

Supercharge operations with GenAI

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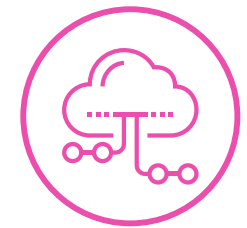
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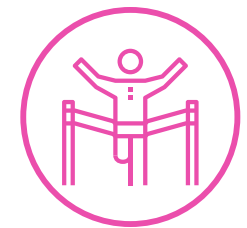


Introduction

CSPs have never had to make so many choices—nor have they ever had so much opportunity.



Should they partner with their hyperscale competitors or just use their cloud-native technology?



Should they chase after finicky consumers or their equally demanding enterprise counterparts?

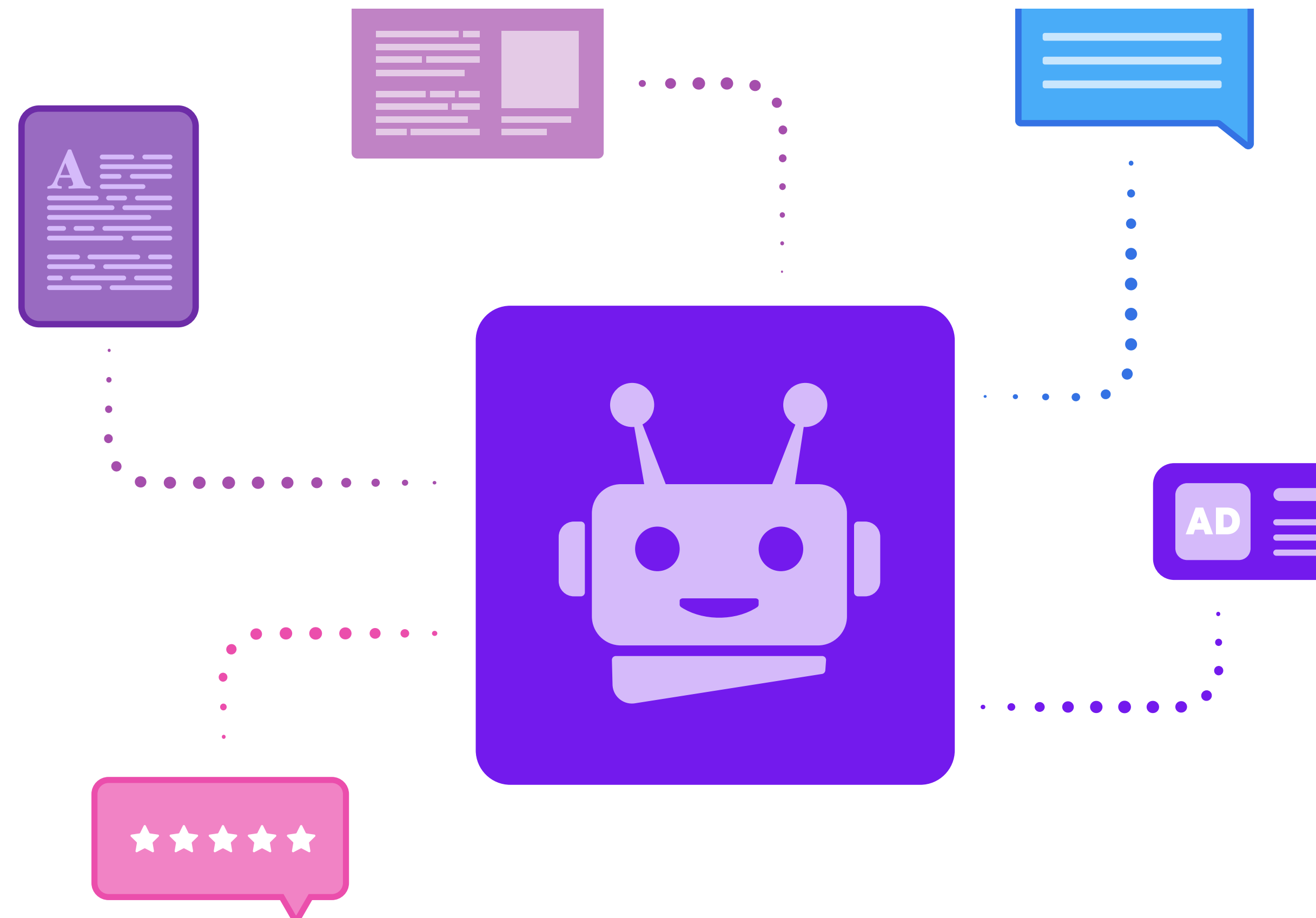


Should they keep investing in creaky legacy systems or go all in on a data lake in the cloud?

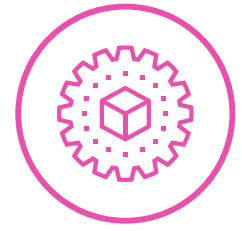
With their massive investments in 5G and fiber, CSPs really are on the cusp of unleashing tremendous amounts of capacity and new capabilities that can radically transform nearly every aspect of modern life.

At the same time, internal customers like sales and marketing, want more services, offers, and insights—and they want them yesterday. The execs getting chewed out by shareholders tell network ops and IT: *Do more with less! And do it fast. And hey— isn't that what this generative AI stuff is supposed to do?*

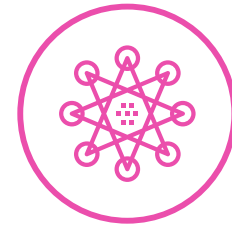
Ah. Generative AI. Made famous by ChatGPT and hailed as either the savior or slayer of business as usual.



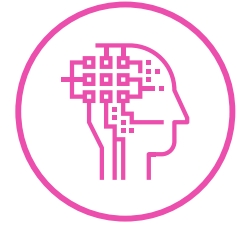
Pundits and true believers espouse and pontificate on the magical powers GenAI is set to unleash:



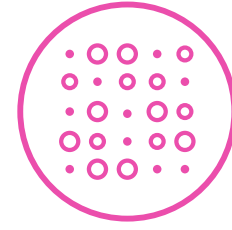
It can automate processes



It can analyze in real time



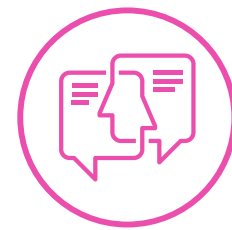
It can learn



It can scale and process exponentially more data than humans



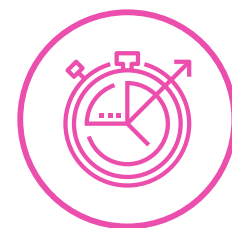
It understands context



It's predictive



It produces content

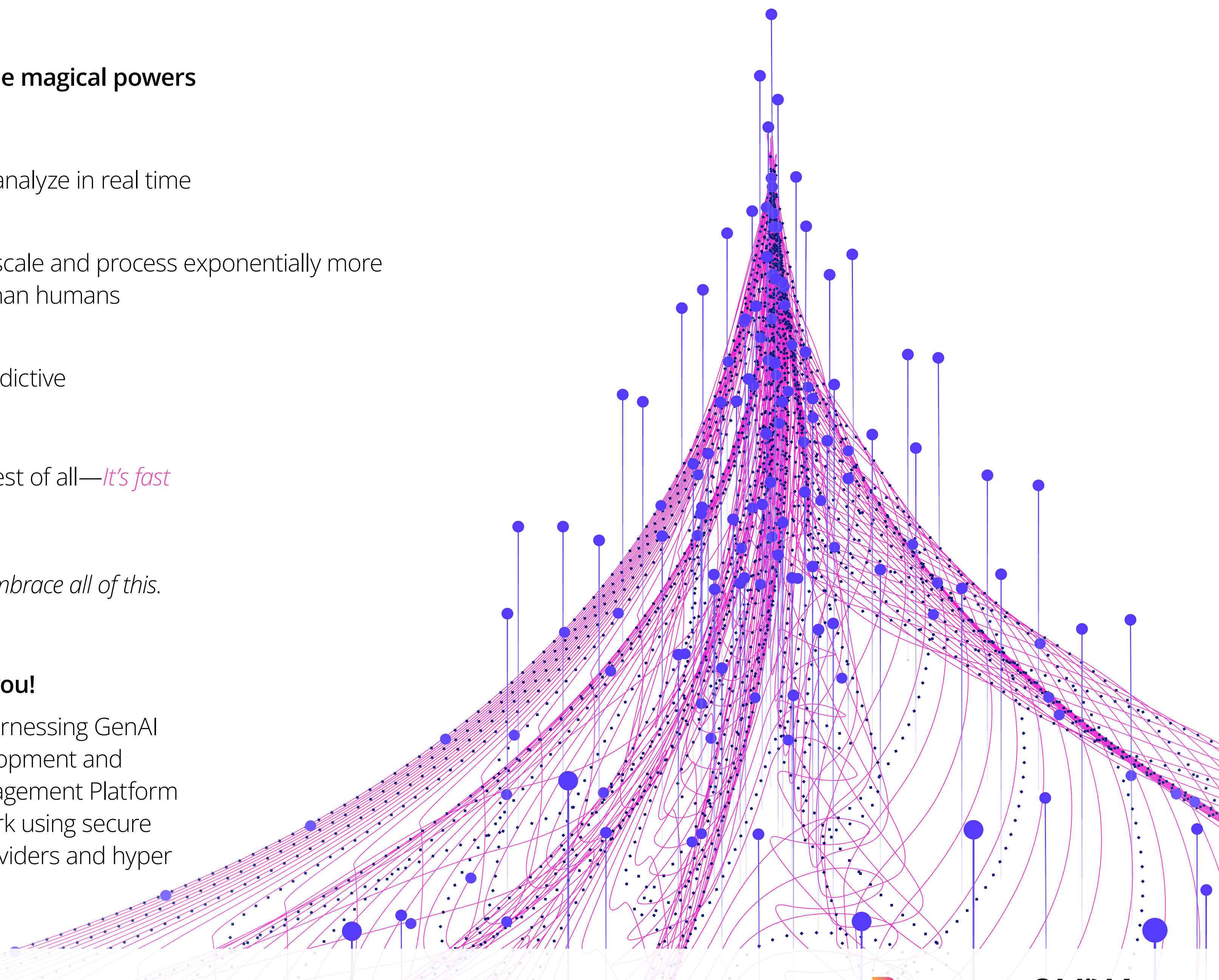


And best of all—*It's fast*

You think to yourself, *if only we had the staff and resources to embrace all of this.*
But wait—it's easier than you thought.

Your managed services partner Amdocs has done it for you!

Let us explore two areas where Amdocs Global Services is harnessing GenAI to capitalize on these opportunities across its software development and operation lifecycle. Through its recently launched Cloud Management Platform (ACMP) Amdocs has implemented its unique amAIZ framework using secure open AI modules within it to speed up support to service providers and hyper automate IT network operations.



1 DevSecOps: IT becomes a business enabler rather than a bottleneck

Co-pilot is already being used widely in software engineering, code creation and development and testing, as are automatic tools for application modernization and cloud migration. Amdocs Cloud Management Platform uses unique Generative AI telco taxonomy, augmenting data models to enhance telco-specific inputs & outputs. This taxonomy is sourced from sources such as Amdocs extensive code and automation portfolio, and is extended to enhance Large Language Models (LLMs) with customer-specific terms, ensuring more accurate results.

In practice, these enhancements are used in code checks, quality engineering, bug fixes and data analysis. But not only that—Amdocs is training its GenAI framework to suggest business flows, work procedures and processes leveraging all best practices and knowledge they've gained from serving CSP for decades.

Let's bring this to life and show you how this might look in a real situation, with Amdocs Cloud Management Platform's GenAI assistant 🎥



— CASE STUDY —

A major climate calamity has wreaked havoc in country X.

The customer (a CSP) has decided to waive off all usage charges for customers making to and from calls from this region, an update that needs to be implemented in 24 hours before the bills of the cycle are generated. In order to do that, IT needs to identify all usage charges and post credits, which requires some code updates, testing and deployment all to be completed in 24 hours.

ACMP's Generative AI tool for auto code generation and unit test case generation comes to the rescue! After the automated testing certifies code package for production deployment, OpsGPT automatically opens ticket for Change Control Board documenting all changes and filling in the change form. A fully automated deployment pipeline deploys code in production is followed and credits are given to end users on time.

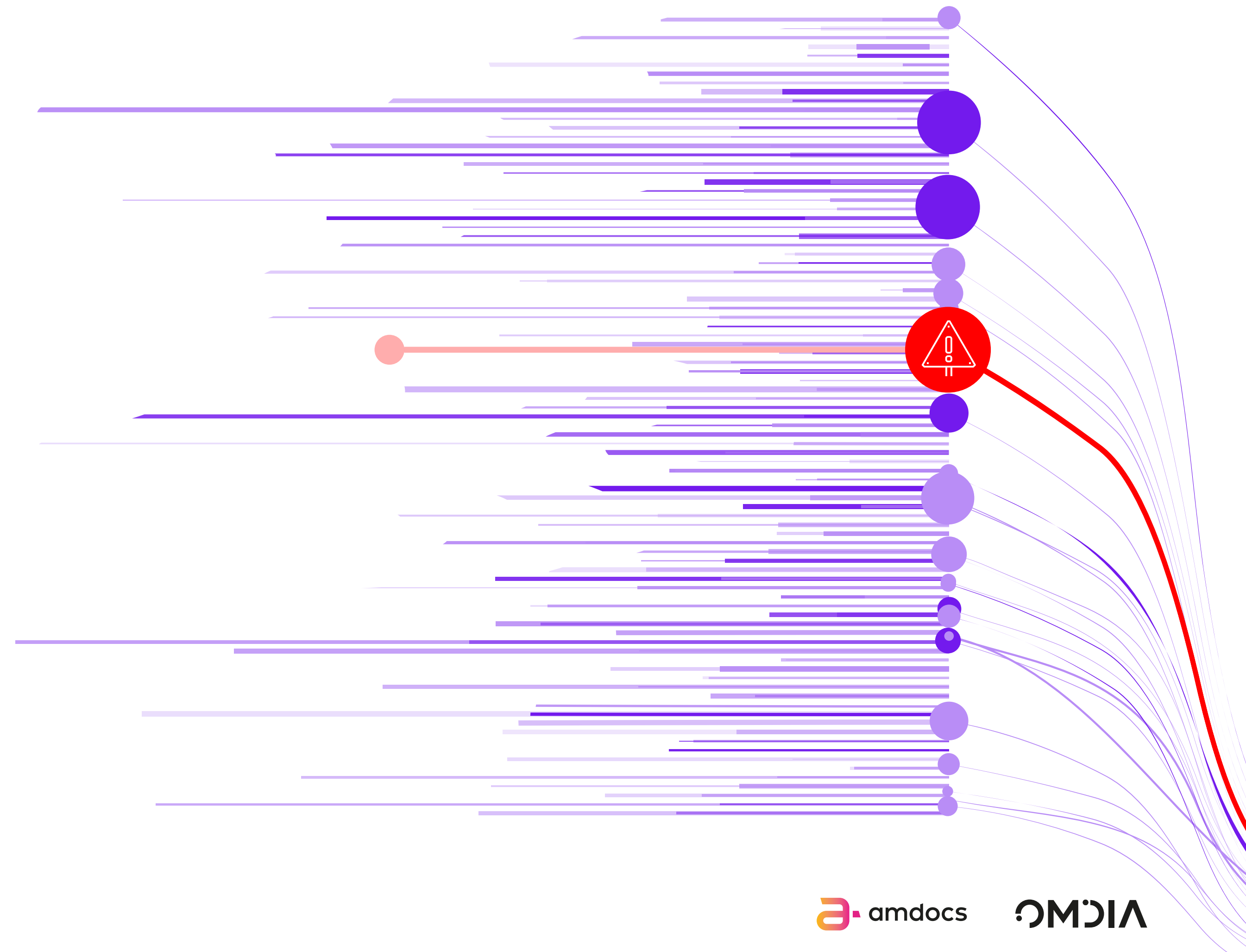


2 Operations becomes a Customer Experience enhancer rather than an IT and network babysitter

Proactive and preemptive detection of operational issues in real time using AI (AIOps) has been in use for a few years now. But adding GenAI capabilities enables IT and network operation teams to find problems before they are visible to them or to customers. For example, checking billing statements accuracy before they are sent to customers, confirming resources are available before turning up a service, validating order information is complete and correct before execution and so on.

Faster root cause analysis/troubleshooting of operational and development issues can be a game changer for service providers that face service unavailability issues although they do everything to prevent P1s from happening. When it comes with recommendations on how to remediate faults and automated execution of predictive and proactive service assurance, extended downtime of hours can be shortened to a few minutes.

Again, real-life examples are the best way to truly understand the power of the possible...



— CASE STUDY —

The sales team in a local subsidiary of a telecom group is checking with the operations team to see if there might be a technical reason their most recent campaign has been underperforming.

The operation partner runs the question in OpsGPT (GenAI tool embedded within the Amdocs Cloud Management Platform). OpsGPT searches for factors that might negatively impact the performance and suggests an optimization script to run one of the apps faster. It also translates the response for the sales team in their local language.

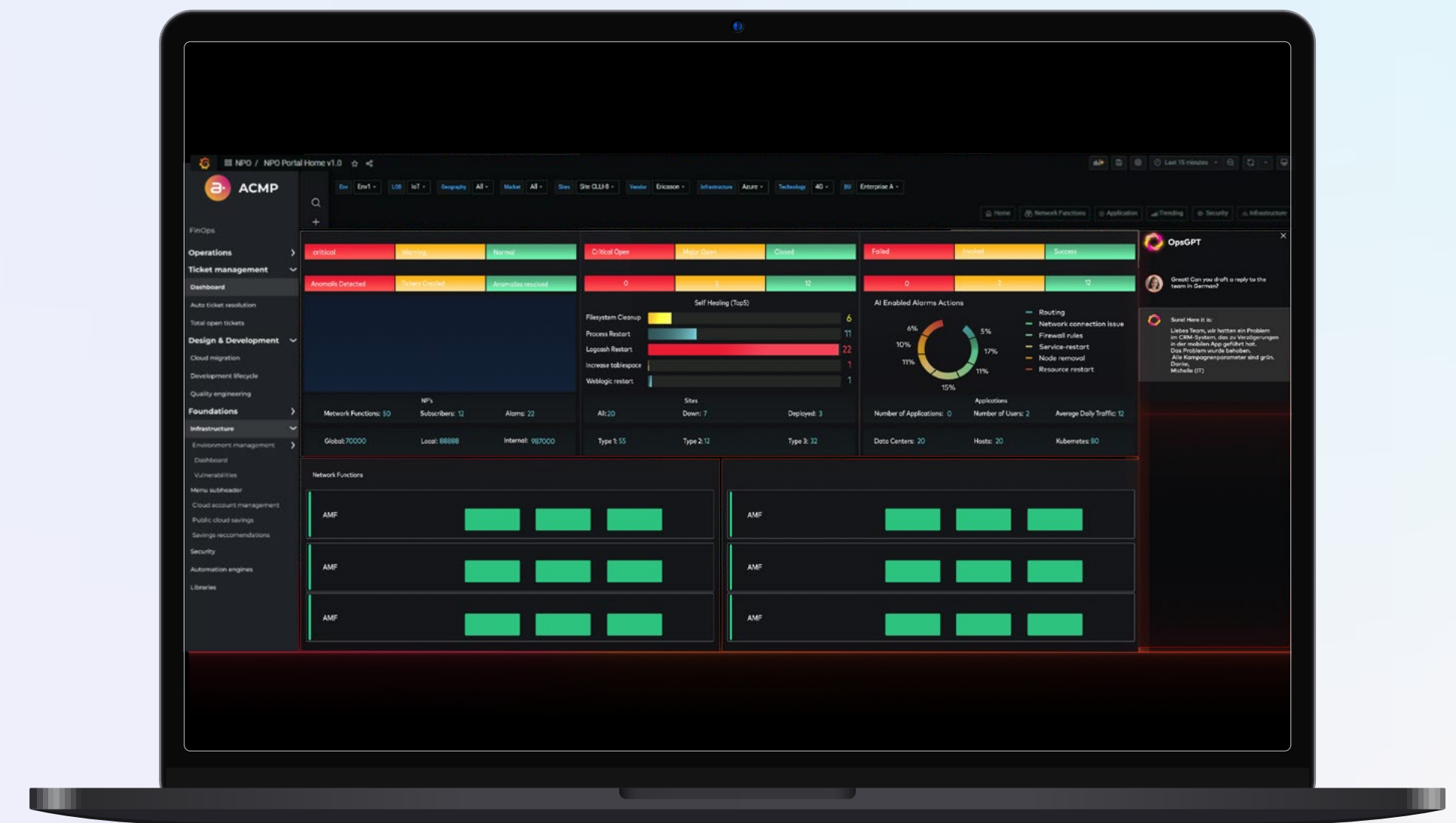
The combination of a business team collaborating and communicating directly with IT to get answers fast - is something that some CSPs could only dream of, not to mention the efficiency, time and money saved. It is now made possible by GenAI.

Another example is an analysis and response to alerts referring to the CRM application at telco X. The operation experts use ACMP and OpsGPT to assess the impact of this issue and

how to remediate it. Based on use cases that occurred in the past at other customers, OpsGPT recognizes the symptoms of the issue, specifically a degradation in database performance, and eventually identifies the issue: during an automated app restart, the Java Virtual Machines (JVMs) were impacted, slowing down the CRM app.

OpsGPT suggests a self-healing process to fix it. Once implemented, OpsGPT checks the recovered parameters and notifies that they are back to normal.

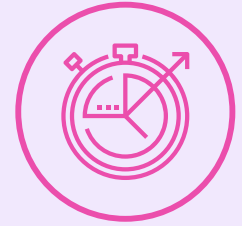
CRM slowdown issues could take days or a few weeks to fix, since there are so many things that could have gone wrong to cause it. Identifying the root cause fast is critical in saving the time and effort to resolve it, now made possible by GenAI.



Amdocs Cloud Management Platform with Generative AI tool, OpsGPT detects issues and suggests remediation processes and actions

Conclusion

You already know that Amdocs intimately knows your business. They're using their deep industry expertise to develop a taxonomy specific to telco and put it into a framework that it uses across its portfolio. Its model is trained using data from thousands of data sets across vast stores of real-world operational data, meaning it knows just about everything there is to know about how telecom operations function, and injects robust governance mechanisms to responsibly capitalize on industry-tailored generative AI. Want to know more?



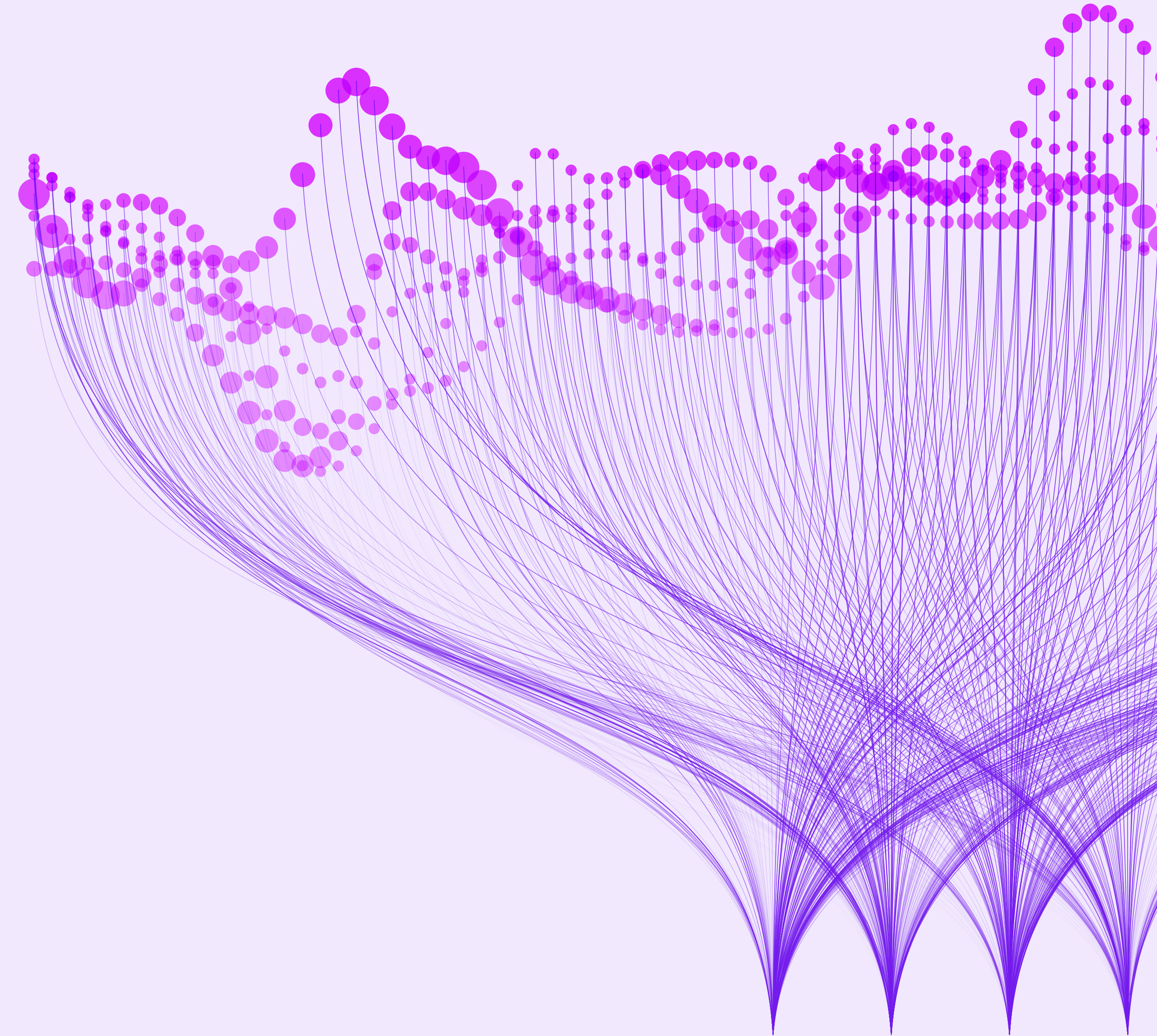
What does this mean for you and your customers? More operational stability and consistency → Higher performance.

Which means happier customers.

Happier shareholders.

Happier execs.

→ **Happier you.**



CHECK THIS OUT:

Amdocs adds GenAI modules into its Cloud Management Platform.

Appendix

About

Amdocs

Amdocs helps those who build the future to make it amazing. With our market-leading portfolio of software products and services, we unlock our customers' innovative potential, empowering them to provide next-generation communication and media experiences for both the individual end user and enterprise customers. Our 27,000 employees around the globe are here to accelerate service providers' migration to the cloud, enable them to differentiate in the 5G era, and digitalize and automate their operations. Listed on the NASDAQ Global Select Market, Amdocs had revenue of \$4.2 billion in fiscal 2020.

To learn more on Amdocs offering for digital brands visit: [amdocs.com](https://www.amdocs.com)

Omdia

Omdia is a global technology research powerhouse, established following the merger of the research division of Informa Tech (Ovum, Heavy Reading, and Tractica) and the acquired IHS Markit technology research portfolio*.

We combine the expertise of more than 400 analysts across the entire technology spectrum, covering 150 markets. We publish over 3,000 research reports annually, reaching more than 14,000 subscribers, and cover thousands of technology, media, and telecommunications companies.

Our exhaustive intelligence and deep technology expertise enable us to uncover actionable insights that help our customers connect the dots in today's constantly evolving technology environment and empower them to improve their businesses – today and tomorrow.

*The majority of IHS Markit technology research products and solutions were acquired by Informa in August 2019 and are now part of Omdia.



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