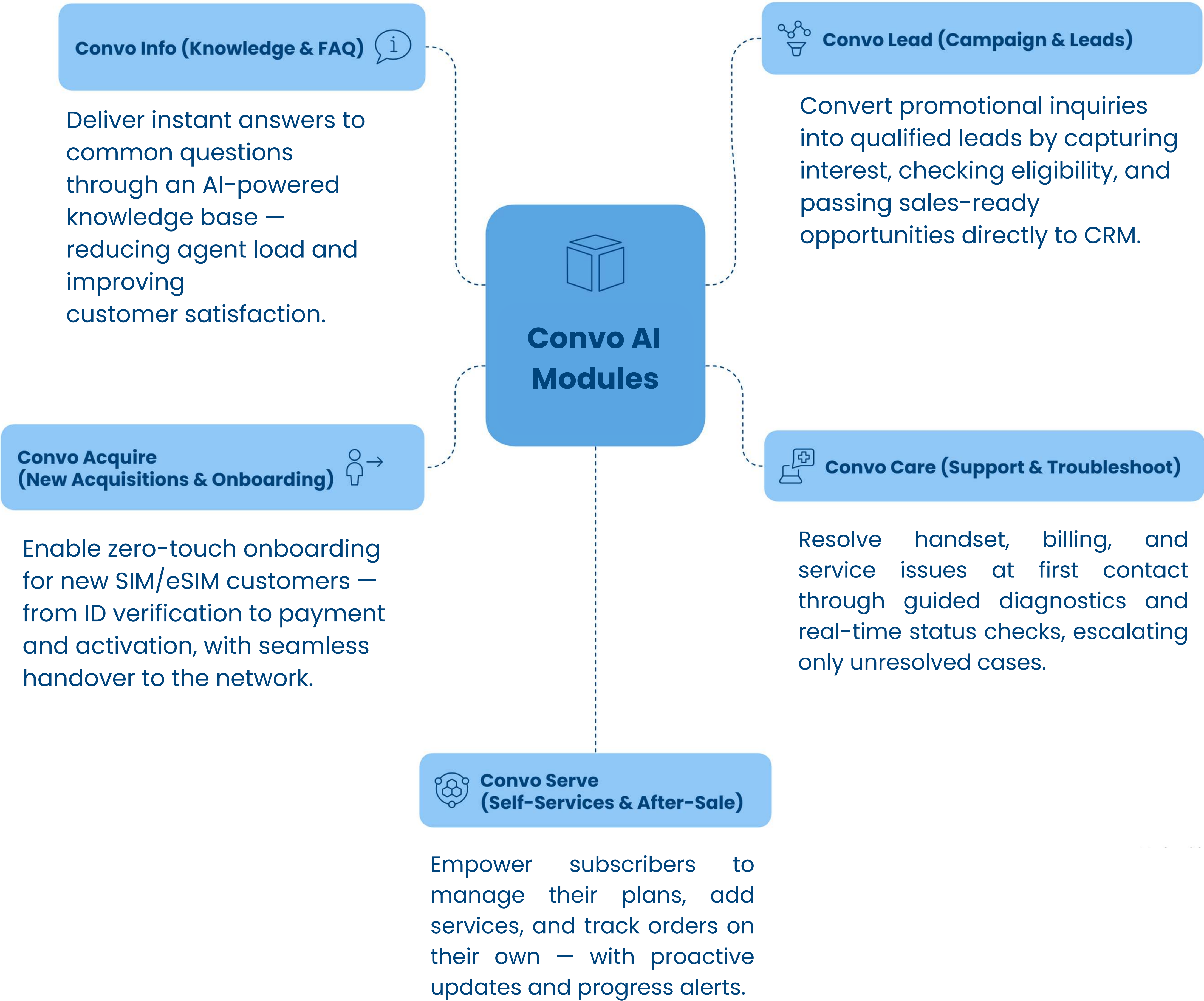
Let the Numbers Talk

Gartner study shows that **44%** of customer service and support leaders are exploring GenAI voicebots, **11%** are piloting, and **5%** already have them deployed
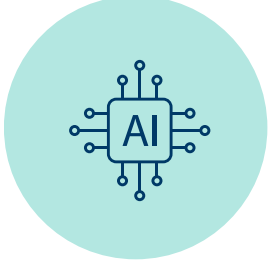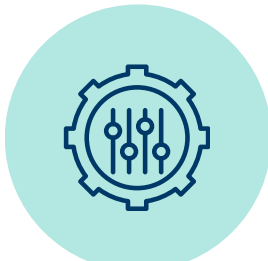
(Gartner, 2024)

ConvoAI Modules

ConvoAI is built around modular capabilities that span the full customer journey - from onboarding and lead generation to ongoing care and self-service.

Convo Info (Knowledge & FAQ)

Deliver instant answers to common questions through an AI-powered knowledge base — reducing agent load and improving customer satisfaction.

Convo Lead (Campaign & Leads)

Convert promotional inquiries into qualified leads by capturing interest, checking eligibility, and passing sales-ready opportunities directly to CRM.

Convo AI Modules

Convo Acquire (New Acquisitions & Onboarding)

Enable zero-touch onboarding for new SIM/eSIM customers — from ID verification to payment and activation, with seamless handover to the network.

Convo Care (Support & Troubleshoot)

Resolve handset, billing, and service issues at first contact through guided diagnostics and real-time status checks, escalating only unresolved cases.

Convo Serve (Self-Services & After-Sale)

Empower subscribers to manage their plans, add services, and track orders on their own — with proactive updates and progress alerts.

Why Choose LeadingPoint?

You are not looking for just another vendor, you need a partner who gets the complexity of your business and the urgency of modernization.

Here is why our clients choose us:

Deep industry expertise: 19 years of experience across finance, telecom, healthcare, and government.

Early AI adopters: Among the first to turn emerging technology into real business value.

Modular delivery approach: choose packages and features tailored to your needs.

Flexible deployment models : deploy on-premises or in the cloud, with cloud-native architecture ensuring scalability, reliability, and future readiness.

Proven ROI: Higher efficiency, lower cost, better software quality and built-in compliance.

Safe, phased adoption: Transform at your pace without disrupting current operations.

Ready to Reinvent Support?

Let's Get Started.

Book a 30-minute Live Demo
See ConvoAI in action, tailored to your environment.

→

Schedule a Discovery Call
Let our experts help you map the best path forward.

→

Empower your teams. Accelerate your future

Contact Us

Contact our team of experts

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