



Gen-AI

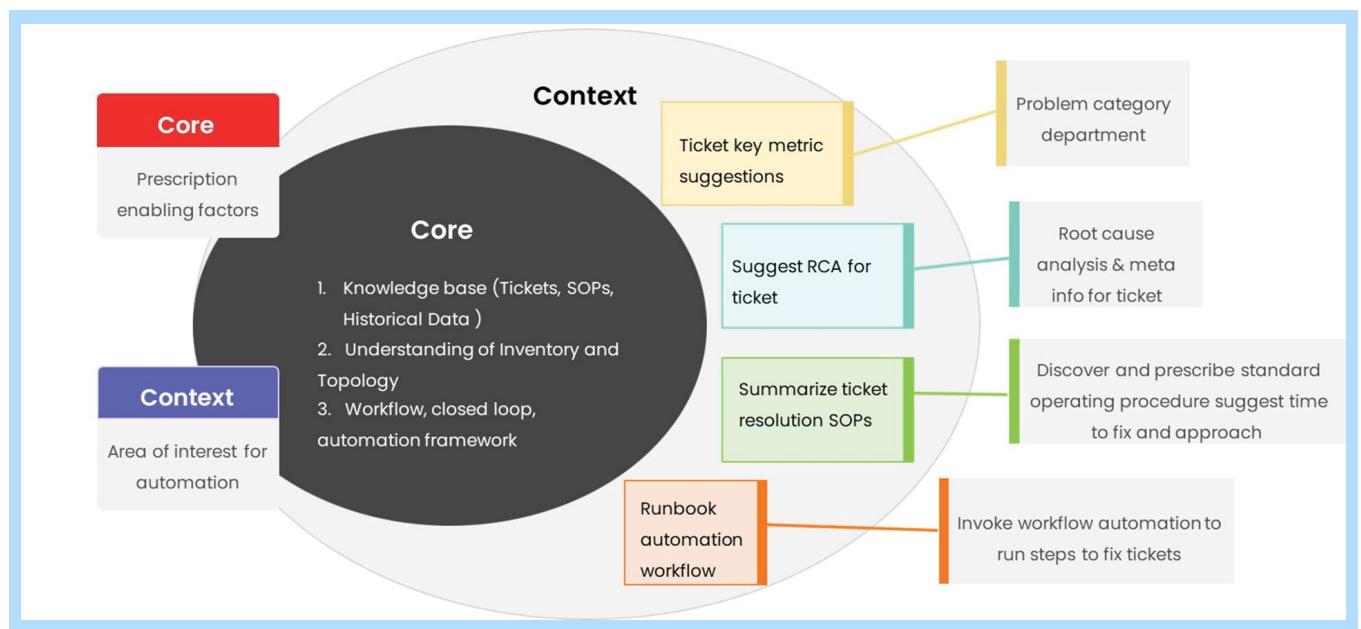
Automating Telecom NOC Ticket Triage and Resolution with GenAI

Business problem

Telecom NOC operations run at very large scale—millions of users and thousands of network elements. This creates very high ticket volumes from multiple sources such as network faults, customer issues, and enquiries. With so many tickets coming in, managing, triaging, and resolving them consistently becomes difficult, especially when teams have to rely on manual effort and individual expertise.



Our understanding and key observations to narrow down on choices for automation evolution:

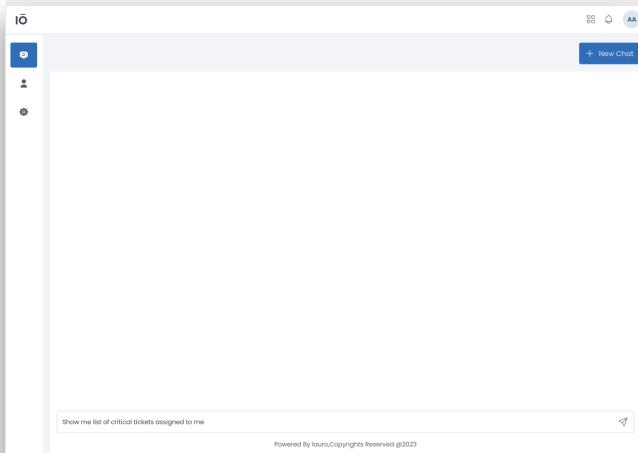


Our Solution

iauro's approach is to build a Generative AI-powered ticket troubleshooting system that supports the NOC the moment a ticket is created.

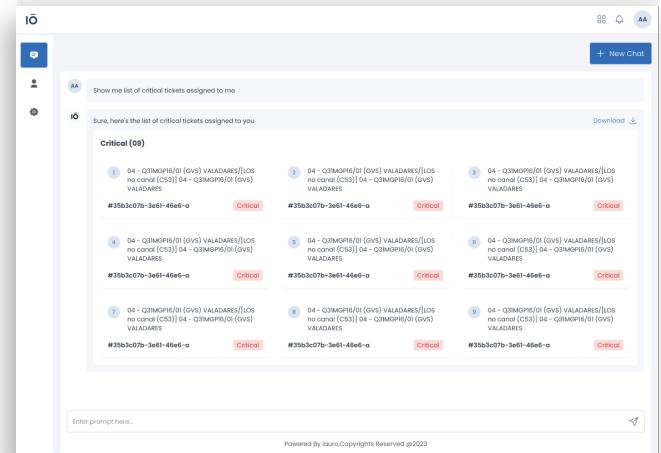
What the system does:

1. Integrates with the ticketing system so it can pick up and analyze tickets as they come in.



2. Uses past trained data (historical tickets and SOPs) to generate:

- a suggested Root Cause Analysis (RCA)
- a step-by-step resolution plan in SOP format



3. Presents the resolution guidance in a clear, step-wise sequence that teams can follow while working the ticket.

Show me list of critical tickets assigned to me

Sure, here's the list of critical tickets assigned to you

Critical (0)

04 - Q3IMGP06/0 (GVS) VALADARES/[LOS no canal (C53)] 04 - Q3IMGP06/0 (GVS) VALADARES

#35b3c07b-3e61-46e6-a [Critical]

04 - Q3IMGP06/0 (GVS) VALADARES/[LOS no canal (C53)] 04 - Q3IMGP06/0 (GVS) VALADARES

#35b3c07b-3e61-46e6-a [Critical]

04 - Q3IMGP06/0 (GVS) VALADARES/[LOS no canal (C53)] 04 - Q3IMGP06/0 (GVS) VALADARES

#35b3c07b-3e61-46e6-a [Critical]

04 - Q3IMGP06/0 (GVS) VALADARES/[LOS no canal (C53)] 04 - Q3IMGP06/0 (GVS) VALADARES

#35b3c07b-3e61-46e6-a [Critical]

04 - Q3IMGP06/0 (GVS) VALADARES/[LOS no canal (C53)] 04 - Q3IMGP06/0 (GVS) VALADARES

#35b3c07b-3e61-46e6-a [Critical]

04 - Q3IMGP06/0 (GVS) VALADARES/[LOS no canal (C53)] 04 - Q3IMGP06/0 (GVS) VALADARES

#35b3c07b-3e61-46e6-a [Critical]

04 - Q3IMGP06/0 (GVS) VALADARES/[LOS no canal (C53)] 04 - Q3IMGP06/0 (GVS) VALADARES

#35b3c07b-3e61-46e6-a [Critical]

04 - Q3IMGP06/0 (GVS) VALADARES/[LOS no canal (C53)] 04 - Q3IMGP06/0 (GVS) VALADARES

#35b3c07b-3e61-46e6-a [Critical]

04 - Q3IMGP06/0 (GVS) VALADARES/[LOS no canal (C53)] 04 - Q3IMGP06/0 (GVS) VALADARES

#35b3c07b-3e61-46e6-a [Critical]

04 - Q3IMGP06/0 (GVS) VALADARES/[LOS no canal (C53)] 04 - Q3IMGP06/0 (GVS) VALADARES

#35b3c07b-3e61-46e6-a [Critical]

04 - Q3IMGP06/0 (GVS) VALADARES/[LOS no canal (C53)] 04 - Q3IMGP06/0 (GVS) VALADARES

#35b3c07b-3e61-46e6-a [Critical]

Analyse this ticket for me

Powered by Iauro. Copyrights Reserved @2023

4. Lists relevant past tickets that were referenced to arrive at the recommendation, so the suggestion is traceable and easier to validate.

Analyse this ticket for me

Sure, here's the analysis of the selected ticket

Ticket details

35b3c07b-3e61-46e6-a3ef-12224e50/e6

Vendor: HUAWEI Alert key: #W-9105C40A#98 Domain: Transmission Alarm type: DWDM_Failure City: Brasilia

Alarm valid: FALSE Acknowledged user: John Doe Acknowledged date: 23-07-2023 Operator note: testing by santosh

Summary

Item 1: **04 - Q3IMGP06/0 (GVS) VALADARES/[LOS no canal (C53)] 04 - Q3IMGP06/0 (GVS) VALADARES**

Item 2: **04 - Q3IMGP06/0 (GVS) VALADARES/[LOS no canal (C53)] 04 - Q3IMGP06/0 (GVS) VALADARES**

Item 3: **04 - Q3IMGP06/0 (GVS) VALADARES/[LOS no canal (C53)] 04 - Q3IMGP06/0 (GVS) VALADARES**

Item 4: **04 - Q3IMGP06/0 (GVS) VALADARES/[LOS no canal (C53)] 04 - Q3IMGP06/0 (GVS) VALADARES**

Item 5: **04 - Q3IMGP06/0 (GVS) VALADARES/[LOS no canal (C53)] 04 - Q3IMGP06/0 (GVS) VALADARES**

Item 6: **04 - Q3IMGP06/0 (GVS) VALADARES/[LOS no canal (C53)] 04 - Q3IMGP06/0 (GVS) VALADARES**

Item 7: **04 - Q3IMGP06/0 (GVS) VALADARES/[LOS no canal (C53)] 04 - Q3IMGP06/0 (GVS) VALADARES**

Item 8: **04 - Q3IMGP06/0 (GVS) VALADARES/[LOS no canal (C53)] 04 - Q3IMGP06/0 (GVS) VALADARES**

Item 9: **04 - Q3IMGP06/0 (GVS) VALADARES/[LOS no canal (C53)] 04 - Q3IMGP06/0 (GVS) VALADARES**

Item 10: **04 - Q3IMGP06/0 (GVS) VALADARES/[LOS no canal (C53)] 04 - Q3IMGP06/0 (GVS) VALADARES**

Similar tickets

04 - Q3IMGP06/0 (GVS) VALADARES/[LOS no canal (C53)] 04 - Q3IMGP06/0 (GVS) VALADARES

35b3c07b-3e61-46e6-a3ef-12224e50 [65%]

04 - Q3IMGP06/0 (GVS) VALADARES/[LOS no canal (C53)] 04 - Q3IMGP06/0 (GVS) VALADARES

35b3c07b-3e61-46e6-a3ef-12224e50 [60%]

04 - Q3IMGP06/0 (GVS) VALADARES/[LOS no canal (C53)] 04 - Q3IMGP06/0 (GVS) VALADARES

35b3c07b-3e61-46e6-a3ef-12224e50 [75%]

Enter prompt here...

Powered by Iauro. Copyrights Reserved @2023

5. Can integrate with workflow systems to trigger actions for fixing tickets where automation is possible.

Root cause analysis

04 - Q3IMGP06/0 (GVS) VALADARES/[LOS no canal (C53)] 04 - Q3IMGP06/0 (GVS) VALADARES

35b3c07b-3e61-46e6-a3ef-12224e50 [65%]

04 - Q3IMGP06/0 (GVS) VALADARES/[LOS no canal (C53)] 04 - Q3IMGP06/0 (GVS) VALADARES

35b3c07b-3e61-46e6-a3ef-12224e50 [60%]

04 - Q3IMGP06/0 (GVS) VALADARES/[LOS no canal (C53)] 04 - Q3IMGP06/0 (GVS) VALADARES

35b3c07b-3e61-46e6-a3ef-12224e50 [70%]

Do root cause analysis of this ticket

Sure, here's the root cause analysis

Root cause analysis

Item 1: **04 - Q3IMGP06/0 (GVS) VALADARES/[LOS no canal (C53)] 04 - Q3IMGP06/0 (GVS) VALADARES**

Item 2: **04 - Q3IMGP06/0 (GVS) VALADARES/[LOS no canal (C53)] 04 - Q3IMGP06/0 (GVS) VALADARES**

Item 3: **04 - Q3IMGP06/0 (GVS) VALADARES/[LOS no canal (C53)] 04 - Q3IMGP06/0 (GVS) VALADARES**

Item 4: **04 - Q3IMGP06/0 (GVS) VALADARES/[LOS no canal (C53)] 04 - Q3IMGP06/0 (GVS) VALADARES**

Item 5: **04 - Q3IMGP06/0 (GVS) VALADARES/[LOS no canal (C53)] 04 - Q3IMGP06/0 (GVS) VALADARES**

Item 6: **04 - Q3IMGP06/0 (GVS) VALADARES/[LOS no canal (C53)] 04 - Q3IMGP06/0 (GVS) VALADARES**

Item 7: **04 - Q3IMGP06/0 (GVS) VALADARES/[LOS no canal (C53)] 04 - Q3IMGP06/0 (GVS) VALADARES**

Item 8: **04 - Q3IMGP06/0 (GVS) VALADARES/[LOS no canal (C53)] 04 - Q3IMGP06/0 (GVS) VALADARES**

Item 9: **04 - Q3IMGP06/0 (GVS) VALADARES/[LOS no canal (C53)] 04 - Q3IMGP06/0 (GVS) VALADARES**

Item 10: **04 - Q3IMGP06/0 (GVS) VALADARES/[LOS no canal (C53)] 04 - Q3IMGP06/0 (GVS) VALADARES**

Enter prompt here...

Powered by Iauro. Copyrights Reserved @2023

6. Shares the recommended SOP with the right stakeholder/team to speed up resolution handoffs.

Give me resolution for this ticket

Sure, here's the resolution for this ticket

Resolution

Ticket Number: #12345

Issue: Slow internet speed reported by the customer

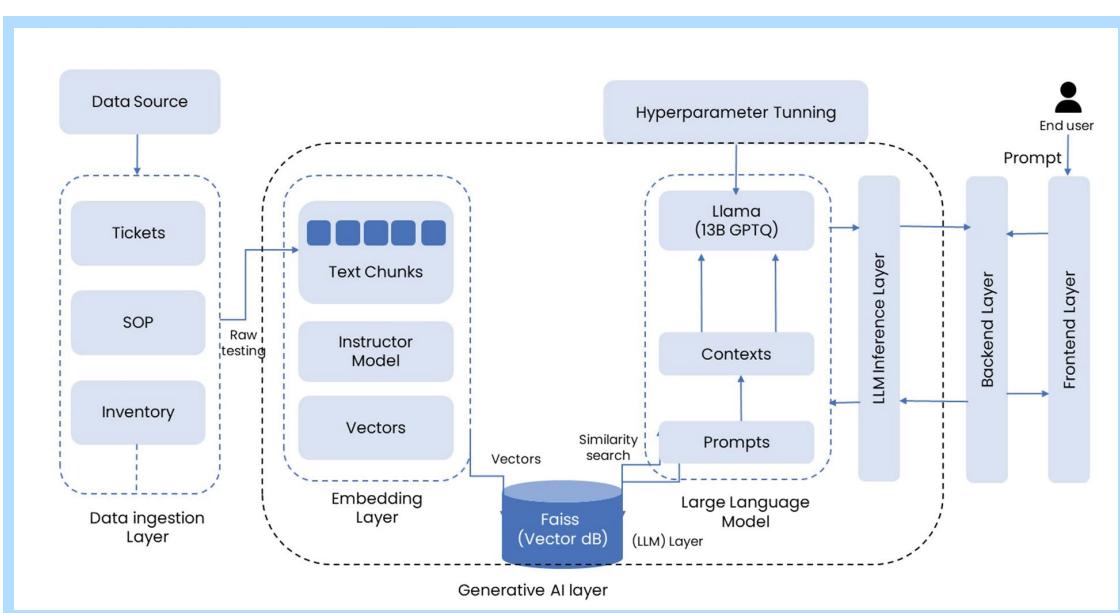
Resolution Steps

- The customer's reported issue was received by the telecom company's customer support team.
- The support team acknowledged the ticket and initiated an investigation into the reported slow internet speed.
- Network technicians performed diagnostics and identified an issue with a faulty network node in the customer's area.
- The issue was reported and escalated to the telecom company's technical support team for further investigation.
- The telecom company's technical team verified that the customer's internet speed had returned to normal.
- A follow-up call was made to the customer to confirm the resolution and ensure they were satisfied with the service.
- The ticket was marked as resolved, and the case was closed.

Enter prompt here...

Powered by Iauro. Copyrights Reserved @2023

Functional Architecture:





Tech Stack

Large Language Model



Llama V2



Huggingface
Instructor model

Database



Faiss Vector
Database

Frontend



Angular



HTML



CSS

Backend



Python Flask



Langchain
framework



Value delivered



Faster ticket resolution by reducing manual troubleshooting and giving teams an immediate RCA + SOP-based path to fix.



Improved customer experience because issues can be handled quicker and more consistently.



Better scalability as services and ticket volumes increase, without depending only on adding more people for triage.



Cost savings by reducing labor-heavy investigation and repetitive resolution work.

iauro



www.iauro.com



+91 81904 40944



sales@iauro.com

www.iauro.com

