**Internship search:**

**1- Study of the existing:**

Currently, in Tunisia, the analysis of call detail records (CDR) remains a significant gap in the telecommunications sector, particularly within Tunisie Telecom. Despite the wealth of data available, no dedicated application has been put in place to fully exploit this treasure trove of information. CDRs, which represent considerable volumes of real-time records, remain largely untapped for identifying trends, detecting anomalies, and most notably, managing insurance and fraud risks. .

The lack of a solution dedicated to CDR analysis results in underutilization of available data, thus limiting Tunisie Telecom's ability to optimize its operations, identify opportunities for improvement and minimize risks related to fraudulent activities. In the absence of a BI application specialized in this area, the company faces major challenges in terms of security, quality of service, and early detection of suspicious behavior.

**2- Criticism of the existing:**

The current deficit in CDR analysis constitutes a critical flaw in Tunisie Telecom's operational strategy. By neglecting the effective use of this detailed call data, the company is depriving itself of a crucial source of strategic information. The direct consequences of this deficiency are particularly evident in the management of risks linked to insurance and fraud, areas where rapid prevention and detection are essential.

The complexity inherent in massive real-time recordings creates significant challenges in terms of analysis capacity, responsiveness and decision-making. The lack of a specialized BI application leads to operational inefficiency and exposes the business to substantial financial risks. A dedicated solution would not only optimize fraud management and strengthen insurance mechanisms, but also provide in-depth insight into market trends and user behavior, thus contributing to the development of more effective strategies. agile and predictive. In short, the current state of CDR analyzes at Tunisie Telecom reveals an untapped opportunity, the maximization of which could bring significant benefits to the company.