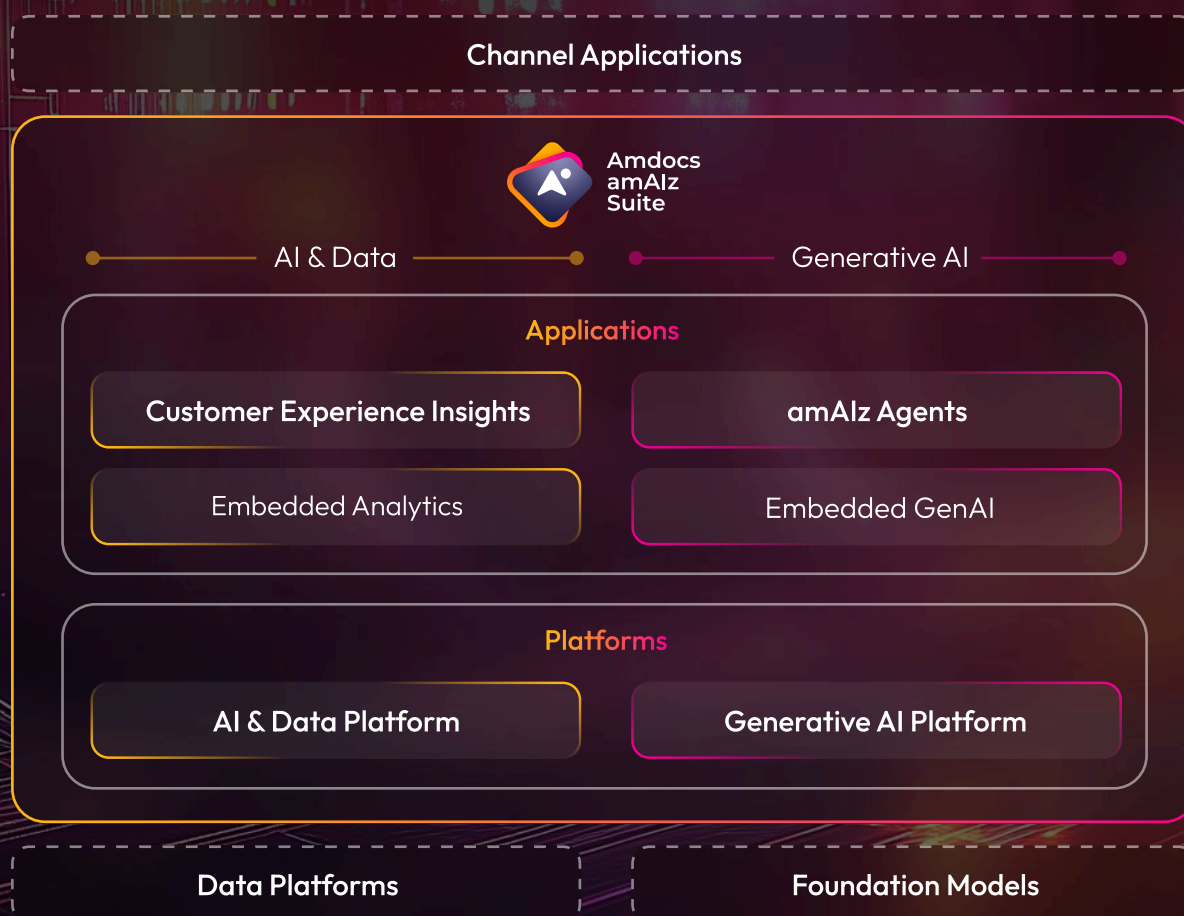# Amdocs amAIz Suite

Powering the AI-Driven Telco

Telecom providers are embracing the Agentic Era—characterized by ultra-personalized experiences and fully autonomous operations. As they seek to evolve into AI-driven organizations, they need to redefine their data strategies and align them with clear business and operational KPIs. The challenge lies in breaking down decades of siloed data while keeping the business running.

Amdocs' amAIz Suite provides a holistic, modular, and pluggable approach to data, AI, and GenAI—covering the entire journey from data collection to actionable outcomes. Built on Amdocs' AI & Data Platform and Telco GenAI Platform, it breaks down data silos and maximizes the value of GenAI while integrating AI/ML, data, analytics, and GenAI applications across every telco domain. Its pluggable architecture allows telcos to seamlessly integrate amAIz capabilities with field-proven agents supporting real-world use cases.

Channel Applications

Amdocs amAIz Suite

AI & Data | Generative AI

Applications

| Customer Experience Insights | amAIz Agents |
| Embedded Analytics | Embedded GenAI |

Platforms

| AI & Data Platform | Generative AI Platform |

Data Platforms | Foundation Models

In collaboration with industry-leading partners

aws   DELLTechnologies   Google   Microsoft   NVIDIA

amAIz Suite offerings:

Platforms

AI & Data Platform
A telco-verticalized data mesh that integrates with any data architecture and unifies structured and unstructured data for scalable, AI-powered insights and automation.

Telco GenAI Platform
A telco-grade GenAI solution, incorporating a low-code studio and prebuilt flows, enabling operators to rapidly create and deploy agents using industry-specific ontologies, reasoning, built-in telecommunications intelligence, and fine-tuned LLMs.

Applications

Amdocs amAIz Agents
Field-proven GenAI agents that utilize telco-verticalized agentic technologies, boosting customer experience and operational efficiency across care, sales, marketing, home and network operations.

Customer Experience Insights
AI-powered analytics that predict customer issues across all domains and touchpoints, turning interactions into actionable insights that improve satisfaction and operational efficiency.

Embedded Analytics & GenAI
AI agents and insights embedded into Amdocs products, bringing business intelligence directly to decision-making points to enhance productivity and accelerate data-driven decisions.

Why choose amAIz Suite

Telco-grade data mesh and catalog with industry-specific models

Native GenAI apps tailored to telco use cases

Proactive insights that improve customer journeys

Rapid deployment enabling fast time-to-value

Trusted AI that meets regulatory and compliance requirements

Secure architecture protecting proprietary data

Hyper-personalized customer experiences at scale

Multi-LLM support with optimized token usage and improved accuracy

Award-winning innovation

Future Digital Awards
Recognising Challengers and Disruptors

2025 Juniper Research Platinum Award for AI Innovation in Telco

wca 2024 WORLD COMMUNICATION AWARDS

2024 World Communications Award for AI Excellence

Learn more