open innovation catalysts

# CX optimization via AI-driven SOC over autonomous networks

Aligning autonomous network operations with real customer experience via an Artificial Intelligence-driven service operations center across live, complex environments.

The solution:

This Catalyst demonstrates how CSPs can align autonomous network operations with real customer experience by deploying an AI-driven service operations center across live, complex environments. By combining closed-loop automation, CX-linked metrics, and open, modular architecture, it proves that automation can deliver measurable impact where it matters most—at the user level.
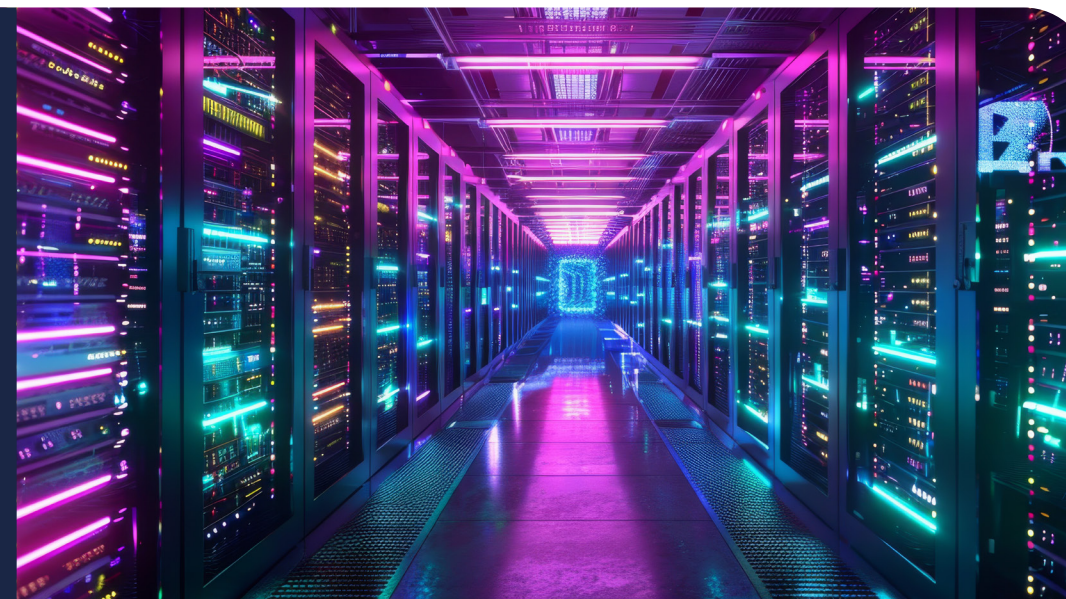
Addressing the challenge:

AI-Driven, Customer-Centric SOC: Transforms the Service Operations Center into an intelligent engine that resolves issues in real time with full awareness of customer and business impact.

Integrated Network & Customer Insights: Combines data from all network layers with QoE metrics, app performance, feedback, and BSS data for unified observability and deeper insight.

Automated & Scalable Architecture: Uses closed-loop automation and TM Forum Open APIs to trigger intelligent actions and ensure scalability, validated by a working PoC and blueprint.

> This Catalyst has the potential to significantly improve customer experience by enabling real-time service assurance and proactive remediation. For us, the most important direct benefit is the ability to correlate network events with actual customer impact, allowing our operations team to focus on what truly matters.
> By automating over 30% of resolution workflows and aligning with TM Forum standards, the solution also positions us to scale intelligent operations across domains. For the wider industry, this Catalyst delivers a replicable, standards-based blueprint that can accelerate the adoption of AI-driven, closed-loop operations — contributing to greater service reliability, efficiency, and digital inclusion.

Carolina Garcés Zapata
Service Operations Center Manager

Claro

Business impact:

Automates **30%** of faults, cuts complaints by **25%**, and boosts CX scores by **20%** through faster, smarter service recovery.

Find out more: