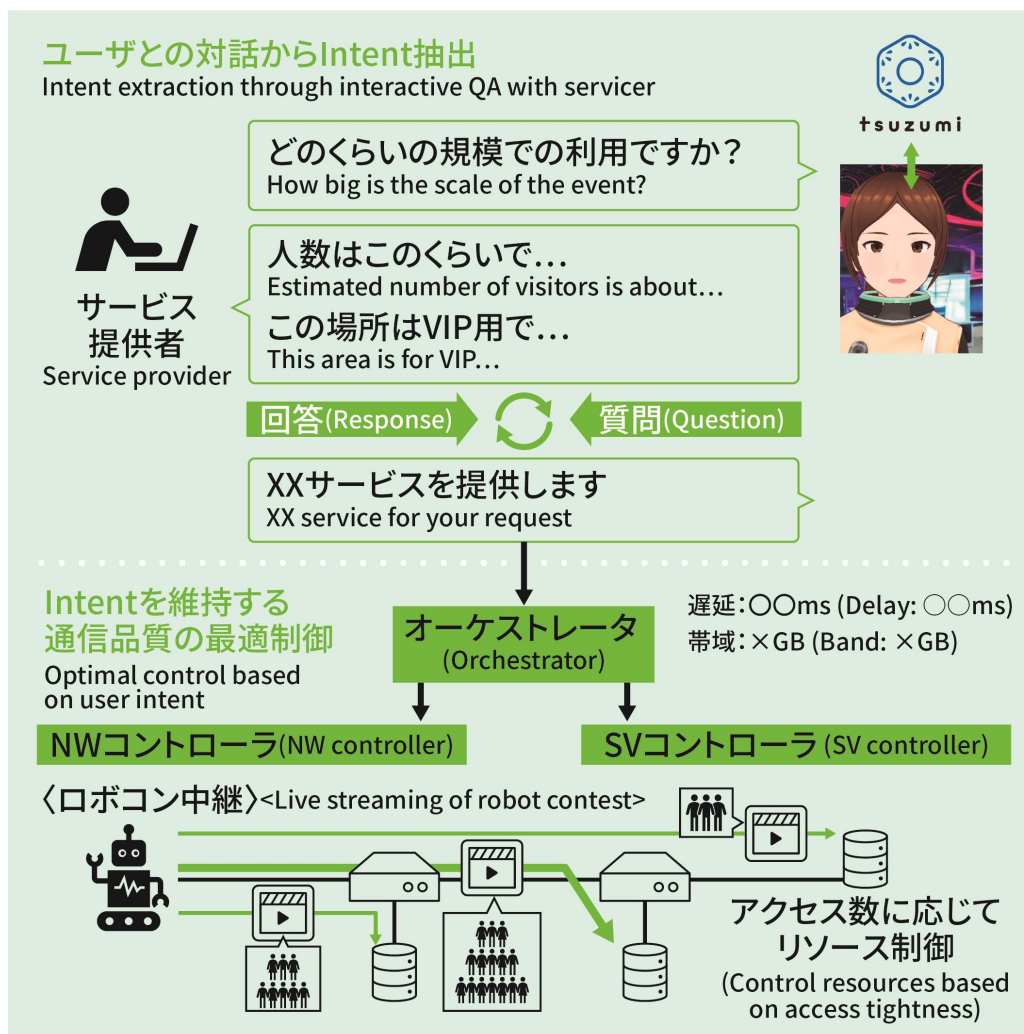


NW x Generative AI: Intent extraction technology

Providing communication services to meet user needs and maintaining quality

#Customer Experience Value Creation #Productivity Improvement



///Technical Issue

Difficult to define communication quality requirements for vague/diverse user needs and maintain them during operation.

///Research Goal

Improve CX by controlling NW resources according to vague user needs and changes in the environment.

---Technology

- Algorithm for converting communication quality requirements from interactive QAs with users (tsuzumi utilization).
- Knowledge graph and database generation method for judging compliance of communication quality requirements.

---Applicable Business

We reduce costs for building networks and maintaining service qualities by converting vague requests of users to necessary communication quality requirements (an expected 20% reduction from the current level). Then, we quickly provide communication services with optimal communication qualities to end users and improve CX (we aim to apply this technology to businesses of the NTT group around 2026).

---Novelty

The conventional technology extracts requirements for services based on keyword candidates about communication qualities instead of using natural language.