



Amdocs Live Operations: AI-Powered Operational Intelligence, Driven by Services360

Executive Overview

As Communications Service Providers (CSPs) expand into hybrid and cloud-native environments, the traditional operational models—reactive, resource-heavy, and manually driven—are no longer sufficient.

Real-time resilience, predictive action, and autonomous decision-making have become imperatives for operational success.

Amdocs Live Operations, powered by **Services360**, redefines telco operations with a unified, AI-first framework that transforms operational processes into living, adaptive systems.

At the core, **Services360** provides a real-time, end-to-end operational platform that seamlessly integrates predictive insights, automation, and dynamic orchestration across all operational domains.

Live Operations is not merely about keeping systems online—it is about orchestrating intelligence, speed, and agility at every moment of the operational lifecycle.

The AI-Driven Evolution of Operations

Traditional operations frameworks—defined by static monitoring, rule-based triggers, and manual interventions—are ill-equipped to handle the velocity and complexity of today's digital services.

Amdocs Live Operations, powered by **Services360**, evolves operational management across three dimensions:



From Monitoring to Intelligent Observability

Real-time telemetry, continuous data ingestion, and predictive event correlation replace isolated dashboards and fragmented monitoring.



From Reactive Response to Predictive Action

Machine learning models forecast anomalies, resource constraints, and incident likelihoods, enabling early intervention before impact.



From Fragmented Operations to Unified Orchestration

Application, infrastructure, and service desk activities converge into a single intelligent operational plane, dynamically optimized by Agentic AI agents.

At the core of this evolution is **Agentic AI**—an advanced AI framework that empowers systems to reason, learn, and act autonomously across the operational landscape.



Advanced Technological Proficiency

Technology-Driven Operations Excellence

Highlights

Process Automation

Automates end-to-end business processes, reducing manual intervention and improving solution KPIs

Predictive & Preventive Observability

AI-driven observability identifies potential issues before they impact production

SRE Practices

Best operation as a software, Continuous Improvement, automation and reuse

Auto Incident Resolution

Streamlines incident management, automates categorization and resolution, to remove handling time +50% automated incident resolution

Billing Operation Excellence

Advanced bill cycle automation self-handled and automated RCA to improve quality and timeliness +95% automation of bill cycle manual steps

Agentic GenAI

Enhance efficiency and accuracy across SREs. Evolve from conversational assistance to Supervised agents and Autonomous Operations Agent +75% automation defect resolution 50-90% improve order handling MTTR

+95%

Automation of bill cycle manual steps

+50%

Automated incident resolution

+75%

Automated alert resolution

50-90%

Improve order handling MTTR

Enabled by Service360 platform

Comprehensive and integrated platform to address large-scale enterprise IT services Built with technology best practices and rich automation artifacts re-usable, leverage our global experience and accumulated knowledge

**make it
amazing**

Amdocs Live Operations Framework

The Amdocs Live Operations model is structured across three integrated operational domains, all orchestrated through **Services360** and enhanced with embedded intelligence and automation:

Application Development & Maintenance

- **Application Development**

Seamless integration of new features and capabilities with operational stability.

- **Application L3 Support**

Deep technical incident resolution leveraging historical case learning and predictive triage models.

- **Applicative Infrastructure**

Continuous monitoring and optimization of applicative layers to support dynamic service demands.

Operations & Support

- **Real-Time Monitoring & Operation**

Event-driven, AI-prioritized operational workflows with continuous health assessment.

- **Service Desk Automation (L1, L2)**

NLP-based interaction, automated ticket generation, routing, and resolution learning loops.

- **Business Process Operations**

End-to-end operationalization of business processes with predictive SLA adherence.

- **Ecosystem & Vendor Management**

AI-driven partner and system orchestration, ensuring cohesive ecosystem resilience.

Infra and Cloud Operations

- **HW/SW Maintenance**

Predictive hardware and software lifecycle management, minimizing planned and unplanned downtime.

- **Sys Admin, DBA, IT Network**

AI-enhanced infrastructure management with self-healing capabilities.

- **Data Center Operations**

Dynamic workload balancing across hybrid environments.

- **Cloud Infrastructure Management & FinOps**

Intelligent cloud resource governance for cost, performance, and compliance optimization.

Core Technologies Driving Live Operations

Single Pane of Glass

Unified visualization of operational health across domains.

Intelligent Event Management

Prioritization and correlation of events based on impact and business context.

Self-Optimizing Workflows

Continuous feedback loops drive autonomous operational improvement.

Agentic AI-Powered Decisioning

At the heart of Live Operations, Agentic AI agents simulate operational scenarios, enforce policies, and autonomously execute optimal actions—bridging the "agency gap" between AI insights and human action.

Predictive Operations Engine

Machine learning models forecast service degradations, demand surges, and capacity risks, enabling proactive remediation before SLAs are impacted.

Real-Time Dynamic Resource Management

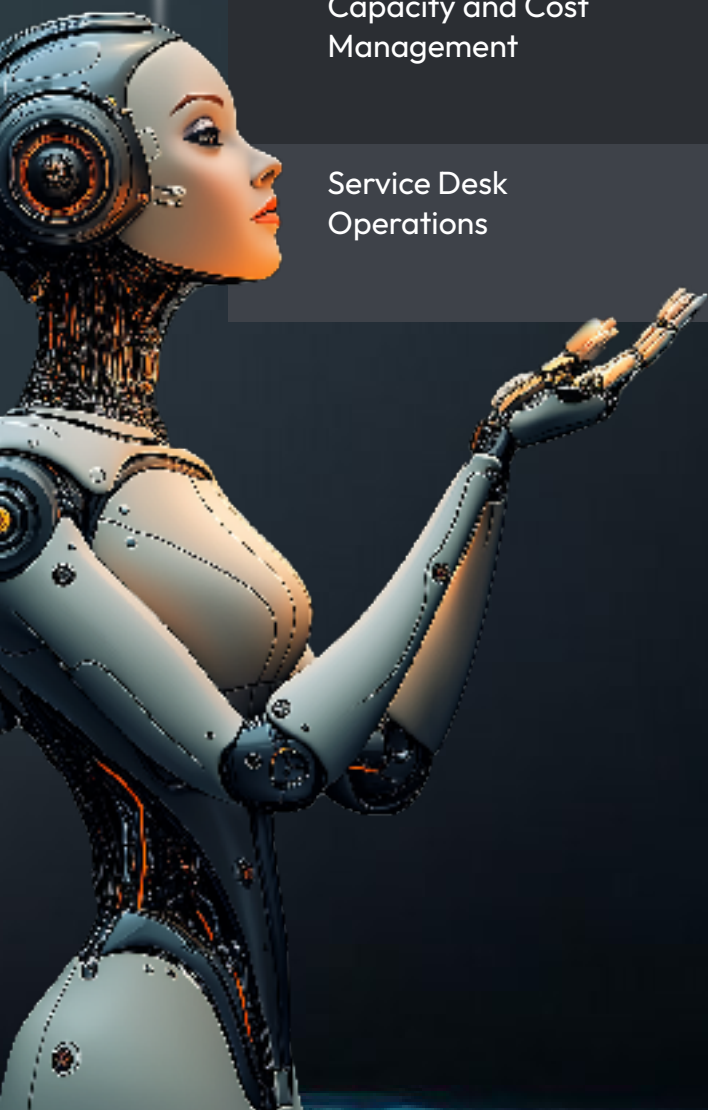
AI algorithms continuously reallocate computing, storage, and network resources based on real-time business priorities and operational health indicators.

Advanced Incident and Risk Management

AI-driven incident categorization, prioritization, escalation, and resolution dramatically shorten mean time to detect (MTTD) and mean time to resolve (MTTR).

Live Operations in Action

Operational Domain	Traditional Model	Live Operations Transformation
Incident Management	Reactive ticketing and manual escalation	Predictive detection and autonomous remediation
SLA Management	Post-breach intervention	Real-time SLA prediction and proactive compliance
Change Management	Scheduled static changes	AI-simulated impact analysis and dynamic change execution
Capacity and Cost Management	Manual provisioning and adjustments	Continuous AI-driven resource optimization
Service Desk Operations	High-volume manual tickets	NLP and AI-based auto-resolution and knowledge learning



Key Benefits for CSPs

• **Resilient Service Continuity**

Predictive operations prevent disruptions before they occur, ensuring seamless customer experiences.

• **Operational Agility**

Dynamic, intelligent workflows allow rapid adaptation to changing conditions without manual overhead.

• **Lower Operational Costs**

Rightsizing, predictive maintenance, and resource optimization significantly reduce TCO.

• **Enhanced Workforce Productivity**

Engineers focus on high-value innovation while AI handles repetitive operational tasks.

• **Accelerated Time-to-Resolution**

AI-driven incident lifecycle management reduces MTTR by up to 80%.

Why Amdocs Live Services?

Telco-Native Operational Excellence

Decades of leadership managing BSS/OSS, IT, and hybrid operations for the world's largest CSPs.

IP-Driven, AI-Infused Framework

Proprietary operational models enhanced through Agentic AI capabilities and powered by Services360.

Human-AI Synergy

Explainable AI agents work alongside Amdocs engineers to deliver trusted, auditable outcomes.

Continuous Operational Intelligence

Every operational event enriches collective learning, fueling perpetual service improvement.



**make it
amazing**