VIAVI Solutions

VIAVI
NITRO AIOps Customer Experience
Service Experience Analytics for Proactive Network Assurance

NITRO® AIOps Customer Experience offers service experience analytics (SEA) that provide Communications Service Providers (CSPs) the ability to look at real-time indicators of service experience, within active customer micro-segments, and identify the root cause of emerging Customer Experience (CX)-impacting network problems.

By enabling proactive problem resolution, NITRO AIOps Customer Experience helps network, service and care operations to proactively address CX-impacting network problems and prevent network-related churn. This includes the ability to:

- Identify critical operational metrics, assuring service quality-of-experience (QoE) and CX
- Foresee network faults
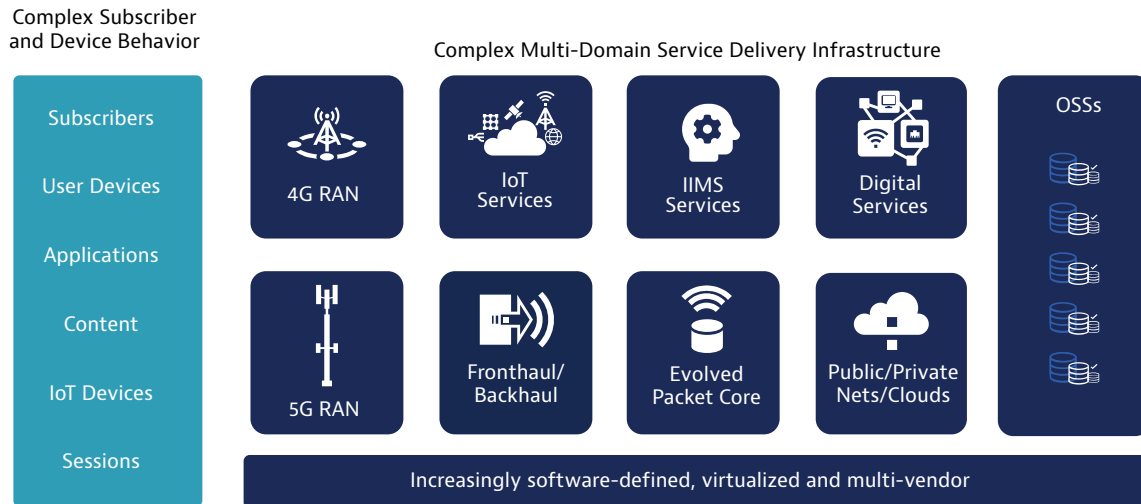- Predict service degradation
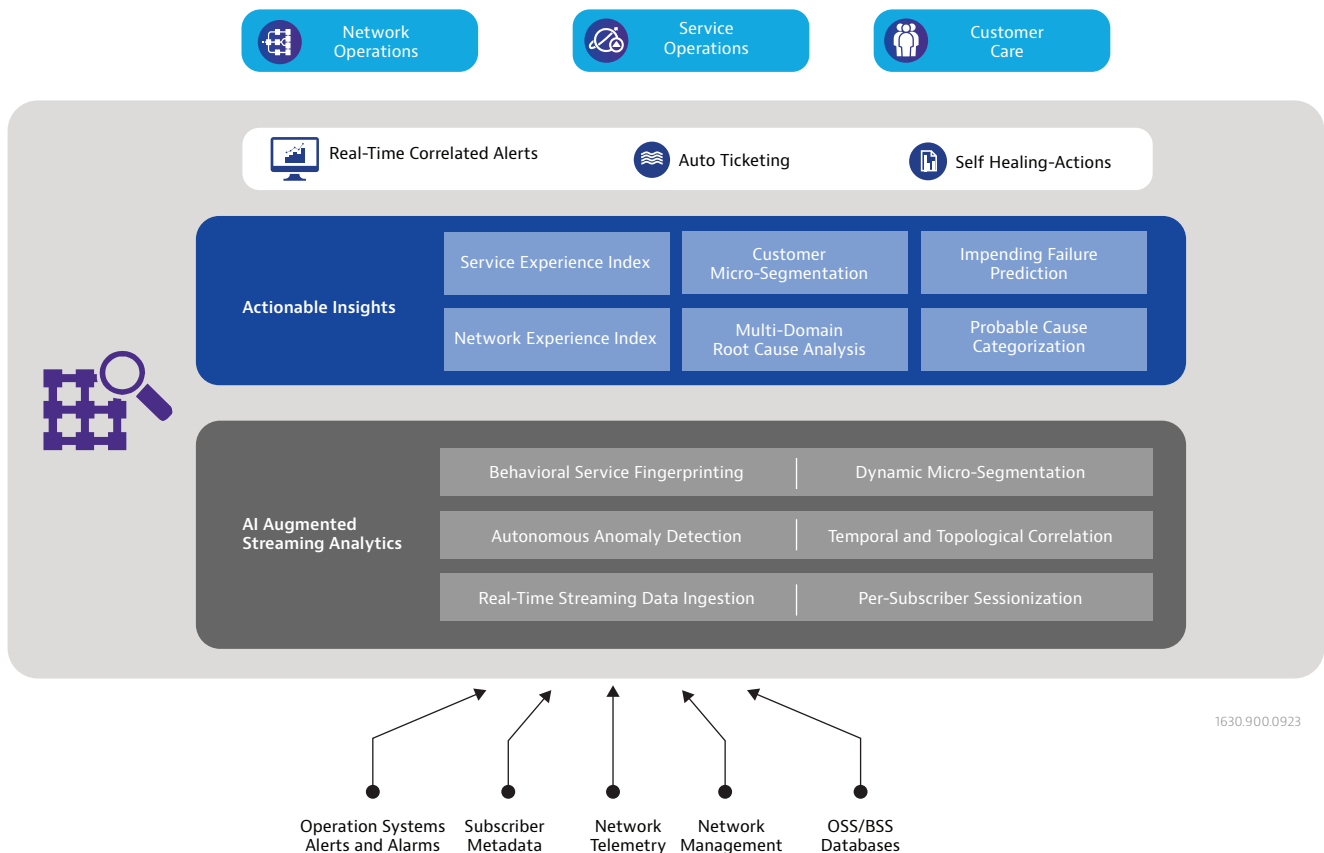
NITRO AIOps Customer Experience is AI-augmented to maximize customer value while optimizing network costs

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The CSP Challenge

4G/5G Service Delivery – Complex and Operationally Challenging

Network reliability, availability, and quality of service (QoS) all play an important role in successful service delivery. As CSPs plan their 5G network rollout and new 5G services, CX and service quality of experience (QoE) will be the primary differentiators. The existing network problem resolution based on an aggregated view of network quality is not sufficient to deal with the complex operations, driving the need for AI and an automation-driven, micro-segmented view of service quality.

Complex Subscriber and Device Behavior

Complex Multi-Domain Service Delivery Infrastructure

Subscribers | User Devices | Applications | Content | IoT Devices | Sessions

4G RAN | IoT Services | IIMS Services | Digital Services | OSSs

5G RAN | Fronthaul/Backhaul | Evolved Packet Core | Public/Private Nets/Clouds

Increasingly software-defined, virtualized and multi-vendor

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Product Features

NITRO AIOps Customer Experience provides real-time visibility and granular control of streaming delivery experience over hybrid/5G mobile networks and provides actionable insights. This includes:

Service Fingerprinting and Autonomous Anomaly Detection

• Automatically identifies fingerprints per service from all real performance indicators (RPIs)

Service and Network Experience Correlation

• Identifies normal vs. aberrant experience in real time by fusing Service Experience Index (SEI) and Network Experience Index (NEI) to uncover negative network experiences and their underlying root causes
• Customer Micro-Segmentation
• Creates multiple levels of granularity to detect streaming service degradations within micro-segments

Ultra-Fast Orchestration

• Accelerates problem resolution to reduce customer churn by learning what's normal and providing insights before network issues become customer issues

Unified Event Correlation and Incident Classification

NITRO AIOps is a centralized system tailored for fault and alarm management in complex networks. By detecting and isolating actionable incidents, it ensures Operations is notified for swift resolution. Through comprehensive analysis of both historical and current alarms, the system suggests correlations, tags potential root causes, and enables proactive identification of network issues. Intelligent Root Cause Analysis (RCA) empowers quick and effective solutions, significantly reducing Mean Time to Resolution (MTTR). The graphical rule-builder environment provides experts with a user-friendly platform to construct and maintain rules, enhancing overall system adaptability and efficiency.

Examples of the NITRO AIOps user experience:
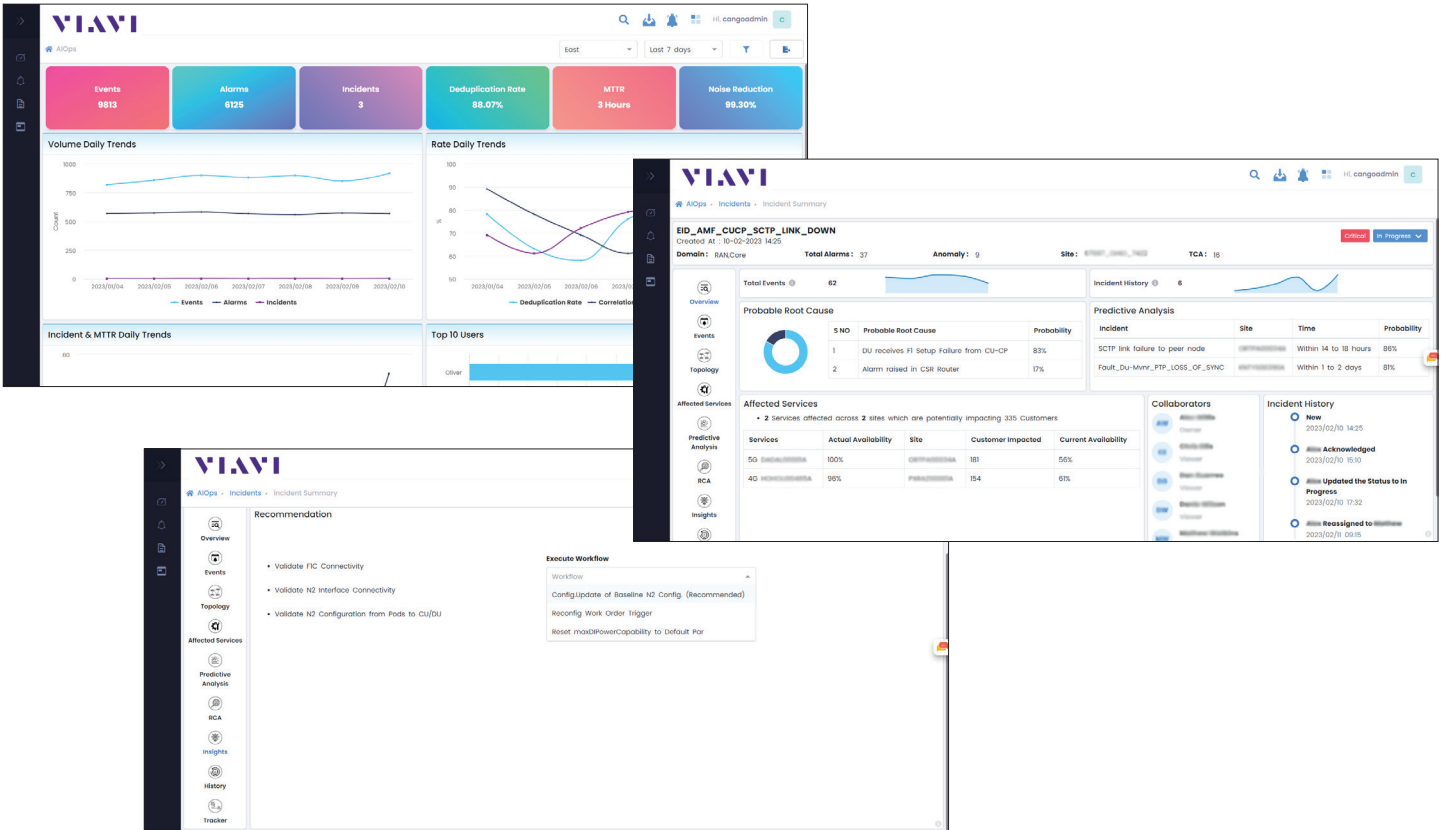


Service Experience Index (SEI)

An SEI score is generated by ingesting and analyzing user plane data in real time to detect streaming service degradations from an 'outside-in' perspective, representing a true customer experience.

Network Experience Index (NEI)

An NEI score is generated by ingesting and analyzing network plane data to measure a service's network experience within those same granular customer microsegments. This is the 'inside-out' approach.

Benefits, Capabilities and Value to CSPs
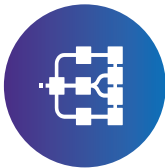
Enable Network Operations

by proactively addressing CX deterioration by planning maintenance activities and reducing the need for expensive troubleshooting and repair.

Empower Service Operations

through fully automated diagnosis of customer experience impacting service degradations, and root cause of network problems causing degradations, thereby reducing OPEX.

Enable Care Operations

through improved CX metrics such as First Call Resolution (FCR), CSAT, NPS and revolutionizing CX.

	Capabilities	Operational Metrics	Business Value to CSPs
Network Operations	Real-time Network degradation detection	MTTD (Mean-time-to-diagnose) problems	⌄ OPEX reduction ⌃ Increase In Network Uptime
Service Operations	Real-time Service degradation detection Service Network Correlation	MTTD service impacting incidents	⌄ OPEX reduction ⌃ Increase In Service Availability
Care Operations	Dynamic Customer Micro-Segmentation	First Call Resolution (FCR)	⌄ Churn Reduction
	Customer Experience Index API	Customer Satisfaction (CSAT) ratings	⌃ Increase In NPS

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