

Elevate Your Customer Experience with Telecom AI

Client expectations are rising, but many providers struggle to keep up. AI offers an effective solution, yet while 50% of telecom companies see it as key to optimizing CX, only 56% have integrated it into their operations—leaving massive opportunities slip away.

We make AI work for you—on your terms. Our agnostic approach means we design and build **fully customized telecom AI solutions** tailored to your technology stack, use cases, and integration requirements.

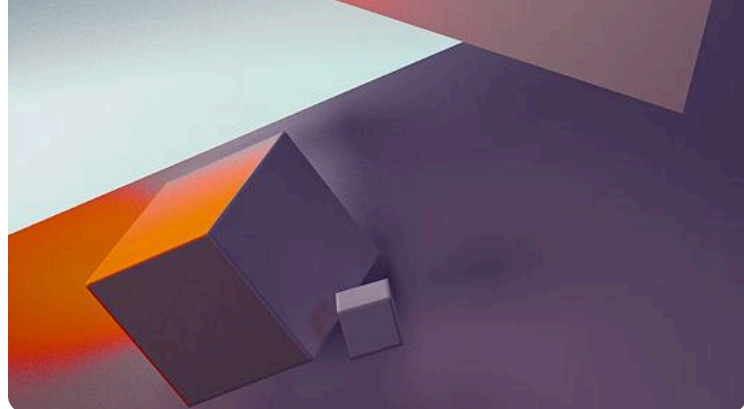
Whether it's reducing call volume with automated troubleshooting, streamlining plan upgrades, or managing payments, we help telecoms deliver the seamless experiences customers expect.



Why AI?

- 7-10% of telecom customers abandon calls before reaching an agent due to long wait times
- 53% of clients switch providers due to poor customer service experiences
- 9 in 10 consumers are willing to engage with a telecom bot for support

Turning Use Cases into Reality: Our Services



What services do we provide to help your company thrive?

- [AI Consulting](#)
- [AI Chatbot Development](#)
- [Conversational AI Services](#)
- [Voice AI Development](#)
- [AI Agent Development](#)
- [Generative AI Integration](#)

Some AI Use Cases We Cover

- ✓ Answering service FAQs and processing payments

- ✓ Personalized product recommendations and promotions

- ✓ Troubleshooting technical issues and service outages

- ✓ Automated customer onboarding and activation

- ✓ Intelligent call routing and knowledge base search and retrieval

- ✓ Automated sentiment analysis of customer feedback

AI Solutions We Build for Telecom CX: Here's Why You Should Care

✓ Custom Internal AI Agent:

- Elevated efficiency in support operations
- Reduced agent workload
- Improved customer retention due to better first-contact resolution

✓ Specialized Chatbot Audit:

- 20+% growth in positive bot feedback, boosting trust
- Enhanced intent recognition capabilities, achieving over 25% higher precision alongside a 30% increase in recall scores

✓ Bespoke Virtual Assistants:

- High (45%-73%) containment rates for common tasks (payments, plan management, etc.)
- Expanded self-service capacity: 70+ intents around plans, services, promotions, and troubleshooting

✓ Tailored Voice Assistant:

- At least a 37% increase in lead conversion rates
- Quicker first-line problem resolution
- Multi-language support for greater accessibility

✓ Knowledge Base Automation:

- Reducing knowledge base articles creation time from days to minutes
- Upgrading bot's ability to instantly handle FAQs
- Facilitating faster resolutions, leading to greater client satisfaction

✓ AI-Powered RCS Chatbot:

- Considerable boost in engagement metrics and lower churn rates
- Potentially 3-7 times higher click-through-rate
- Simplified onboarding process for new customers

Real Results: How Our Solutions Reshape Automotive

GO Malta Chatbot Audit



Challenge

GO Malta wanted to expand the functionality of their web chatbot, transforming it into a more effective engagement tool.



Solution

We performed an in-depth audit and technical consultation to drive improvements for GO Malta's chatbot and prepared a future-ready framework for Gen AI integration.



Results

- Documented bot persona & tone of voice
- Outlined main flows based on the analytical data
- Interactive Conversation Design workshops

Telecom Virtual Assistant



Challenge

When the COVID-19 pandemic hit, the telecom brand, America's Un-carrier, with a nationwide 5G network covering 315+ million Americans, saw an influx of customer service requests and a need for an automated service option that would address long wait times and agents' unavailability.



Solution

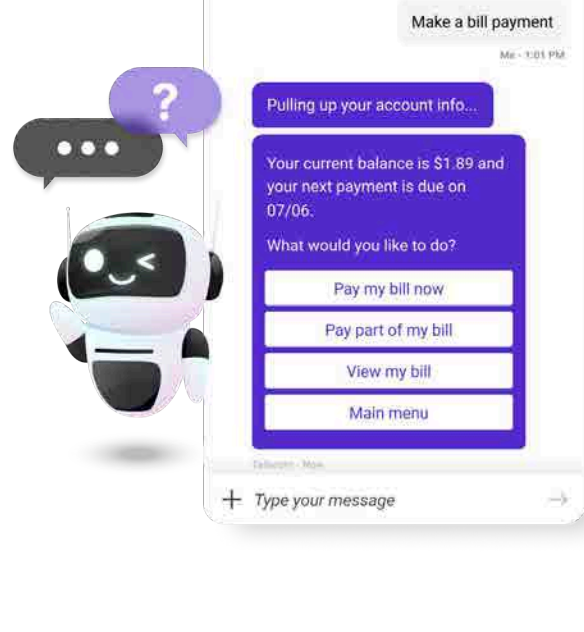
Our team was able to seamlessly leverage user data to launch more than 40 use cases and 100+ new intents. This created a contextual, feature rich virtual assistant that drove containment and conversions for millions of clients.



Results

1.1M+
conversations engaged with the bot

45%-73%
containment rates for common tasks (payments, plan management, etc.)



Discover More Success Stories in [Our Portfolio](#)

Wondering how to bring your ideas to life?

[Contact us](#) today for a free consultation and let's discuss your specific needs.



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About Master of Code Global



At **Master of Code Global**, we specialize in creating **tailored AI-powered solutions** that drive business growth and deliver exceptional user experiences.

Our offerings span **customer-facing bots, conversational agents, co-pilots, and business process automation tools**, integrated seamlessly with industry-leading platforms.

With a focus on innovation, security, and long-term value, we empower enterprises to achieve measurable outcomes and stay ahead in a competitive landscape.

1+ Billion
Users Engaged

REVIEWED ON **Clutch** **4.8/5** ★★★★★

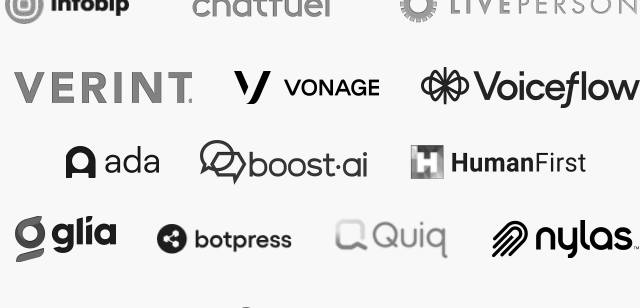
56 NPS, 9.2 CSA Client Feedback

250+
Masters

✓ **1,000+**
Projects Delivered

ISO 27001
Information Security Management

Work in partnership with



Google Cloud

Gain More Actionable Insights for Your AI Journey:

- ✦ [Improving CX with Generative AI in Telecom: Success Stories and Potential Use Cases](#)
- ✦ [How Conversational Commerce for Telecom is Shaping the Future](#)
- ✦ [RCS in Telecom: The 'One Ring to Rule Them All' for Industry's 5 Biggest Pain Points](#)