



Workforce Reinvention Blueprint

Telecommunications Industry

How AI and Automation will Transform the Workforce Based on Reejig's Proprietary Work Ontology™ Intelligence

How AI is Reinventing the Telecommunications Industry

The Telecommunications Industry is a colossal force in the global economy, valued at USD 1.74 trillion in 2022, with a projected growth to USD 2.3 trillion by 2028 at a CAGR of 5-6%.

Top 3 Concerns Facing Telco CEOs in 2025

1. Cost Management Amidst 5G Expansion
2. Labor Shortages and Workforce Reskilling
3. Regulatory and Cybersecurity Pressures

Focus Area 1: Workforce Shifts

Projected Workforce Shifts in 2025 and Beyond

Where AI and Automation Will Drive Operational Effectiveness

1

AI-Driven Network Management

The implementation of AI and automation in network management has transformed how telecom companies maintain and optimize their networks.

This shift leads to 20-30% improvement in network performance through predictive analytics and fault detection.

2

Automation in Customer Service

Telecom companies are deploying AI-powered chatbots and virtual assistants to automate routine customer interactions. By 2025, AI systems are expected to manage up to 70% of basic customer inquiries.

The automation of repetitive tasks is projected to result in a 40-50% improvement in customer service efficiency, enabling faster issue resolution and enhanced customer satisfaction while reducing the need for manual intervention.

3

Rise of Automated Cybersecurity Operations

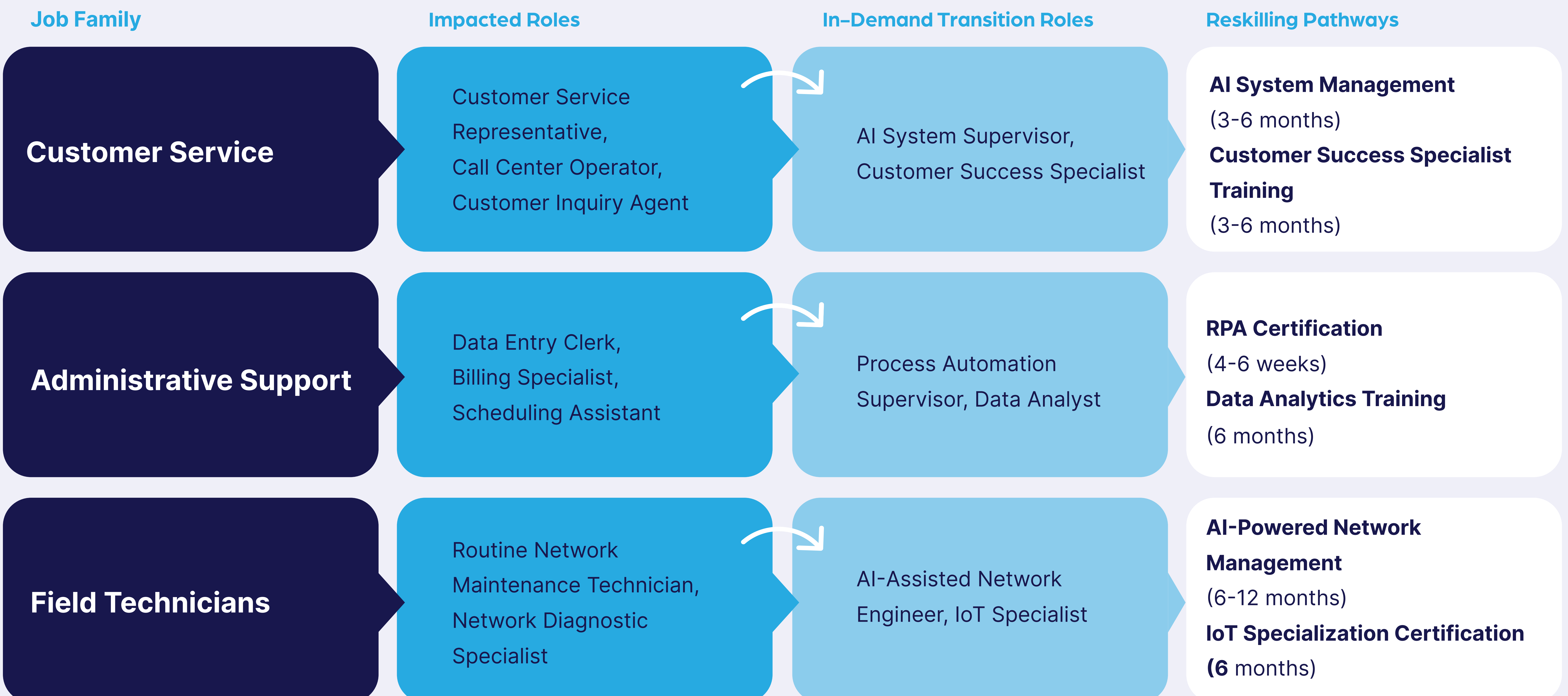
As 5G and IoT networks grow, the complexity of securing these systems has increased. AI tools are being employed to automate real-time threat detection.

AI-powered cybersecurity tools can achieve a 30-40% improvement in operational efficiency, streamlining processes like threat detection and incident response.

Focus Area 2: Roles Impacted by AI

Key Roles Impacted and Reskilling Pathways for 2025

How Impacted Roles Can Transition to In-Demand Roles



Focus Area 3: Driving Operational Effectiveness

2025 AI Strategies to Boost Operational Effectiveness

Prioritized Roles for AI Transformation based on AI Potential Index, Operational Efficiency Index & Time to Benefit Realization

1

Customer Service Representatives

This role automates routine customer service interactions, saving costs by reducing the need for human labor and improving response times, leading to enhanced customer satisfaction.

With an AIPI of 1.6 and an OEI of 70%, this role is a top priority for investment because it offers quick operational efficiency gains and significant cost reductions with minimal risk.

AI Potential Index (AIPI) Score: 1.6

Breakdown: Potential Automation Proportion: 80%, AI Maturity/Risk Adjustment: 0.90, Current Automation Proportion: 45%

Operational Efficiency Index (OEI) Score: 70%

Breakdown: Time Savings: 40%, Cost Savings: 30%, Process Improvement Factor: 1.4

Time to Benefit Realization: Short-Term (0-6 months)

Immediate improvements of 20-25% efficiency through basic AI deployment.

2

Network Monitoring Manager

This role uses AI to automate network monitoring, optimize traffic, and perform predictive maintenance, saving operational costs and improving network reliability.

With an AIPI of 1.49 and an OEI of 71.5%, this role is a top priority for investment because it offers substantial efficiency improvements and cost savings over the medium term.

AI Potential Index (AIPI) Score: 1.49

Breakdown: Potential Automation Proportion: 70%, AI Maturity/Risk Adjustment: 0.85, Current Automation Proportion: 40%

Operational Efficiency Index (OEI) Score: 71.5%

Breakdown: Time Savings: 30%, Cost Savings: 25%, Process Improvement Factor: 1.3

Time to Benefit Realization: Short-Term (6-12 months)

Basic AI deployment achieves 15-20% efficiency improvements.