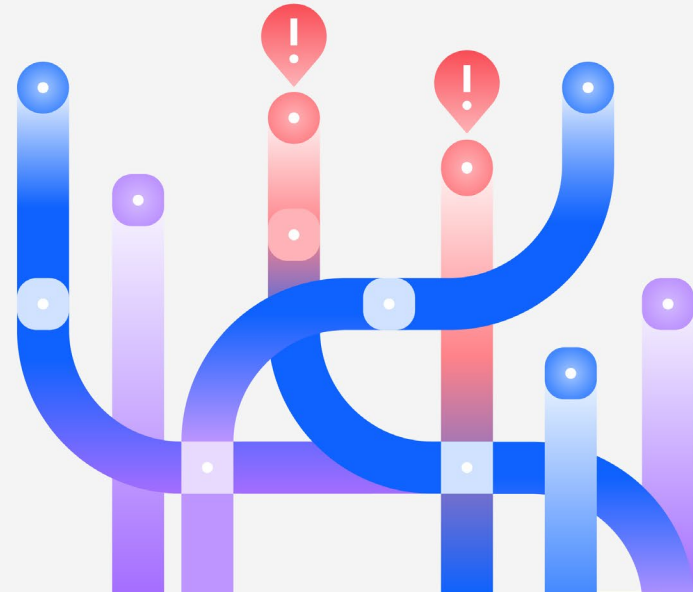


Smarter networks, faster decisions

Optimize planning, assurance, and
customer experience



Are your network operations, engineering, and planning teams slowed down by manual analysis, fragmented tooling, and inconsistent workflows? As telecom networks expand across cloud-native, multi-vendor, and 5G environments, traditional processes struggle to keep pace with rising complexity and service expectations. Even with modern OSS/NMS systems, correlating alarms, performance data, topology insights, and historical knowledge often remains labor-intensive, error-prone, and difficult to scale.

Introducing IBM Telco Network Assistant

IBM Telco Network Assistant is a production-ready, AI-powered platform built specifically for telecommunications. It delivers a suite of purpose-built agents and intelligent dashboards that help teams across NOC operations, engineering, and network planning interact with diverse network data through natural language. By automating high-value, domain-specific tasks, such as incident RCA, anomaly detection, and sleeping cell identification, the asset removes swivel-chair effort, reduces human error, and accelerates decision-making.

Designed as a strategic and extensible AI layer, IBM Telco Network Assistant enhances how CSPs manage, plan, and assure their networks - improving speed, consistency, and confidence across day-to-day operations while laying the foundation for future autonomous network resolution.

Unlike generic agentic frameworks, this asset is telecom-aligned, production-ready, and enterprise-grade, featuring:

- **Domain-specialized multi-agent architecture** with supervisor/worker orchestration for complex, cross-domain workflows
- **Adaptive RAG pipeline** with hallucination and relevance checks for trustworthy outputs
- **Prebuilt agents** for high-value use cases like NOC Analyzer, Sleeping Cell Advisor, CDR Analyzer, RAN Configuration Assistant, and Fiber Planner
- **Extensible integration patterns** for CSP systems (ServiceNow, JIRA, Confluence, OSS/BSS)
- **Enterprise security and deployment readiness** with containerization, role-based access and audit trails

Key capabilities



Intelligent architecture & scalable multi-agent automation

A resilient AI backbone with a Retrieve–Analyze–Optimize pipeline, built-in quality checks, smart orchestration, and coordinated specialist agents for fast insights, pattern detection, and closed-loop automation.

Unified tools & seamless data ingestion

One toolkit for natural-language SQL, semantic search, and similarity analysis. Flexible pipelines ingest CSVs, APIs, databases, and documents — automatically converting, cleaning, deduplicating, and embedding data to keep knowledge fresh.

Autonomous operations & accelerated investigations

AI agents automate triage, RCA, KPI/alarm correlation, defect tracking, and anomaly detection. Guided multi-step workflows blend search, simulation, and explanations to speed investigations and boost confidence.

Continuous quality & enterprise-ready deployment

Testing and monitoring with drift detection, LLM scoring, and CI/CD gates ensure consistent quality. Secure, containerized deployment with RBAC, observability, and audit trails supports reliable production rollout.

Modern experience & advanced document intelligence

A clean UI for multi-agent chat, streaming, and persistent file interactions. Drag-and-drop documents with automatic conversion, multi-file analysis, smart caching, and diagnostics for smooth handling of large or complex content.

Why IBM Telco Network Assistant is different :

Incident root cause analysis

Automates RCA across alarms, metrics, and knowledge bases to reduce MTTR and escalations.

Call data record insights

Analyzes CDRs to detect patterns, troubleshoot issues, and improve customer experience.

RAN configuration & audits

Supports secure parameter changes and audits to prevent drift and accelerate updates.

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