

**Gen-AI**

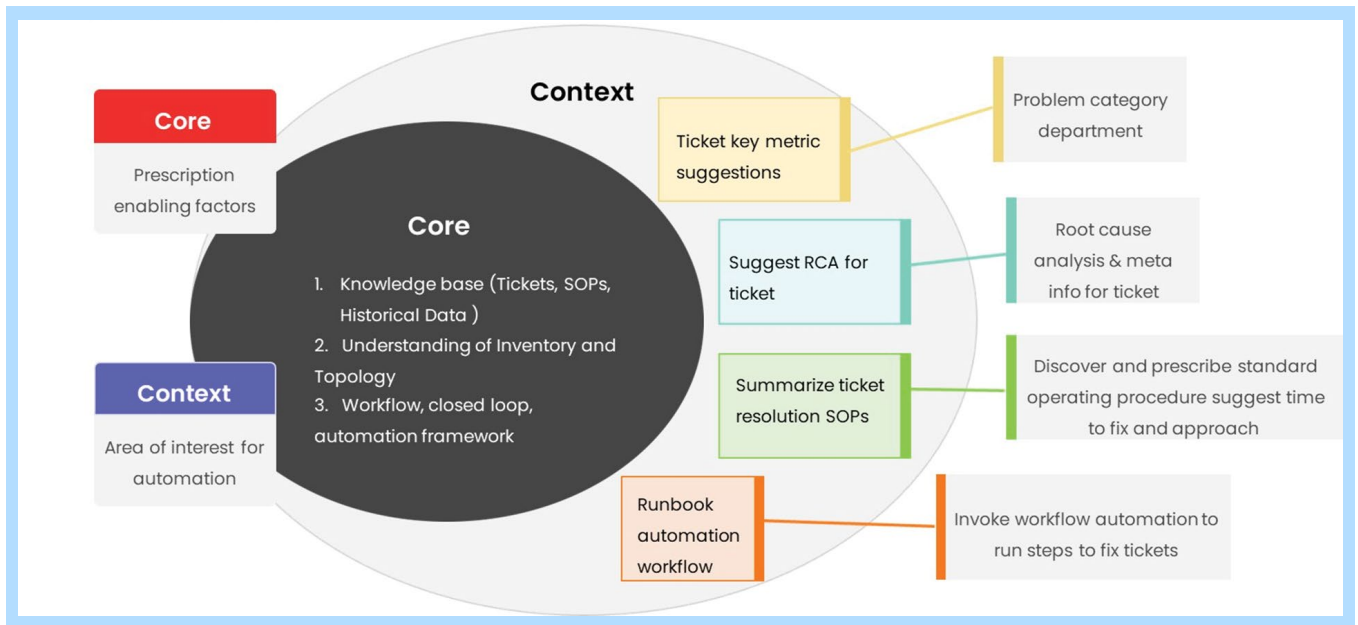
Automating Telecom NOC Ticket Triage and Resolution with GenAI

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:

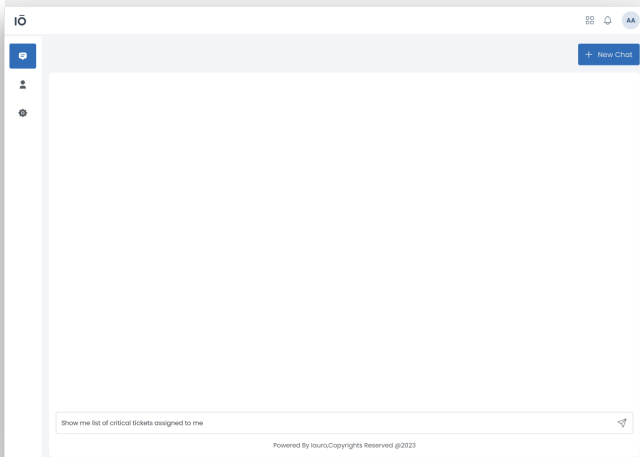


Our Solution

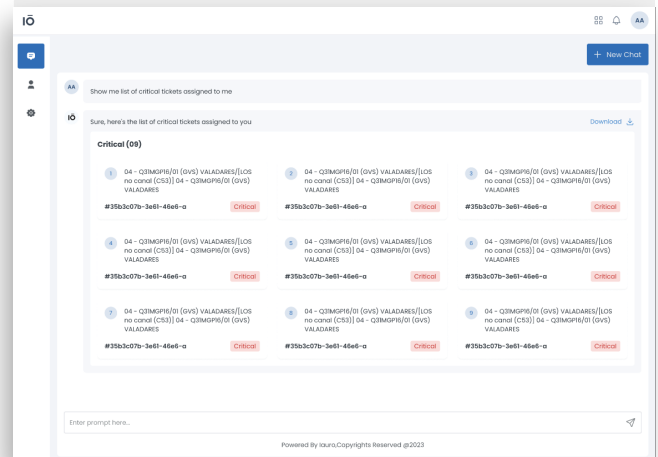
iouro's approach is to build a Generative AI-powered ticket troubleshooting system that supports the NOC the moment a ticket is created.

What the system does:

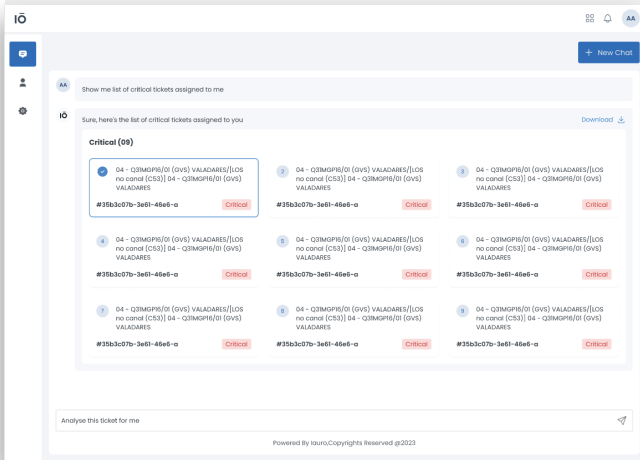
1. Integrates with the ticketing system so it can pick up and analyze tickets as they come in.



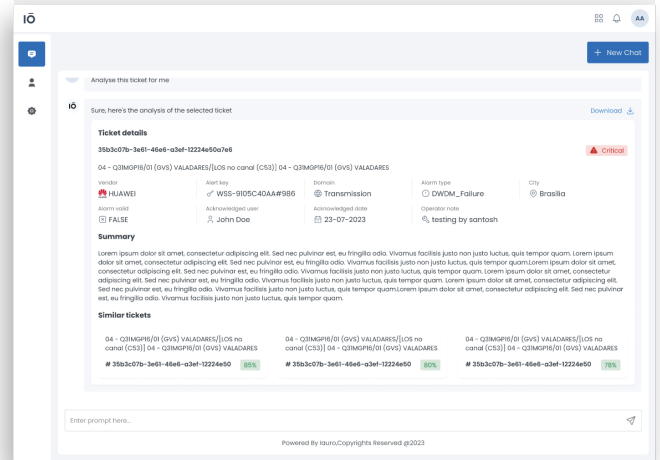
2. Uses past trained data (historical tickets and SOPs) to generate:
 - a suggested Root Cause Analysis (RCA)
 - a step-by-step resolution plan in SOP format



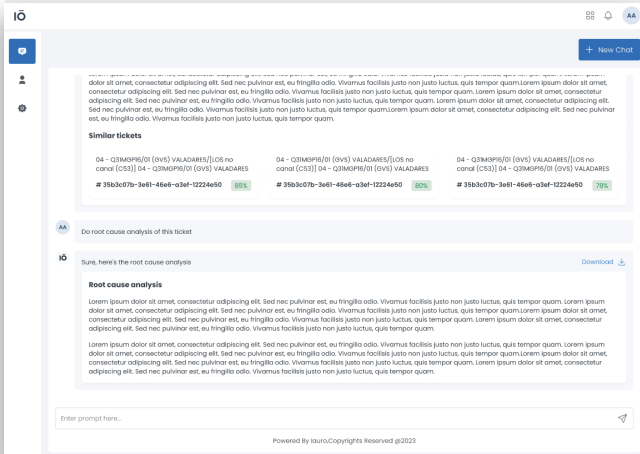
3. Presents the resolution guidance in a clear, step-wise sequence that teams can follow while working the ticket.



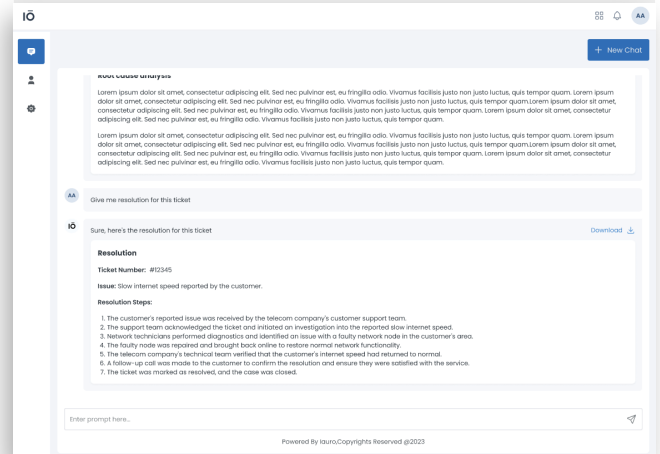
4. Lists relevant past tickets that were referenced to arrive at the recommendation, so the suggestion is traceable and easier to validate.



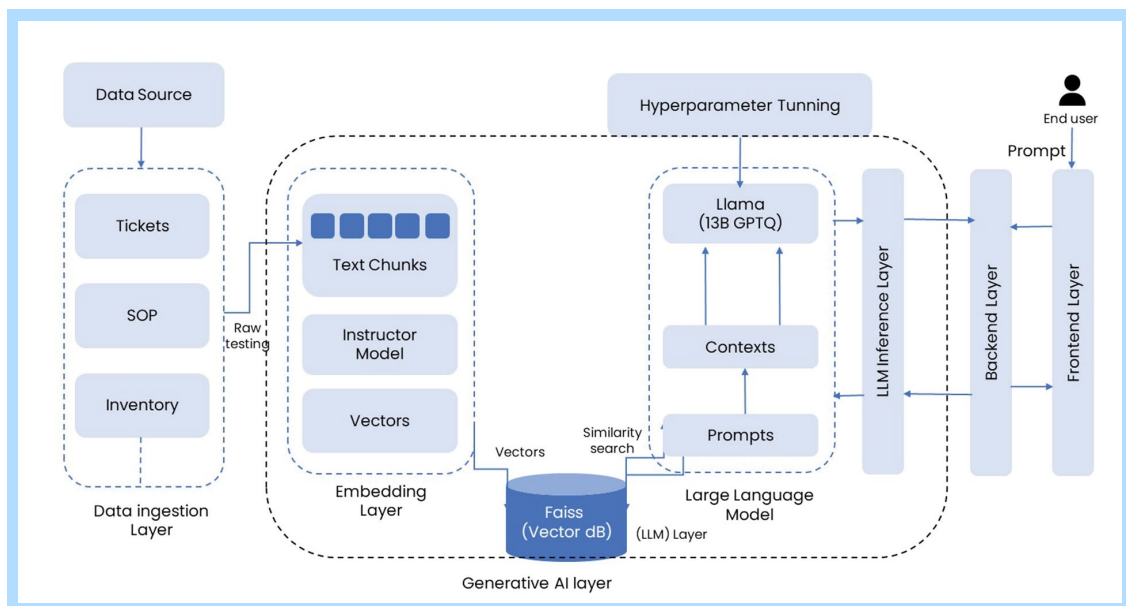
5. Can integrate with workflow systems to trigger actions for fixing tickets where automation is possible.



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



Functional Architecture:





Tech Stack

Large Language Model



Llama V2



Huggingface
Instructor model

Database



Faiss Vector
Database

Frontend



Angular



HTML



CSS

Backend



Python Flask



LangChain

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.

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