inflow.ai

INDUSTRY SOLUTION

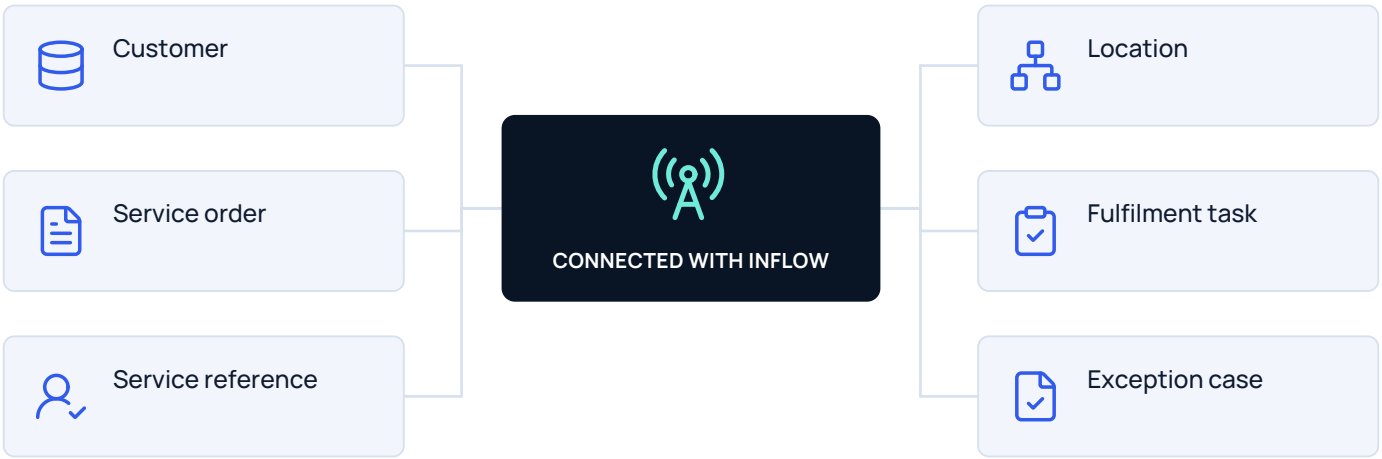
Inflow for Telecommunications

Connect customer, service and network operations.

Design connected journeys across customer requests, service fulfilment, partner coordination and operational exceptions. Bring people, enterprise records and system events into a shared service context.

CONNECTED INDUSTRY CONTEXT

The information behind the next action.



Illustrative industry information model

A telecom service request may span a commercial channel, service inventory, field coordination and several fulfilment systems. When information or an integration is missing, an order needs an explicit exception path and a responsible owner. Start with the orchestration around existing operational systems.

INDUSTRY OPPORTUNITIES

Six journeys. One connected platform.

Configure the information, decisions and handoffs around the work your teams are responsible for.

Service order orchestration

Connect a commercial request to prerequisites, fulfilment tasks and agreed service-system integrations.

A service order with explicit states, dependencies and ownership.

Lifecycles / BPM / Rules engine / Integrations

Order fallout management

Create an owned exception when a configured prerequisite or system step cannot complete, then coordinate the permitted recovery.

A tracked exception journey instead of disconnected follow-up.

Events / Lifecycles / Human tasks / Operational reports

Enterprise customer onboarding

Collect organization details and supporting documents, route approvals and connect accepted requests to existing customer systems.

A coordinated onboarding case across sales and operations.

Interface Designer / Data models / Document management / BPM

Customer complaint coordination

Assemble service references and correspondence, refer the issue to the appropriate team and prepare an approved response.

Shared context for customer-facing and operational teams.

Business applications / AI agents / Human approvals / Document generation

Field and partner coordination

Coordinate appointments, assigned work, partner responses and completion evidence around an existing field-service process.

Clear handoffs between service coordination and execution teams.

Interface Designer / Human tasks / Events / Integrations

Network-change administration

Organize change requests, supporting assessments and approval gates; actual network operations remain in authorized operational systems.

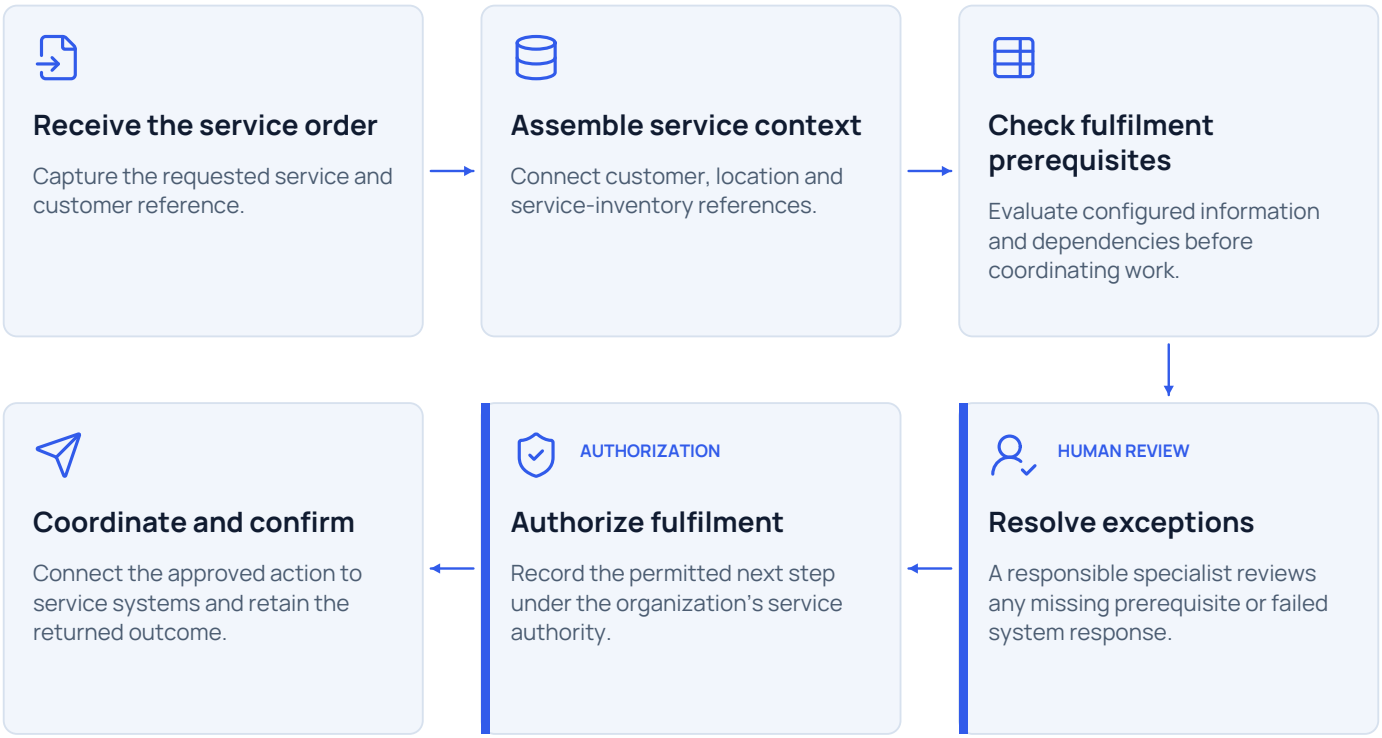
An accountable administrative route for proposed operational change.

BPM / Rules engine / Document management / Access control

JOURNEY AND DECISIONS

From request to accountable action.

An illustrative configured journey. Human review and authority are explicit parts of the design.



Illustrative order routing

Information	System response	Owner	Action
Incomplete	Not requested	Order intake	Request required details
Complete	Prerequisite unresolved	Service specialist	Review dependency
Complete	Configured failure	Exception owner	Coordinate permitted recovery
Complete and approved	Ready	Fulfilment coordinator	Initiate authorized fulfilment

Example orchestration only. Network commands, provisioning authority and recovery procedures must be defined with the operator.

PLATFORM AND OPERATING CONTEXT

One platform. The context to act.

Sovereign AI, agentic automation and modern digital transformation. Connect the platform capabilities needed for your industry journey.

Enterprise context

Data models, relationships, data fabric, queries and permitted information.

Intelligence and business logic

AI agents, MCP, rules, BPM, lifecycles and human review.

Experiences and action

Interface Designer, applications, documents, integrations and operational insight.

Connect existing systems.

- Customer and business support systems
- Service inventory and operational support systems
- Field-service, partner and notification channels

Define the controls.

- Separate service coordination from privileged network operations.
- Define ownership for every order exception.
- Agree connector permissions and returned-status handling.

See Inflow in your operating context.

Explore a service order or exception journey with your existing systems.

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