

# Transformation with Agentic AI – Appledore Podcast

## Key Questions & Insights from the Appledore Podcast

As the telecom industry shifts from foundational AIOps to autonomous, Agentic, AI-driven operations, service providers face a new challenge: how to make AI systems more accurate, explainable, and trustworthy at scale.

In this Appledore Podcast interview, Vitria's Dale Skeen joins Appledore's Robert Curran to discuss why Vitria believes knowledge-driven architectures, particularly the Semantic Knowledge Plane, are becoming a critical foundation for autonomous operations.

The discussion explores how operators can move beyond observability and probabilistic AI toward more deterministic reasoning, explainable automation, and scalable cross-domain intelligence.



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Dale Skeen,  
CTO & Co-founder, Vitria



Robert Curran,  
Consulting Analyst,  
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### WHY ARE OPERATORS STRUGGLING TO SCALE AGENTIC AI?

According to Dale Skeen, many operators find that Agentic AI “works for smaller deployments and simpler tasks” but struggles with “more complex tasks and decision making.”

As telecom environments become increasingly distributed across legacy infrastructure, 5G, cloud-native platforms, transport networks, and virtualized services, limitations around “accuracy” and “trust” become major operational barriers.

To address this challenge, Vitria developed a **Semantic Knowledge Plane** designed to “infuse the AIs with better knowledge,” leading to “better accuracy and better results.”

### WHAT MAKES A SEMANTIC KNOWLEDGE PLANE DIFFERENT FROM A TRADITIONAL DATABASE?

The interview emphasizes that the true value of semantic knowledge lies not simply in connecting data, but in understanding the nature of operational relationships.

As Skeen explains:

“Data alone is not sufficient. You need knowledge.”

Unlike traditional databases, semantic knowledge models define dependencies and contextual relationships between systems, services, and infrastructure.

For example:

- A Kubernetes pod running on a host server represents a “containment relationship with total dependency”
- Two interconnected routers may only have a “partial dependency”

This additional context enables more accurate AI reasoning, root cause analysis, and operational automation across highly complex telecom environments.

### WHY DOES VITRIA ADVOCATE “INCREMENTAL TRANSFORMATION”?

One of the central themes of the discussion is what Vitria calls **incremental transformation**.

Rather than attempting large-scale, multi-year operational rebuilds, Vitria recommends focused deployments tied to measurable business outcomes.

As described in the interview, operators begin by building a “minimum viable knowledge graph,” deploying in “90 to 100 day chunks,” and expanding operational knowledge incrementally over time.

The goal is to reduce implementation risk while continuously improving operational intelligence and automation capabilities.

As Skeen notes:

“While each step in the journey is incremental, the overall journey is transformative.”

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## WHAT OPERATIONAL IMPACT ARE OPERATORS SEEING FROM KNOWLEDGE-DRIVEN AI?

The interview highlights several measurable outcomes achieved through knowledge-augmented AI and semantic correlation.

According to Vitria, customers have achieved:

- **95% proactive detection and triage before customer impact**
- **20–30% year-over-year NOC productivity improvements**
- Faster root cause identification and remediation
- Reduced MTTR for complex service degradations

The discussion also highlights the importance of cross-domain correlation across radio, transport, cloud, and data center environments, areas where traditional siloed monitoring systems often struggle.

## HOW DOES SEMANTIC KNOWLEDGE IMPROVE EXPLAINABILITY AND TRUST?

A major focus of the interview is improving trust in AI-driven operations.

According to Skeen, knowledge-driven AI enables:

“Better reasoning, improved accuracy, explainability, verifiability, and guardrails.”

By guiding AI systems through a structured “chain of reasoning” using knowledge graphs, operators can better validate recommendations, reduce hallucinations, and constrain AI behavior to trusted operational knowledge.

As Skeen explains:

“You can constrain your answer and your reasoning to the knowledge graph.”

This creates a more transparent and verifiable framework for deploying Agentic AI in mission-critical telecom environments.

## WHY IS KNOWLEDGE BECOMING A STRATEGIC ADVANTAGE FOR TELECOM OPERATORS?

The discussion concludes by positioning knowledge as more than a technical capability, but as a long-term operational asset.

According to Vitria, knowledge-driven architectures help operators:

- Accelerate automation
- Improve operational agility
- Scale autonomous operations more effectively
- Support faster innovation across evolving networks

Even as AI models continue to evolve, knowledge remains valuable because it represents persistent operational learning that can continuously expand and improve over time.

As the industry moves toward autonomous networks, the interview positions knowledge as a foundational layer for scalable, explainable, and trusted Agentic AI.

## ABOUT VIA AIOps

**VIA AI powers VIA AIOps** to deliver the process automation capabilities required to transform operations and dramatically lower cost. VIA delivers intelligent automation from a powerful platform that combines AI, analytics, and machine learning in real time. VIA provides Telcos with a modern operating model that enables a superior customer experience and supports a leaner, more efficient, and effective operations staff.

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