

TELECOMMUNICATIONS · APAC

One of APAC's Largest Wireless Carriers

After two years and millions spent with a global systems integrator, the carrier, which has 25M+ subscribers, brought in Candor through an RFP. Its national directory assistance service went live in four months, starting a roadmap covering the entire portfolio.

2 Years

previous integrator attempt,
never in production

4 Months

first conversation to national
go-live

100%

of national directory
assistance traffic

0.6%

caller abandonment

Chosen After Two Stalled Years

Before Candor, the client spent two years and millions with a global systems integrator on voice AI that never reached production. A formal evaluation followed, and Candor was selected over major hyperscalers, contact center platforms and emerging conversational AI vendors. The deciding factor was a dedicated, accountable team that builds, launches, and maintains the bot in production.

Every Business, Street and Suburb

Directory assistance is open ended. Callers ask for any business name, street or suburb in the country, in the full range of local dialects and accents, on mobile audio with background noise, and they expect an answer in seconds.

Easily Pass Security Reviews

The carrier is critical infrastructure and runs one of the most demanding enterprise security regimes in the market. We're SOC 2 and ISO/IEC 27001:2022 certified, with zero data retention by design and privacy by design handling of personal information. The client verified it through its own privacy impact assessment and an independent penetration test.

National Launch in 4 Months

Candor went from first conversation to national go-live in four months (3x faster than any prior launch), security review included. Now Candor has been chosen to be the exclusive provider to deliver a double digit automation savings mandate from the board for 2027.

PROGRAM AT A GLANCE

SERVICE

National directory assistance and inbound care

ROLE

Exclusive AI provider, end to end

CHANNEL

Voice, live national traffic (chat on roadmap)

SECURITY

SOC 2, ISO/IEC 27001:2022

VERIFIED BY

Privacy impact assessment, pen test

DATA

Zero data retention by design

WHAT CAME NEXT

60+

use cases on the roadmap

From one service to the wider organization: a structured roadmap across its contact center operations, with a mandate to lift NPS, build AI maturity, and reduce ombudsman complaints and cost to serve.

We've Been You, Now Let Us Help You

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