



FLORIDA ATLANTIC UNIVERSITY

DATA SCIENCE, ANALYTICS, AND ARTIFICIAL INTELLIGENCE CONFERENCE

SATURDAY
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FAU.EDU/DATA

BREAKOUT SESSION PRESENTATION DESCRIPTION

CHARLES E. SCHMIDT COLLEGE OF SCIENCE

fau.edu/data

IBM submission for Industry Use Cases – AI/ML in Telecommunications Industry

Title: *Transforming Telecom CSPs into Cognitive Enterprises through AI/ML and intelligent workflows*

Authors/Speakers: Utpal Mangla, Satish Sadagopan, Mathews Thomas

Abstract:

In this session, we will discuss Telecom industry-specific analytics and AI use cases. The use cases demonstrate that AI is pervasive in a Telecom cognitive enterprise and spans the entire gamut of Business and Operations support systems, driving significant innovation for new business development and operational efficiency. Sample industry solutions in areas such as digital customer engagement, network transformation & agility and enterprise transformation built using AI/ML models will be presented together with data management required for such solutions. The session will conclude with real world examples of above solutions and future direction of how these models & associated solutions can be integrated with emerging technologies such as 5G, IoT and VR/AR. The focus will be on Telecommunications industry, but the work is relevant to other industries as well.

Details:

The Telecom industry has embraced AI but is facing challenges moving AI to the next level. In this presentation we will start off by sharing our experience in helping Telecommunication clients navigate those challenges and infuse AI into their operations, reaping significant benefits. Some of the key use cases are depicted below, we will explain these use cases and their associated AI/ML models, implementation methods, and measurable business benefits.



We will next take one of the use cases and do a deeper dive into Cognitive Network Operations and discuss how AI can be used for anomaly detection and automated problem resolution for Telco Networks in a closed loop fashion. We will finally conclude with future directions of this work and how it can be integrated with emerging technologies such as 5G, IoT and VR/AR to provide even more value to the CSPs.