

AI Sales Agent for Telecom Field Teams

Turn Every Customer Interaction Into a Winning Opportunity



Quantiphi's AI Sales Agent gives telecom field representatives instant insights, personalized recommendations, and smart follow-ups; all in real-time.



The Challenge: Why Sales Teams Struggle

Representatives spend up to

40%

of their time searching for customer data during live interactions.

Generic pitches result in

60%

lower conversion rates without contextual insights.

Manual follow-ups delay responses by

3-5 days,

missing critical engagement windows.

Outdated customer information slows down real-time decision making.

Note: These numbers are based on industry benchmarks and are subject to change.

The Solution: How AI Drives Sales Success

The AI Sales Agent workflow demonstrates a seamless connection between user interactions and intelligent decision-making. By integrating real-time data, recommendation logic, and various systems, it provides field agents with comprehensive guidance, supporting them from initial customer discovery through to successful deal closure and subsequent activities.

Communication Layer



User

Query

Please recommend Corporate fixed Line plan for ABC Services INC

Response

Since there are up to 100 concurrent users, and the bandwidth requirement is at basic level, I would recommend business started pack. Following are the details:

1. Speed-100 Mbps
2. Price \$149 per/ month

The client can also upgrade to 200 Mbps at an additional cost of \$50/ month

Application layer



Response Template Warehouse

Guardrails



Prompt Warehouse

Agent Orchestrator

Agents

Customer Profiling & Lead Generation Agent

Product Recommendation & Personalization Agent

Multi Channel Engagement Agent and More..

Tools

System of Records

Conversational Memory

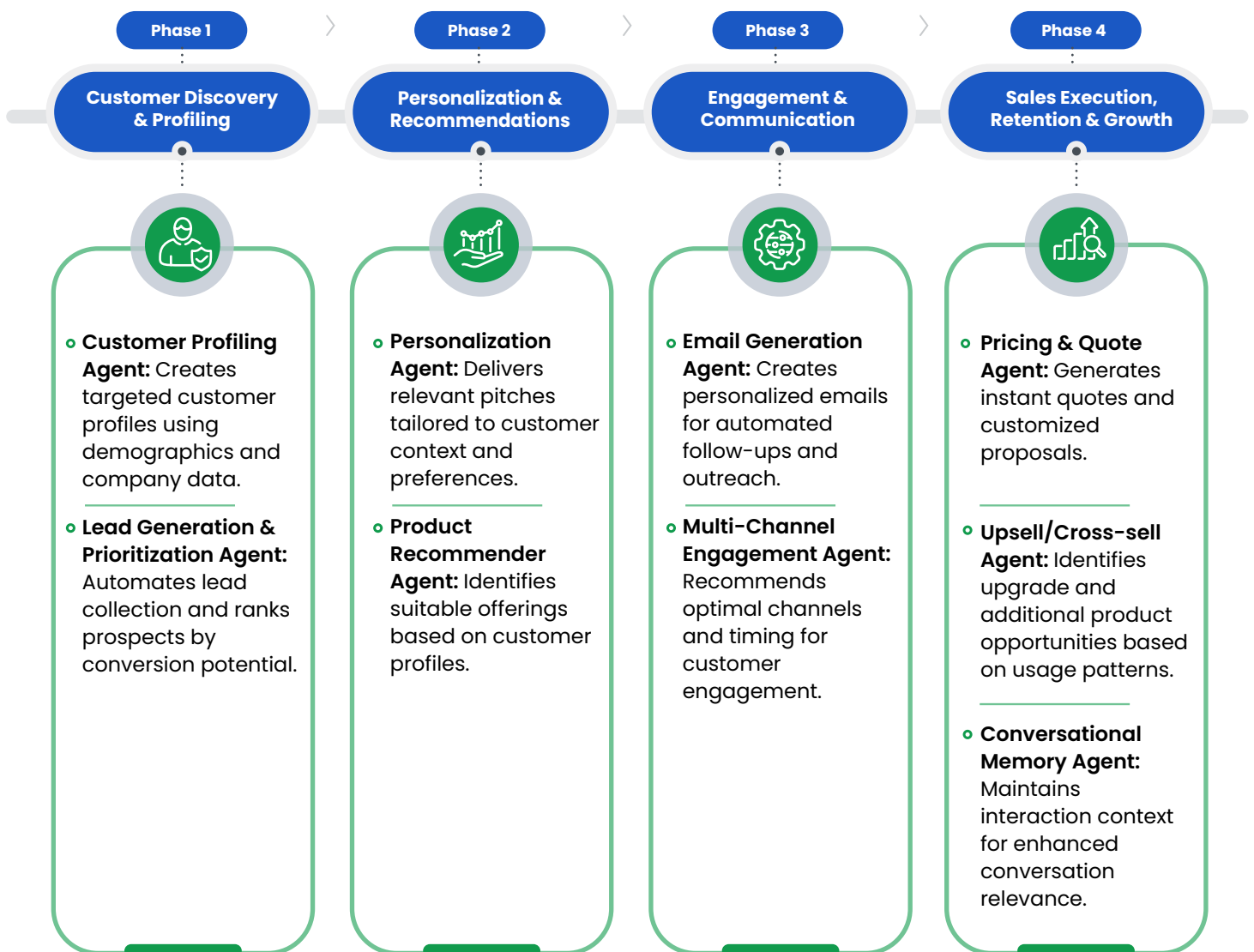
The AI Sales Agent leverages a multi-agent architecture to deliver accurate, real-time responses during live customer interactions:

Input Interpretation & Guardrails

The assistant captures user queries and ensures compliance and relevance through predefined guardrails.

Specialized AI Agents: End-to-End Sales Journey

The system dynamically routes queries to a network of specialized AI agents, enabling a complete sales lifecycle:



Prompt & Response Templates







The system pulls reusable patterns from the Prompt Warehouse and Response Template Warehouse to maintain consistency and speed.

Integration with Existing Tools

The agent connects with internal Knowledge Base Retrievers to access the most current product information and business logic.

Real-World Impact: Agent Point of View

The AI Sales Agent revolutionizes field sales engagement by equipping representatives with the tools for highly confident plan pitches, intelligent responses to objections, and effortless follow-ups. This results in faster pitch-to-close cycles and deeper, personalized customer interactions, leading to enhanced agent performance and effectiveness.

Impact Area	Benefit
 Increased Efficiency	Reps focus on high-impact conversations with pre-qualified leads and real-time customer insights
 Higher Upsell & Conversion Rates	Dynamic bundling and intelligent product recommendations drive better outcomes
 Faster Turnaround Times	Automated profiling, instant quotes, and next-best-action guidance accelerate deal closures
 Better Client Satisfaction	Personalized offerings and contextual engagement create meaningful customer experiences
 Improved Customer Retention	Proactive Upsell / Cross-Sell identification and conversational memory foster long-term relationships
 Reduced Manual Effort	End-to-end automation from lead discovery to post-sale engagement minimizes repetitive tasks

Ready to transform your field sales performance? See how leading telecom companies achieve 3x faster deal closure with AI Sales Agent

Book a Personalized Consultation



Quantiphi is an award-winning AI-first digital engineering company driven by the desire to reimagine and realize transformational opportunities at the heart of business. We are passionate about our customers and obsessed with problem-solving to make products smarter, customer experiences frictionless, processes autonomous and businesses safer.



Follow us on:



info@quantiphi.com