Return Management– AI Agents

Business Case and PoC

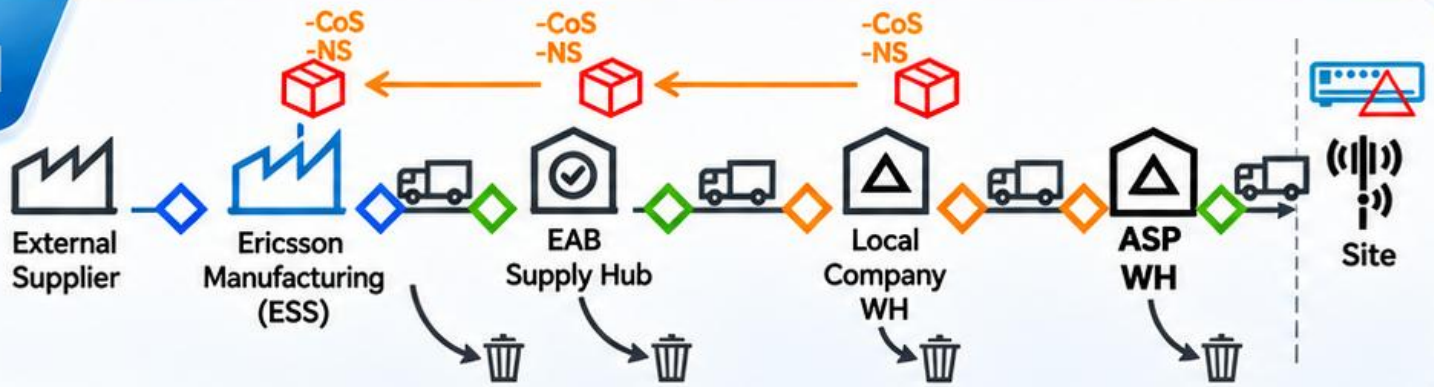
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Agenda

Telecom Hardware Returns – Reverse Logistics & AI Use Cases



01



Overview of e2e Reverse Logistical Flow

End-to-end physical and financial return flow for telecom hardware – from site to refurbishment, redeployment or disposal.

02



Use Case: Daily Assistance Chatbot for Process Q&A

AI-powered chatbot in Glean for instant answers on return process, workflows, business rules and system support.

03



Use Case: Agentic AI for Fault Validation & Zero Touch Return Request

AI-driven, rule-based validation of faulty cases using product data and images (360° view) with automated, zero-touch return request creation.

Ericsson Supply Return Management Vision -2030

Vision	Zero touch, simple, fast, digitalized and sustainable reverse logistic flow from customers to suppliers directly.

Telecom Hardware Return Flow

End-to-end return and reverse logistics for telecom hardware (RAN, Transport, Core, Power, etc.)

Forward Flow – Supply & Delivery (New / Replacement)

Suppliers
Manufacture & supply hardware

Supply Hub / Suppliers
Receive, stock and ship

The Local Company (Ericsson)
Order, fulfil and deliver to customer

Customer (Telecom Operator)
Install and operate in the network

Customer's Customer (Network users)

Reverse Flow – Hardware Return & Recovery

1 Return Initiation
Generate return request (DoA, fault, end-of-life, or swap)

2 Return Logistics
Pick-up and transport to service/repair site

3 Triage & Processing
Inspect, diagnose and decide

4 Recovery Action
Repair, refurbish or replace (as per warranty and service terms)

5 Final Disposition
Return to supplier, reuse in network or responsible recycling

Purpose

Manage end-to-end returns for telecom hardware with reliable, cost-efficient and sustainable flows.

Return Triggers

- Hardware failure (in warranty/extended)
- DoA (Dead on Arrival)
- Network swap / replacement
- End-of-life or reuse

Business Value

- Faster & compliant returns
- Lower operational & transport cost
- Higher reuse and asset recovery
- Sustainable & circular handling
- Better network availability

AI-Powered Return Process Q&A Chatbot (Glean)

A single, AI-driven assistant for daily Return Process queries and operational support

Users
(Supply, Service, Operations, Project, etc.)

AI Chatbot
(Return Process Assistant)

- **Process Workflows** (end-to-end steps)
- **Business Rules** (eligibility, warranty, etc.)
- **System Guidance** (tools, transactions, usage)
- **Issue Resolution** (troubleshooting, next steps)

Knowledge & Data Sources (via Glean)

- **Internal Sites** (Intranet, Process Portals)
- **Document Repository** (SOPs, Policies, Process Guides)
- **Knowledge Base** (FAQs, Best Practices, Lessons Learned)
- **Other Internal Sources** (Process, Warranty, Return Tools, etc.)

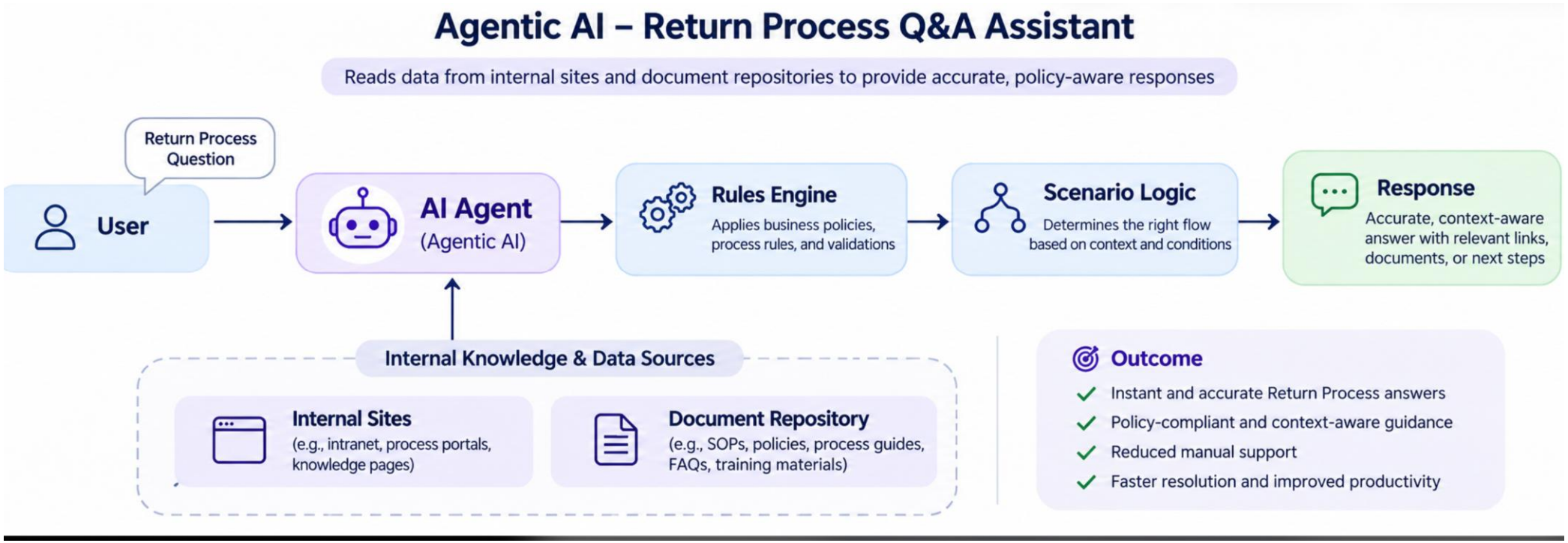
Business Value & Outcomes

- Instant guidance on Return Process workflows, rules and system queries
- Centralized knowledge access & AI-driven self-service support
- Reduced manual intervention, repetitive queries and dependency on process experts
- Faster response time and quicker issue resolution
- Improved process compliance and overall operational efficiency

Key Capabilities

Q&A Support | Process Guidance | Policy & Rules | System Help | Issue Resolution

Architecture

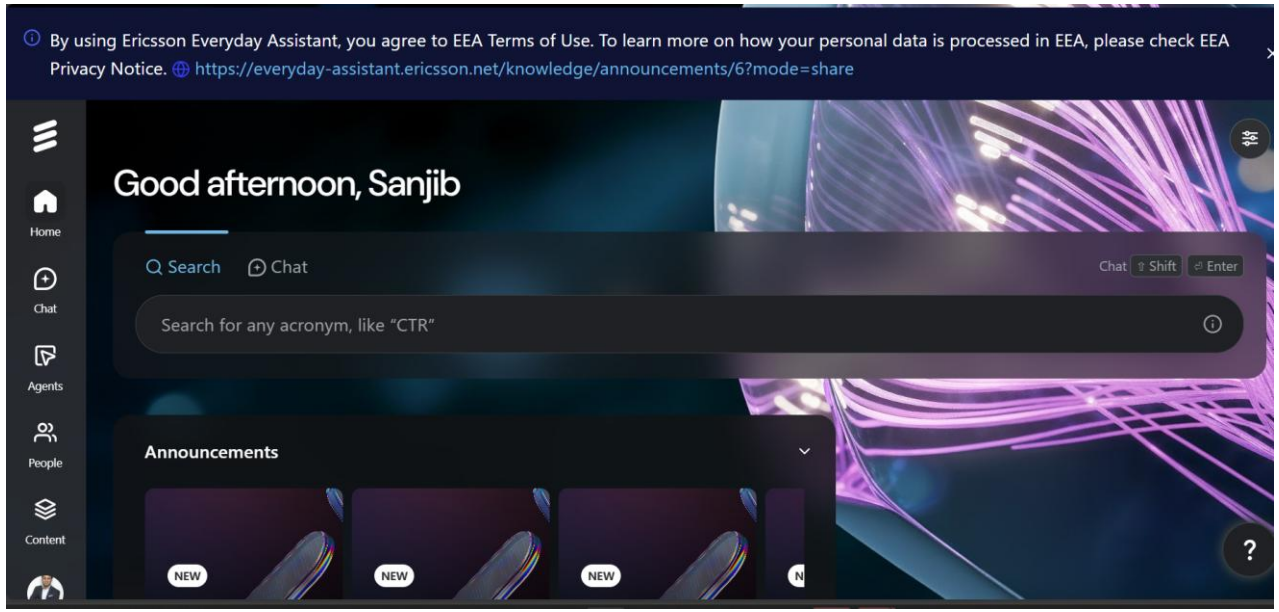


Glean Chatbot Prompt Screen

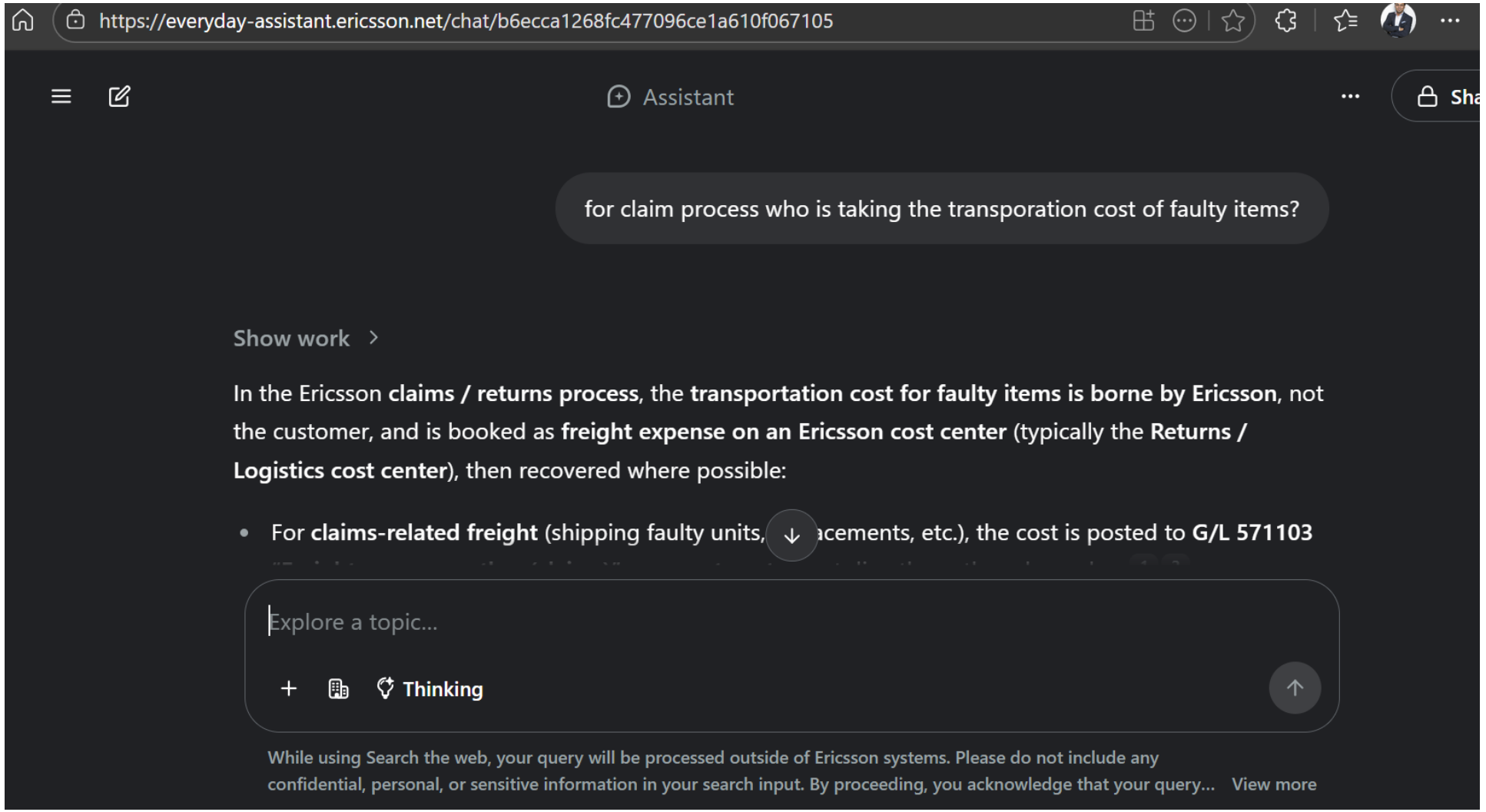
User: Who pays transport cost?

AI: Based on rules, supplier pays for this scenario.

[Home | Glean]



Glean Chatbot Prompt Screen



Return Claim Validation – Current Process (As-Is)

Manual, rule-based and fragmented validation in eRR

Business Scenario

Functional fault claims for hardware returns.

Current Business Challenges

- Manual validation of business rules is time-consuming and error-prone.
- Users fill multiple fields in the request form.
- No early prediction of No Fault Found (NFF) cases.
- Only faulty products should be uploaded, but non-compliant images are often received.
- Damaged, mishandled or uncleaned products still enter the process.

Current Process (As-Is) – Manual & Rule-Based

eRR
(FIORI Application / Desktop)

- User uploads 360° view of faulty product.
- Uploads functional product pictures only for faulty claim cases.

RMS Web

Manual validation of claim & return decision

S4

Downstream processing (e.g., logistics, financials)

To-Be Solution: Agentic AI-Driven Return Claim Validation

Automated, zero-touch return request in eRR with AI-based validation and decisioning

Site Engineer / Service Team

eRR
(FIORI Application)

Desktop | Mobile

Create zero-touch return request (upload product images)

Agentic AI – Claim Validation

Scan Serial Number & Images

360°



- Fault Validation
- Business Rule Check
- Eligibility Check (warranty / contract)
- Auto Decision (Approve / Reject)

AI Analyzes Images + Business Rules + Historical Data

RMS Web

AI-validated claim & return decision

S4

Downstream processing (e.g., logistics, financials)

Business Value

- Automated, rule-based validation
- Faster & zero-touch returns (in eRR)
- Significant transport cost savings of faulty returns back to suppliers
- Early capture of NFF cases
- Higher process compliance & operational efficiency

AI-Driven Claim Validation – Alternative 1

SAP Joule + Snowflake for Automated Return Claim Velidation

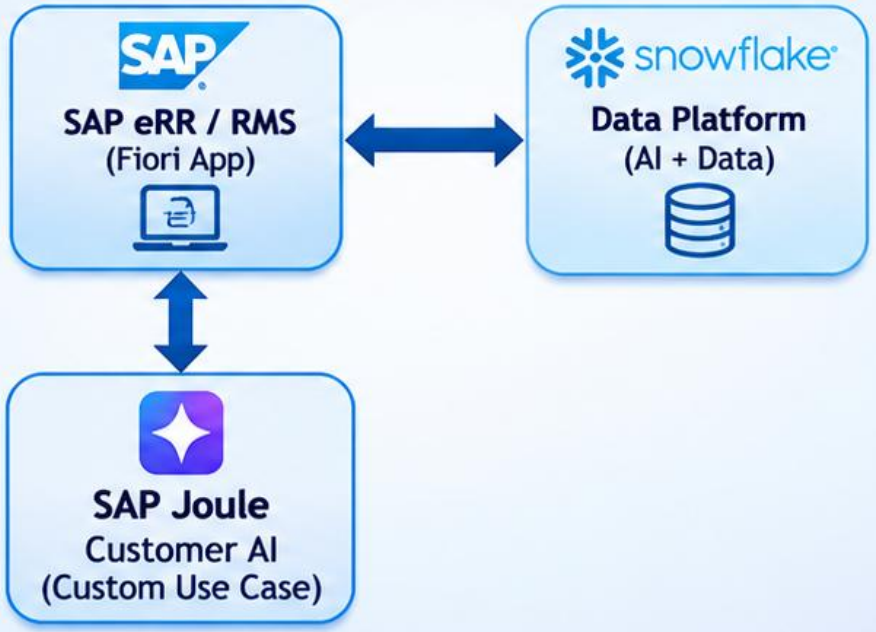
Key Flow

1. User submits claim in eRR
2. SAP Joule invokes AI agent
3. Data received from Snowflake
4. AI agent validates the claim and returns result (Approved / Need Review)

Option 1

- Develop a **Customer AI** use case with **SAP Joule** through custom development to automate claims validation.
- Include **AI-powered image validation** and **Snowflake integration** for automated data processing and business-rule validation.

Solution Design – Option 1



AI Capabilities

- **Image Recognition** (360° product images)
- **Business Rules** Validation
- **Decision / Approval** (Approve / Need Review)
- **Zero-touch Processing** (for valid cases)

AI Options for Claims Validation – Alternative 2

Snowflake + SIGMA for Intelligent, Automated Claim Processing

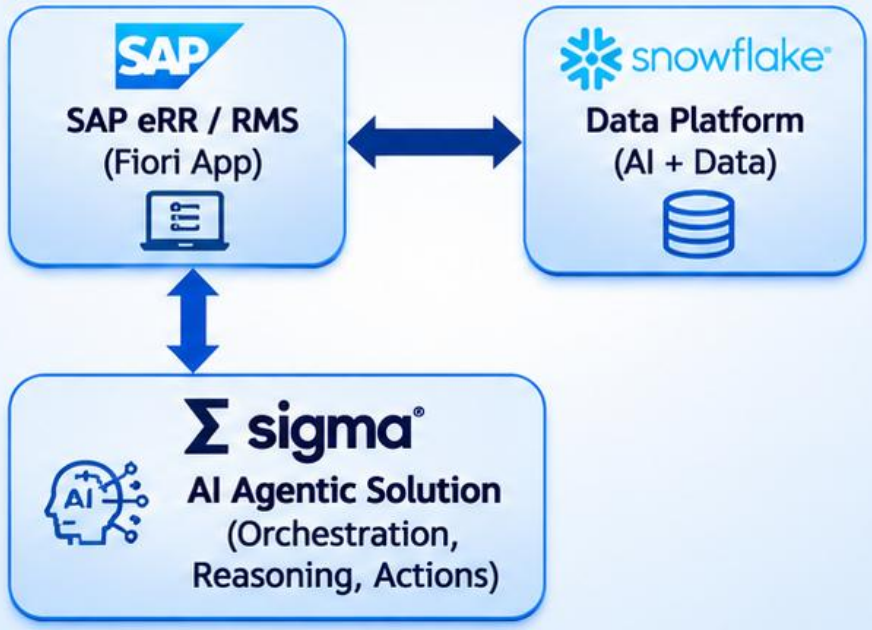
Key Flow

1. Users submits claim in eRR
2. eRR gets data from Snowflake
3. SIGMA checks the image and validates
4. AI agent validates the claim and returns result (Approved / Need Review)

Option 2

- Develop a **Customer AI use case** with **Snowflake integration** for automated data processing, business-rule validation and **AI-powered image validation** in **SIGMA**.
- Leverage SIGMA for intelligent image analysis, validation and decisioning (Zero-touch where applicable).

Solution Design – Alternative 2



AI Agent Capabilities

- **Image Analysis & Classification**
- **Business Rules Execution**
- **Autonomous Validation**
- **Decision & Action** (Zero-touch)

Demo



Demo (Alternative 2)

- Link

https://play.ericsson.net/media/t/1_mx02bbx9
https://play.ericsson.net/media/t/1_jx0et1mv



Q&A


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