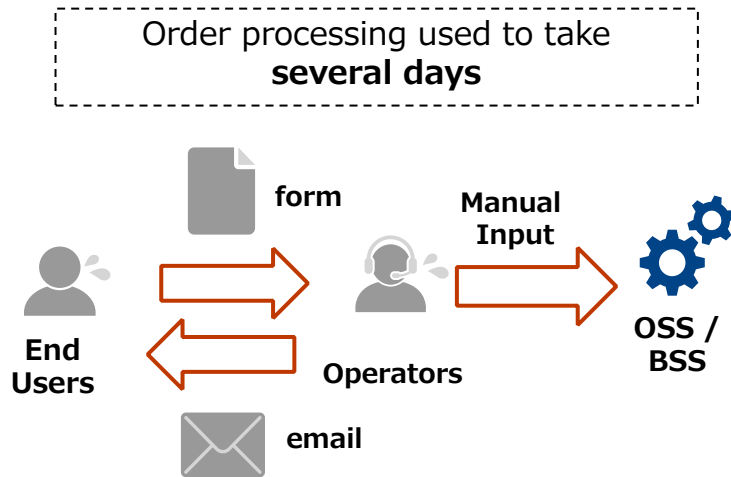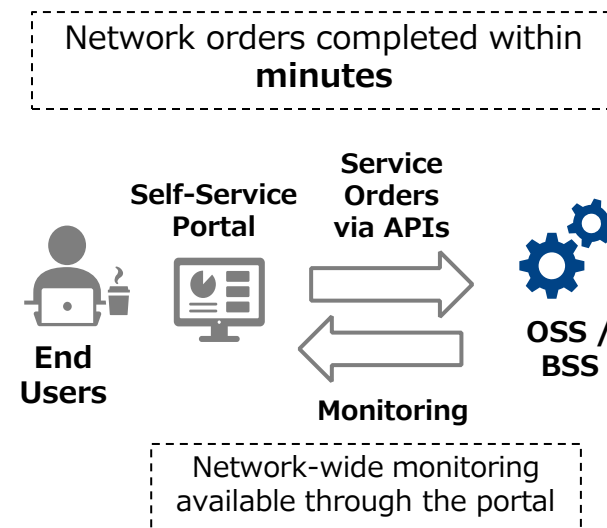# The Emergence of AI Agents in NaaS Services

With the evolution of NaaS, network operations are shifting from "**leave it to others**" to "**manage it yourself**."

The advent of NaaS has made **user-driven network operations** a reality. Now, with the introduction of **AI-Enhanced NaaS**, even **non-expert users** can manage networks **intuitively and effortlessly**.
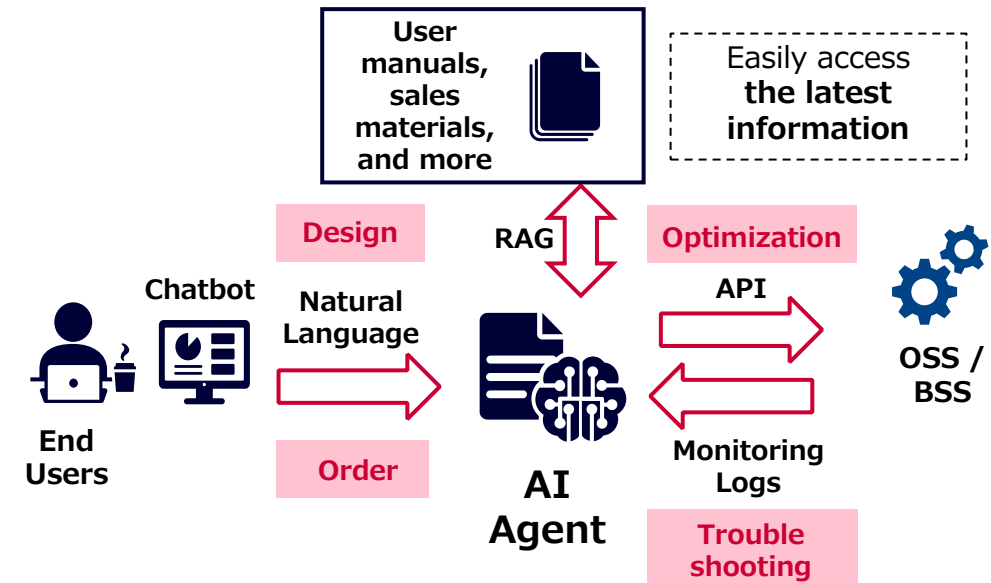
Legacy Network Services

Order processing used to take **several days**

form

Manual Input

OSS / BSS

End Users

Operators

email

The Current State of NaaS

Network orders completed within **minutes**

Self-Service Portal

Service Orders via APIs

OSS / BSS

End Users

Monitoring

Network-wide monitoring available through the portal

AI-Enhanced NaaS

User manuals, sales materials, and more

Easily access **the latest information**

Design

RAG

Optimization

Chatbot

Natural Language

API

OSS / BSS

End Users

Order

AI Agent

Monitoring Logs

Trouble shooting

By enabling **operation through natural language**, even **non-experts can use NaaS effectively**.

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3

AI Agent Use Cases in NaaS

Design

Input: Expected traffic, locations, applications, scale, etc.

Output: Generated topology, service options, and configuration steps.

End Users

Operation

Place service orders— for example, order new VPNs or modify security configurations via interactive chat.

NaaS API   **Other APIs**

AI-Enhanced NaaS

Optimization

Propose configuration or contract changes to improve performance and enhance security.

End Users

Troubleshooting

Intelligent root cause analysis based on a non-expert user's description

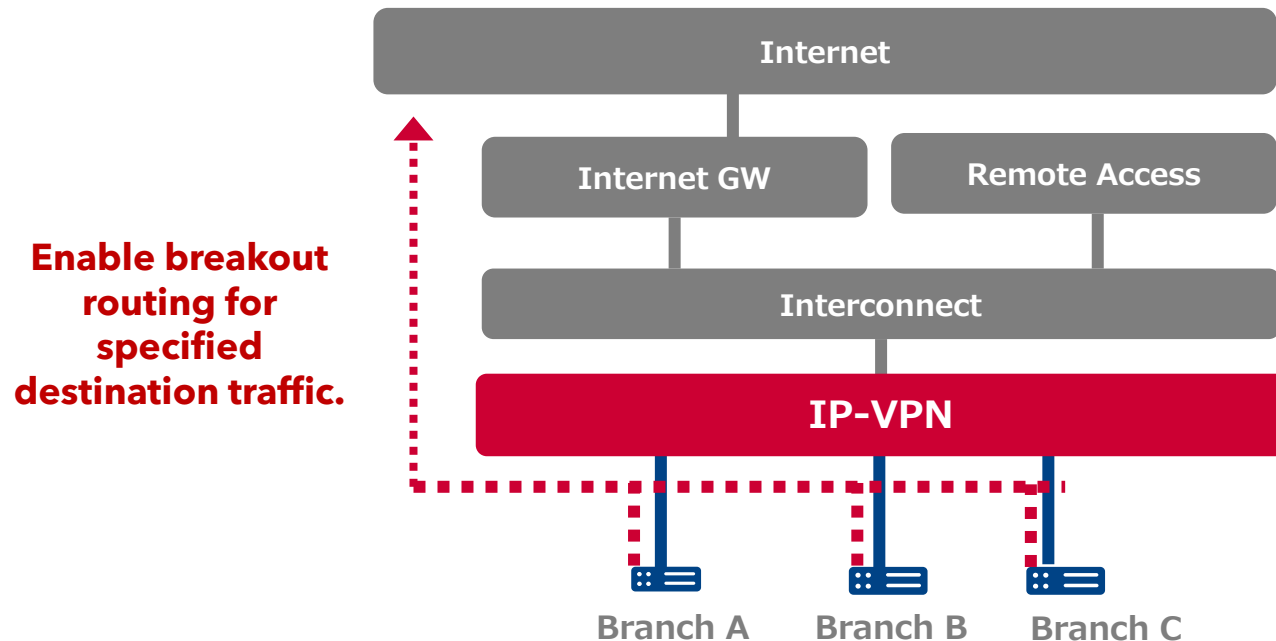**End Users**

AI-Driven Network Optimization and Automated Configuration Updates

Scenario

- Detect traffic congestion caused by particular applications.
- Assist in scheduling local breakout settings to optimize network performance.

Enable breakout routing for specified destination traffic.

Internet

| Internet GW | Remote Access |

| Interconnect |

| **IP-VPN** |

Branch A   Branch B   Branch C

Easy!
- Gain a comprehensive view of network usage
- No need for manual orders – changes are applied instantly via chat

Flexible
- Receive optimized configuration recommendations tailored to each customer's usage

Silent Comet 2025 – Collaboration Deliverables Overview

A reference design – accelerating AI adoption in NaaS through standardized architecture and shared components
Companies apply deliverables to their NaaS services in order to achieve **accelerated development speed** and **reduced development costs**

Input

- Network Automation Expertise
- Silent Comet 2024 Project Experience
- AI Expertise
- AI-Driven Network Automation Use Cases

Output

Multi-agent LLM System Blueprint for Telecoms

November 2025

Silent Comet Team

amartus   colt   docomo Business

Part of the NaaS Accelerator Program

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Reference Design (Whitepaper)

docomo Business

colt

amartus

A **blueprint for deploying multi-agent LLM systems** in telecom environments

Practical AI use cases from **NTT & Colt**

A **three-layer architecture** integrating orchestrator, domain agents, and shared tools

Design guidance and lifecycle processes for scalable, governable AI deployment
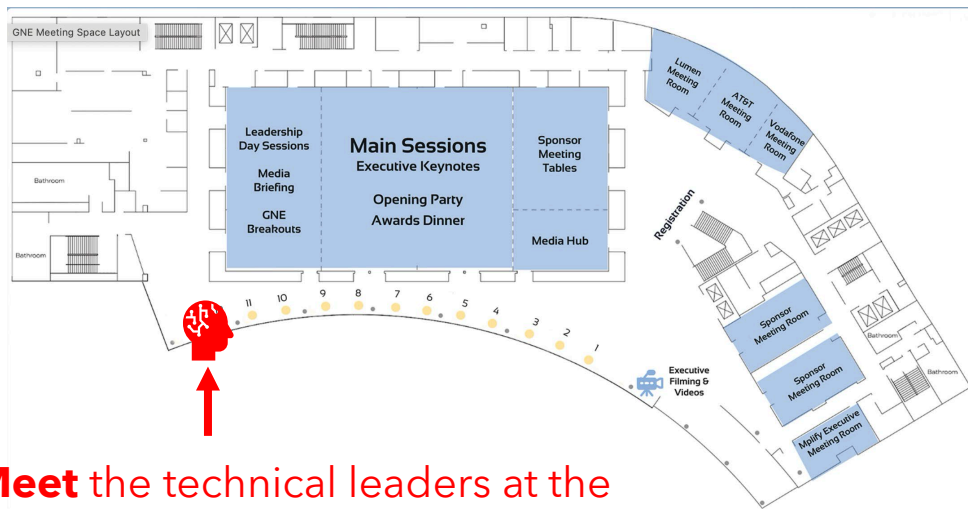
Leveraging Deliverables

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Other Service Providers

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What to Do Next?

Meet the technical leaders at the
NaaS Accelerator Live Innovation Station

Join the **breakout session** to learn more

DAY 3: WEDNESDAY 12 NOVEMBER, 2025

17:15–18:00 Breakout Session: AI for NaaS and NaaS for AI – The Next
Frontier of Intelligent Networking
•Wenyu Shen, NTT DOCOMO BUSINESS, Senior Manager & Principal Architect
•Yuta Yamagishi, NTT DOCOMO BUSINESS, System Architect
•Joan Espin Garcia, Colt Technology Services, Director of Network Platforms and Solutions Architecture
•Bartosz Michalik, Amartus, Principal Architect
•Abhishek Singhal, Infosys Limited, Industry Principal (Telecom)
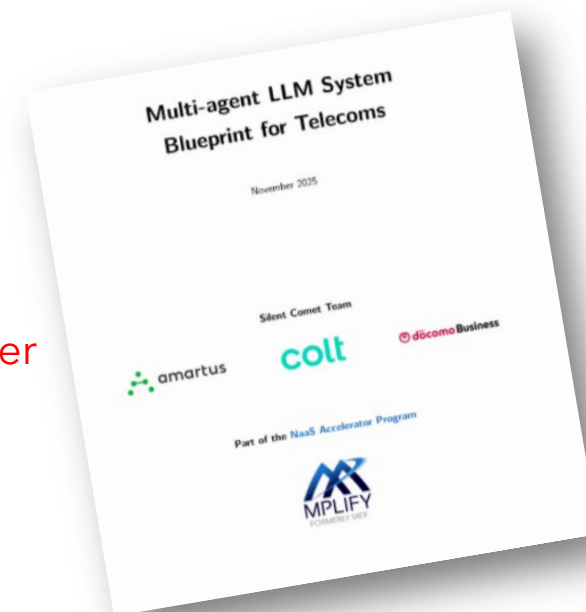
Download the Whitepaper
"Multi-agent LLM System
Blueprint for Telecoms"

Join the Community to accelerate
AI-Enhanced NaaS deployment together

Silent Comet team