Telecom agents on Katonic

32 agents across nine areas

An operator's work runs through its support systems, its network and the documents around both. Every agent reaches them in one of four ways, all through the same tool gateway and the same approval rules:

	HOW EACH AGENT CONNECTS
01	**A file the user uploads** in the conversation: a contract, a tender, a customer's letter, a call recording to transcribe.
02	**A knowledge source.** Runbooks, equipment manuals, tariffs, product terms, policies and the complaints code are indexed in the Knowledge Engine, with each reader's permissions kept.
03	**An imported API.** The operator gives Katonic the description of an API it already runs, and the operations it chooses become tools. This is the route to systems of record: customers, orders, bills, trouble tickets, alarms, inventory. Where a system follows a TM Forum Open API, or the network follows CAMARA, the description is already public.
04	**An MCP server from the catalogue,** deployed inside the operator's own cluster. This is the route to metrics, logs, reporting databases and web search.

System names are left out on purpose. The operator supplies the address and the sign-in. Nothing here is a tested integration with a named product, and no agent changes the network: where a change is involved, the agent prepares it and an engineer makes it.

THE NINE AREAS

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AREA 01

Customer care

AGENT	WHAT IT DOES	READS FROM	WHERE IT STOPS FOR A PERSON
Bill Explanation Agent	Explains a bill line by line to a customer or a care agent: what each charge is, which tariff or usage produced it and what changed since the last bill, and says when it cannot account for a charge	The bill and the usage behind it through an imported API; tariffs and product terms as a knowledge source	It explains. A credit, an adjustment or a change of plan goes to care staff, and the agent promises none
Plan and Product Q&A Agent	Answers a question about plans, roaming, devices and terms from the operator's own catalogue and published terms, with the document cited, and says when they are silent	The product catalogue through an imported API or as a knowledge source; published terms as a knowledge source	It offers nothing that is not in the catalogue. A sale, a contract change and any exception go to staff
Complaint Handling Agent	Classifies a complaint, sets out the timeline from the account and the contact history, and drafts the response and the log entry with the dates the operator's complaints code sets	The complaint as an uploaded file; the account and the contact history through an imported API; the complaints code as a knowledge source	A complaints officer approves every response and any remedy. A case that has gone to the ombudsman or the regulator is theirs from the start
Contact Summary Agent	Writes the case note after a call or a chat: why the customer made contact, what was agreed and what is still to do, each point with its place in the transcript	The chat, or a call recording transcribed by a speech model the operator serves; the case through an imported API	The care agent reads and confirms the note before it is saved. The agent hears no live call
Churn Prediction Agent	Reads usage, billing and service-quality data, lists the subscribers whose records show signs of leaving, with the reason for each, and proposes an offer from the approved list	Usage and service data in a database; the approved offers as a knowledge source	Always. The retention team decides who is contacted and with what. The agent sends nothing

AREA 02

Business customers

AGENT	WHAT IT DOES	READS FROM	WHERE IT STOPS FOR A PERSON
Enterprise Quote Preparation Agent	Reads a business customer's requirement, checks each site and service against the catalogue and the serviceability records, and drafts the quote with what could not be confirmed listed	The requirement as an uploaded file; the catalogue, serviceability and price rules through an imported API	The account manager and the pricing desk approve every quote. The agent gives no discount and sends nothing
Tender Response Agent	Drafts answers to a tender's questions from the operator's approved answers, product documents and certificates, each with its source, and lists the questions nothing answers	The tender as an uploaded file; past answers and product documents as a knowledge source	The bid manager approves every answer. Where the sources are silent the agent says so and writes nothing

AREA 02 · BUSINESS CUSTOMERS, CONTINUED

AGENT	WHAT IT DOES	READS FROM	WHERE IT STOPS FOR A PERSON
Service Level Report Agent	Prepares a business customer's service report from tickets, outages and measured performance against the contract's targets, and marks each target that was missed, with the evidence	Tickets and performance data through an imported API or a reporting database; the contract's service levels as a knowledge source	The service manager checks and sends every report, and decides any service credit. On a schedule you set, it can prepare the reports each month

AREA 03

Orders and activation

AGENT	WHAT IT DOES	READS FROM	WHERE IT STOPS FOR A PERSON
Order Fallout Agent	Lists the orders that have stopped part-way, finds where each one stopped and why from the order and the inventory, and proposes the fix	Orders and inventory through an imported API	The order desk decides and makes each fix. The agent changes no order. On a schedule you set, it can prepare the list each morning
Number Porting Check Agent	Checks a porting request against the porting rules and the account: the details that must match, what is missing and the date the rules allow	The request and the account through an imported API; the porting rules as a knowledge source	The porting desk approves every port. The agent rejects none and tells no customer
Inventory Reconciliation Agent	Sets what the inventory says is in service beside what the network reports, and lists the differences by likely cause	Inventory through an imported API; what the network reports in a reporting database	The inventory team corrects each record. The agent changes none. On a schedule you set, it can work through one region each week

AREA 04

Billing and revenue

AGENT	WHAT IT DOES	READS FROM	WHERE IT STOPS FOR A PERSON
Billing & Revenue Agent	Compares usage records with billing records, lists where the two disagree and groups the differences by likely cause, such as a tariff or a rating rule	Usage and billing records in a database, read-only	Always. The revenue assurance team decides what is an error and corrects it. On a schedule you set, it can run after each bill cycle
Bill Dispute Investigation Agent	For a disputed charge, assembles the usage, the tariff, the earlier bills and the contacts, sets out what the records show and proposes an outcome under the operator's adjustment rules	The bill, the usage and the contact history through an imported API; the adjustment rules as a knowledge source	Billing staff decide every dispute and approve every credit. The agent adjusts nothing

AREA 05

Fraud and security

AGENT	WHAT IT DOES	READS FROM	WHERE IT STOPS FOR A PERSON
Fraud Detection Agent	Reads call, subscription and billing records and flags patterns that suggest SIM cloning, subscription fraud, call spoofing or a billing anomaly, with the records that show it	The records in a database, read-only; the operator's written fraud patterns as a knowledge source	Always. The security team decides. The agent suspends no line and blocks no number
SIM Swap Check Agent	For a request to move a number to a new SIM, sets the request against the operator's identity procedure and the account's recent history, and lists what the procedure asks for and what is missing or unusual	The request and the account through an imported API; the network's own record of a recent SIM change through an imported API; the identity procedure as a knowledge source	A member of staff approves every swap. The agent approves and refuses none
Scam Report Triage Agent	Reads the scam calls and messages customers report, classifies each by the operator's own categories, groups the reports that share a sender or a wording, and drafts the blocking request with the evidence	The reports in a database or through an imported API; the categories and the blocking procedure as a knowledge source	The fraud team decides what is blocked. The agent blocks no number and no sender
Network Security Agent	Takes a security alert, gathers the metrics and logs around it and past incidents like it, and writes up what it found	Alerts and past incidents as a knowledge source; metrics and logs through MCP servers	Always. The security team decides and responds. The agent blocks nothing and changes no configuration

AREA 06

Network operations

AGENT	WHAT IT DOES	READS FROM	WHERE IT STOPS FOR A PERSON
Network Optimization Agent	Reads traffic and performance metrics, finds where load is heading towards congestion and recommends rerouting or capacity changes, with the readings behind each	Metrics through MCP servers; topology and capacity records in a database	Always. An engineer makes every change through the change process
Trouble Ticket Enrichment Agent	Handed a trouble ticket, gathers the alarms on the same equipment, the services and customers that depend on it, recent changes and past tickets like it, and adds a summary to the ticket	Tickets, alarms and inventory through an imported API; metrics through an MCP server	The engineer who owns the ticket decides the cause and the fix. The agent closes no ticket and touches no equipment

AREA 06 · NETWORK OPERATIONS, CONTINUED

AGENT	WHAT IT DOES	READS FROM	WHERE IT STOPS FOR A PERSON
Change Request Review Agent	Checks a change request against the operator's change rules: the method of procedure, the rollback plan, the window, the services affected and other changes planned on the same equipment, and lists what is missing or in conflict	The change request, the change calendar and the inventory through an imported API; the change rules as a knowledge source	The change board approves every change, and an engineer makes it. The agent approves none and makes none
Post-incident Review Agent	Sets out the timeline of an incident from the tickets, the alarms and the bridge notes, lists the decisions and the gaps between them, and drafts the review in the operator's own format	Tickets and alarms through an imported API; notes as uploaded files; the review format as a knowledge source	The incident manager checks every line and owns the findings and the actions. The agent names no cause the records do not show
Planned Work Notification Agent	For a piece of planned work, lists the services and customers it will affect from the inventory and drafts the notice each contract requires	The change and the inventory through an imported API; the notice terms as a knowledge source	The service manager checks the list and sends every notice
Runbook Q&A Agent	Answers an engineer's question from the operator's own runbooks and the equipment manuals, with the document and the section cited, and says when they are silent or disagree	Runbooks and manuals as a knowledge source	It answers what the document says. It runs no command, and the engineer decides what to do

AREA 07

Service assurance and field

AGENT	WHAT IT DOES	READS FROM	WHERE IT STOPS FOR A PERSON
Predictive Maintenance Agent	Reads equipment metrics and fault history, lists the sites and devices whose readings look like those before earlier faults, and proposes maintenance with the evidence	Metrics through MCP servers; fault history as a knowledge source	Always. Engineers decide what is serviced and when. The agent raises no work order
Fault Diagnosis Agent	For a fault a customer reports, reads the service's records, the known outages and the last test results, and proposes the next step with the reason	The service, its tests and open outages through an imported API; the diagnosis procedure as a knowledge source	The support engineer decides. A test that interrupts the service waits for approval, and so does a visit
Field Operations Agent	Proposes which technician to send to each job from skills, location and urgency, and answers a technician's question on site from the operator's own manuals, citing the page	Jobs and technician records through an imported API or as a knowledge source; manuals as a knowledge source	A dispatcher assigns every job. Where the manuals are silent the agent says so

AREA 08

Wholesale and partners

AGENT	WHAT IT DOES	READS FROM	WHERE IT STOPS FOR A PERSON
Wholesale Agreement Review Agent	Reads a roaming, interconnect or wholesale agreement against the operator's standard terms and lists each clause that differs, with the standard wording beside it	The agreement as an uploaded file; the standard terms and the review checklist as a knowledge source	The wholesale manager and the legal team decide every point. The agent accepts and rejects no clause
Settlement Reconciliation Agent	Sets a partner's settlement statement beside the operator's own records of the same traffic and lists the differences by route, period and likely cause	The statement as an uploaded file; the operator's records in a database	The settlement analyst decides what is disputed. The agent raises no dispute and pays nothing

AREA 09

Regulatory and compliance

AGENT	WHAT IT DOES	READS FROM	WHERE IT STOPS FOR A PERSON
Regulatory Monitoring Agent	Reads the regulators the operator names, summarises what changed and maps each change to the operator's obligations register	Regulators' sites through a web search server; the obligations register	The compliance officer decides what each change means. Only the search terms leave the network. On a schedule you set, it can run each week
Regulatory Return Preparation Agent	Prepares a return the regulator requires, such as a quality of service return or an outage report, from the operator's records and in the regulator's format, and lists what the records do not hold	Tickets, outages and performance data through an imported API or a reporting database; the regulator's reporting rules as a knowledge source	The named officer checks and submits every return. The agent submits nothing
Data Subject Request Agent	For a customer's request to see or erase their data, lists the systems that hold it, assembles what is in scope and marks what concerns other people or must be kept by law	The request as an uploaded file; the customer's records through an imported API; the privacy procedure as a knowledge source	The privacy officer approves every release and every erasure. The agent sends and deletes nothing
Policy and Procedure Q&A Agent	Answers a member of staff's question from the operator's own policies and procedures, with the document and the section cited, and says when they are silent	Policies and procedures as a knowledge source	It answers what the document says. A decision about a customer stays with the member of staff

Each one prepares the work. An engineer or a named member of staff decides.

WHAT EVERY AGENT HAS IN COMMON

01	**It runs on the operator's own infrastructure,** with a model the operator serves. Customer and network data stay there.
02	**Every tool call passes the operator's policy.** A policy can allow a tool, record its use, hold it for a person's approval, or block it, for the whole organisation or for one team.
03	**A tool that changes something waits for approval** unless the operator has decided otherwise for that tool. That is how nothing reaches the network or a customer's account unapproved.
04	**No agent changes the network.** It prepares the work, and an engineer or a named member of staff decides.
05	**The agent acts as the person using it.** Where the operator's API checks the caller, Katonic passes the signed-in user's identity, and the agent cannot claim another.
06	**Every call is recorded,** with who asked, which tool, and what was decided, and an agent, a tool or a whole server can be switched off at once.

WHERE TO START

Pick work where reading is slow, the decision stays with a person, and no customer is waiting on the agent.

THREE PLACES THAT FIT

Runbook Q&A

Engineers ask what the operator's own runbook says and get the answer with the section cited, and "the runbook is silent" where it is. No customer data is involved, so it can run on day one.

Post-incident Review

The agent sets out the timeline of an incident from the tickets and the alarms and drafts the review in your own format. The incident manager owns the findings.

Change Request Review

The agent checks each change request against your own change rules and lists what is missing or in conflict. The change board approves, and an engineer makes the change.

One team, one domain, invented data first. Then beside the manual process, measured against it.

About Katonic AI

Katonic AI is the enterprise platform for serving models and building, running and governing AI agents. It runs on your machines, with your models, under your administrators. Katonic is listed in the Red Hat Ecosystem Catalog and runs on Red Hat OpenShift. ePLDT, the ICT arm of the Philippines' largest telco, selected Katonic to power Pilipinas AI, a sovereign AI cloud hosted in the Philippines. The platform is in production at a top-tier bank in Asia, air-gapped, inside the bank's own perimeter, and it has run in production for about 1,100 staff of a life insurer in Asia, on the insurer's own cluster, inside its network. It was founded in Sydney in 2020 by Prem Naraindas, with its global hub in Dubai and teams in Sydney, Mumbai and Dubai.

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