

When Networks Start Thinking

AI beyond hype: from normal wow to AI wow

GG Nagarkar

Ericsson Smartathon • 26 Aug 2026 • Pune

ggnagarkar.com · [OpsRabbit](#)

This is not an AI lecture.

It is a story about complexity, intelligence and telecom.

Meera



Arjun



NORA



Meera only knows one thing.

“Network is bad.”





Kya se kya ho gaya...

A perfect call becomes a frozen screen. Somewhere, someone must find why.

Arjun sees a different world.

15 alarms

20 abnormal KPIs

3 config changes

1 unhappy customer



Dhoondte reh jaoge...

The hard part is not data collection. It is finding the signal inside the noise.

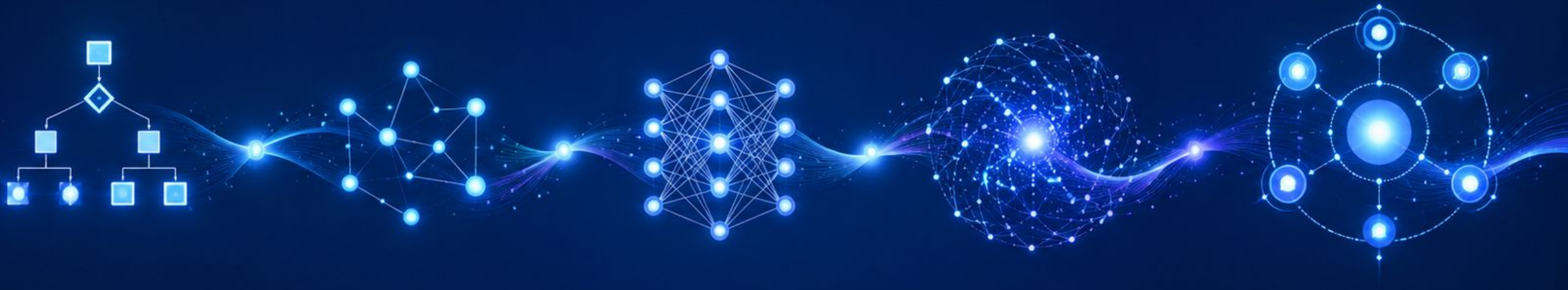
WHY AI?

Complexity has become larger than human attention.

More data → More dependencies → Faster decisions

We imagined it before we could build it.

Humans have always asked: can machines think, learn and decide?





Aane wala pal...

Prediction is one of the oldest commercially successful faces of AI.

Before LLMs, AI was already working.

It did not always talk. It detected, predicted and optimized.



Commercial AI was often invisible — but extremely

₹87,000. Singapore. 2:13 AM.

A fraud model raises its hand before a human analyst even wakes up.



UNUSUAL

Human eye: "Looks OK."

AI vision: "0.7 mm defect."



"How did it know?"

Recommendations made AI feel personal long before chatbots.

Next best song



Rec. Track

Next best product



Personalized Pick

Next best route



Faster Route



Main Hoon Na...

30th Nov 2022

For years, AI quietly helped in the background. Then it learned to speak.

Then AI became visible.

LLMs changed the interface, not the whole history of AI.



EARLIER AI



1 Detect



2 Predict



3 Classify



4 Optimize



LLM ERA



1 Explain



2 Converse



3 Generate



4 Assist





Ghar aaja pardesi...

Enough banking, factories and Netflix. Let us come home: telecom.



2G → 3G → 4G → 5G → ?

Every generation made the network more powerful. What comes next?

INTELLIGENT

networks that observe, predict, adapt and eventually heal

The sleeping cell

2:00 AM • Traffic 4% • Energy 100%

Does everything need to remain fully awake?

The stadium story

50,000 people arrive.

Should the radio pattern move too?

Traffic



Mobility



Capacity



The Radio Decision

Every millisecond, the radio must decide.

How aggressively can I transmit?

The moving user

120 km/h.

Cell edge. Congestion ahead.

Cell A → **Cell B** → **Cell C**

AI learns the pattern, not just the threshold.

The alarm storm

1 problem → 73 alarms



Remember Arjun?

He does not need another dashboard. He needs a starting point.

“Where do I begin?”

NORA asks one question.

“What changed?”



OpsRabbit scenario

WARNING Alert from servicenow-7targets-datadog

Title: Datadog alert: [Triggered] WAF Blocked Request

The screenshot displays the OpsRabbit interface. On the left is a sidebar with navigation icons and a list of chat messages. The main area shows a chat window titled "[WARNING] Datadog alert: [Triggered] WAF Blocked Request". The chat content includes a "Recommended Next Steps" section with a list of actions and a "Type a message..." input field at the bottom.

OpsRabbit
Change the Root Cause

Default Tenant Manage English GG

+ New Chat

Approvals

Search chats...

All agents

[WARNING] Datadog alert: [Triggered] WAF Blocked Request

Assign service Show activity

Recommended Next Steps

- Verify ALB access logs around **00:45-00:50 UTC** and identify exact 5XX status codes and request paths.
- Check target registration and health for **7ts-app-target-group** and all listener-rule target groups.
- Restore/validate the intended default route only after confirming the correct backend; do not change routing blindly.
- Obtain Datadog API permissions or export the monitor's metric series to attribute all 265 WAF events by region, ACL, and rule.
- Review WAF logs/sampled requests for false positives involving **/api/lead-es/LeadEmail**.
- Rotate the exposed application bearer token observed in sampled WAF data if it is still valid. No changes were applied by this investigation.

Copy

Type a message...

Default GPT-5.6 Luna coordinator(Te...)

Press Enter to send, Shift+Enter for new line - or drag & drop files

evidence.

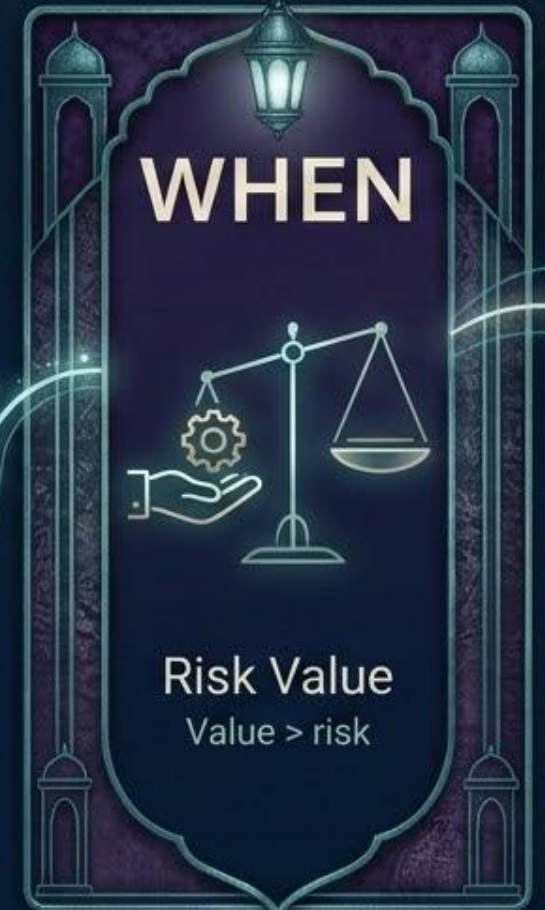
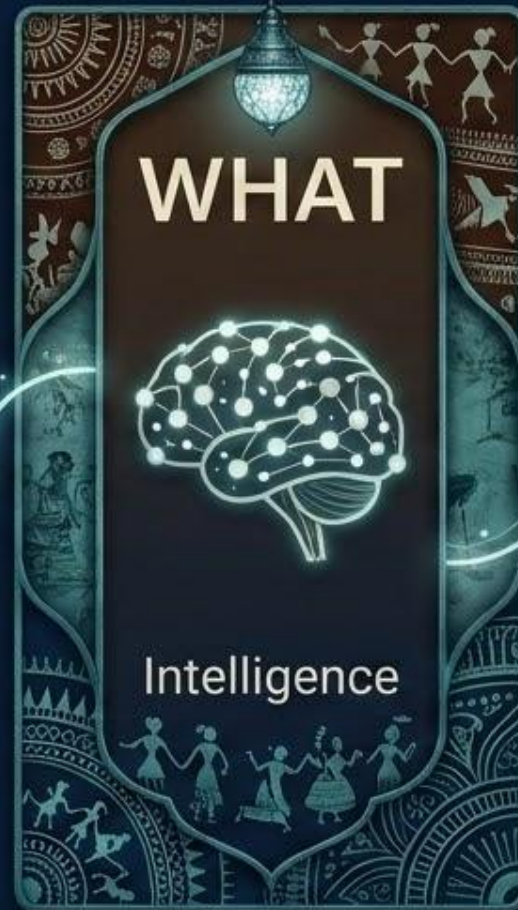


Main Hoon Na

Now the line means something specific: “I will correlate. You decide.”

WHY • WHAT • HOW • WHEN

The four questions that keep AI practical.

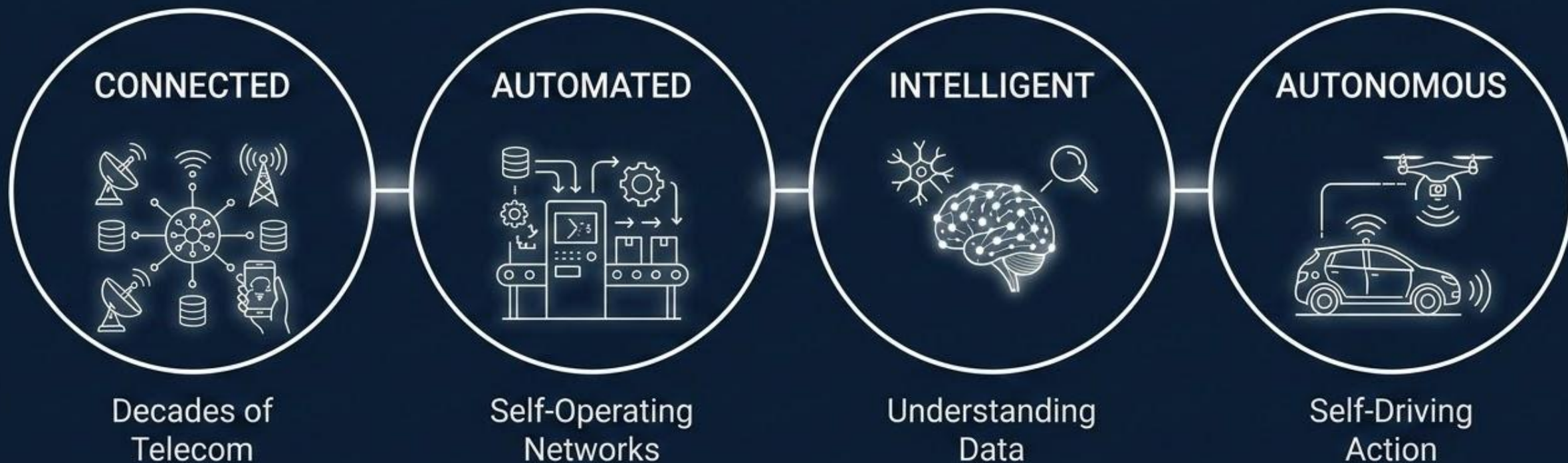


The most important AI may be the AI you never see.

Maps. Payments. Healthcare. Networks. Logistics. Safety.

CONNECTED → AUTOMATED → INTELLIGENT → AUTONOMOUS

For decades, telecom connected the world. Now the network starts to understand it.



Picture abhi baaki hai...