

Joey studied for twenty-three years before he ever picked up the phone.

A carrier-automation voice agent, trained **in-house** on two decades of real outages, real tickets, and real calls — and backed, on every shift, by the engineers who taught him.

THE CLASSROOM WAS ALREADY 23 YEARS OLD

Before Joey, there were the people. SmartChoice engineers have worked carrier tickets, escalations, and ITSM platforms for **23 years** — the long way, on the phone, at 3 a.m.



And not for any accounts. For **hospitals**, where a downed circuit is a patient-safety event. For **retailers**, where every dark register is lost revenue. For **police departments**, where dispatch cannot go quiet. When the stakes are that high for that long, you accumulate something a model can't be handed judgment.

HUNDREDS OF CARRIERS | AROUND THE GLOBE | 24/7/365

One outage can cross three carriers and two continents before it's fixed. Over 23 years SmartChoice has worked **hundreds of carriers worldwide** — from the local last-mile to the largest international backbones — to keep our customers' networks up, everywhere they operate.



FIRST, WE CLEARED THE RECORD — THEN BROKE IT INTO MILLIONS OF LESSONS

Two decades of work is only a curriculum once it's **normalized, de-duplicated, and redacted** — then **spliced**: every ticket broken into individual sentences, every call into individual turns, each one measured for length, scored for sentiment, and correlated back to the network event that triggered it.

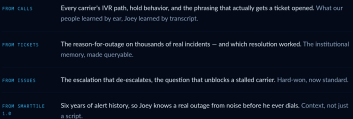
The result isn't a pile of records. It's a training corpus, counted the way a corpus is counted — one lesson at a time.



18,000,000+ **eighteen million training units** across the full corpus — every network event, every ticket spliced to the sentence, every call turn — each length-measured, sentiment-scored, and time-correlated to the outage that triggered it. Processing now, and growing.

THEN WE TRAINED HIM THE WAY WE TRAIN PEOPLE

Joey didn't learn from a generic model. **He learned from us** — the same calls, tickets, and alert histories a new L1 studies in their first week on the floor.



It is, by design, **proprietary and in-house**. The product of all that learning lives in SmartChoice's own tables — not in anyone else's model — and it resolves in milliseconds. Twenty-three years of experience, brought to bear on every single call, all at once.

AND THE JOURNAL NEVER LEFT

Joey is the front of the line, not the whole line. Behind him, on every shift, are the same **L1 through L4 engineers** who taught him — taking the advanced issues, catching what he hands up, and standing over the one promise that never bends.



Joey is read-only by construction. He listens, he learns, and he answers from what he knows — **he never guesses**. Everything he can do, a SmartChoice engineer taught him to do first.