

Network performance monitoring and optimization

This workflow continuously monitors network performance metrics and automatically optimizes network parameters to maintain service quality and prevent outages. It reduces network downtime by up to 40% and improves customer experience through proactive performance management.

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WORKFLOW TRIGGER

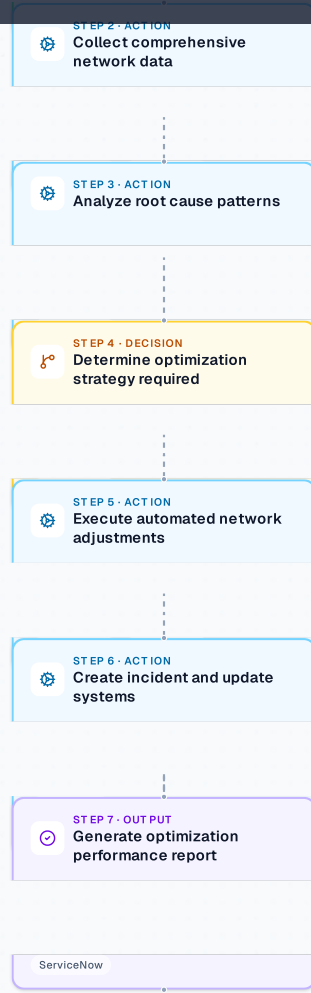


Network performance threshold breach detected (latency >100ms, packet loss >1%, or bandwidth utilization >85%)

Visual Flow

Each node represents an automated step. Connections show how data and decisions move through the workflow.

STEP 1 - TRIGGER
 Detect performance



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Step-by-Step Breakdown

Detailed explanation of each automated stage in the workflow.

1

⚡ TRIGGER

Detect performance threshold breach

Network monitoring sensors detect that key performance indicators have exceeded predefined thresholds. Real-time alerts are generated for immediate processing.

Ericsson OSS

Nokia NetAct

2

 ACTION

Collect comprehensive network data

Gather detailed performance metrics, traffic patterns, and infrastructure status from across the network topology. Historical data is also retrieved for trend analysis.

Ericsson OSS

Nokia NetAct

3

 ACTION

Analyze root cause patterns

AI algorithms process the collected data to identify root causes of performance degradation. Machine learning models correlate multiple data points to pinpoint specific network elements or traffic patterns causing issues.

Nokia NetAct

4

 DECISION

Determine optimization strategy required

Based on the analysis, the system decides whether automated optimization can resolve the issue or if manual intervention is required. Critical infrastructure changes require human approval.

Ericsson OSS

5

Execute automated network adjustments

Implement optimization changes such as traffic rerouting, bandwidth allocation adjustments, or load balancing modifications. Configuration changes are applied across relevant network elements.

Ericsson OSS

Nokia NetAct

6

 ACTION

Create incident and update systems

Generate incident tickets in ServiceNow with detailed analysis and actions taken. Customer records in Salesforce are flagged if service impacts occurred.

ServiceNow

Salesforce Communications Cloud

7

 OUTPUT

Generate optimization performance report

Produce comprehensive reports showing performance improvements, optimization actions taken, and recommendations for future network enhancements. Reports are distributed to network operations and management teams.

ServiceNow



Outputs

- Network performance optimization report
- ServiceNow incident ticket with resolution details
- Updated customer impact notifications



Key Metrics

- Network uptime percentage
- Mean time to resolution (MTTR)
- Customer satisfaction scores



Tools & Integrations

- Ericsson OSS
- Nokia NetAct
- ServiceNow
- Salesforce Communications Cloud

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