incedo

Reducing call volumes for a leading US telecom with Incedo Lighthouse™

Key Challenges

- High volumes of troubleshooting calls from 5G and Fixed Wireless Access (FWA) customers

- Issues such as slow speeds and dropped connections caused by poor device settings and network configurations

- A reactive support model relying on post-issue fixes, impacting customer satisfaction and increasing operational load

Business Solution

Incedo deployed a unified scoring and prediction model stack on Lighthouse™ RCA to enable-

- › Early detection of issues in User Equipment (UEs) and network nodes

- › Prediction of troubleshooting calls 24–48 hours in advance using Fixed Wireless Access (FWA) KPIs and propensity models

- › Closed-loop issue resolution through Over-The-Air (OTA) fixes and self-optimizing network actions

Business Impact

25% reduction in troubleshooting call volumes

20% improvement in Network Quality Experience Score (QES)

Reducing service outages through proactive capacity management

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