Workshop:
Using AI to Drive Efficiency in Back Office Operations

Facilitator : Mealy Khun (Orange)

GSC GLOBAL SOLUTIONS COUNCIL

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AI challenges

Assessing Customer Credit Risks

• How AI models analyze historical payment data to predict creditworthiness.

• Reducing manual credit risk assessments and improving decision accuracy.

Fraud Detection

• Identifying fraudulent activities in real-time using AI-driven pattern recognition.

• Use of machine learning to detect SIM swap fraud, identity theft etc.

• Detecting unusual patterns to prevent network abuse or security threats.

Revenue Assurance & Leakage Prevention

• Identifying revenue loss due to incorrect billing, fraud, or system inefficiencies.

• AI-driven reconciliation between usage records and billing data.

• Using AI to improve financial controls and reduce revenue leakage.

Regulatory Compliance & Data Governance

• Using AI to ensure compliance with telecom regulations (e.g., GDPR, fraud monitoring).

• Automating data classification and privacy protection

Workshop

- For each topic, we propose that people in each group share their experience and practices with AI.

- 1 group per topic
  - 15 minutes for discussion
  - 5 minutes to share to all