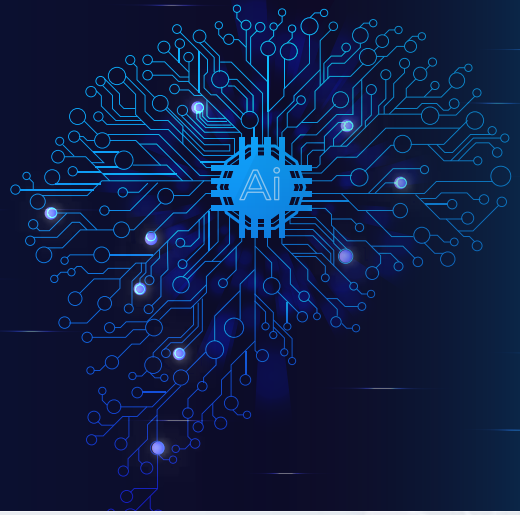




# North American MSO **Enabled** **Intelligent Operations** with NLP and GenAI-Based ChatOps



## INDUSTRY INSIGHT

ChatOps with NLP capability is a valuable component for ITOps and DevOps teams. ChatOps allows operational teams to communicate more effectively and greatly increases the efficiency of service assurance and performance management processes by shortening communication feedback loops and improving response times. ChatOps with NLP when implemented with AIOps is also used to leverage existing data repositories and provide access to contextual data in real-time saving hours of time in the incident resolution process.

Combining AIOps and ChatOps optimizes communication and collaboration supporting operations teams to resolve incidents faster.

## INDUSTRY NARRATIVE

Disaggregated technology stacks, physical, hybrid and cloud infrastructure running complex applications and services make performance management and the ability to quickly pinpoint issue causation and determine the right fix extremely difficult. Siloed operations teams communicating through ticketing systems often leads to ticket “ping-pong” between teams and sitting in one ticketing queue after another resulting in longer mean times to repair and restore.

A North American based MSO could no longer sustain unacceptable resolution times for complex incidents. Their solution was Vitria VIA AIOps. Vitria VIA AIOps delivers operational intelligence and real time visibility across all layers of the technology stack and across operational silos. Vitria AIOps transforms service assurance management through process automation and augmented intelligence.

VIA’s ChatOps functionality provides complete “Situational Awareness” of ongoing and proactive problems and incidents across IT operational teams with data driven insights. The symptoms, causes and impacts are easily and efficiently communicated across teams.

Searching and synthesizing unstructured data through a chat-based interface provides a natural access method for powerful system assurance knowledge. Large Language Models leverage a treasure trove of unstructured data that has been previously difficult to leverage. With these capabilities, ITSM tickets as well as all relevant unstructured data can be harvested to accelerate the issue resolution process.

## REALIZING VALUE

Reducing cost and accelerating resolution time was achieved through the implementation of VIA AIOps and the ChatOps functionality with NLP processing. Benefits were gained across the lifecycle of the incident management process. These benefits included:

