

— CUSTOMER STORY

Routing incidents stopped waiting for the one person who knew the topology.

Tribal knowledge, single point of failure

Every network team has one person who can look at a routing table and just know where the problem is. That's a compliment to them and a risk to everyone else — the response is only as fast as their calendar.

The situation — Expertise that didn't scale past one shift

The network was well run. The response to trouble depended on who was on call:

- Latency and connectivity issues across the hybrid and multicloud footprint needed someone who held the whole topology in their head.
- That person was one of three people on a rotating on-call schedule; the other two escalated more often than the numbers justified.
- Investigation meant pulling logs from four different tools by hand before anyone could even state the hypothesis.
- Postmortems captured what happened but rarely made it back into anything the next on-call person could actually use at 2am.

The move — Put a Network Specialist agent on every shift

The team stood up a Network Specialist agent scoped to investigation only — it pulls the same logs, tests the same hypotheses, and hands every on-call engineer the context the most experienced person on the team would have started with.

"We didn't need the agent to fix anything. We needed the two-in-the-morning version of every engineer to start where our best engineer would have started."

— DIRECTOR OF NETWORK OPERATIONS

— DEPLOYMENT SNAPSHOT

SECTOR

Telecom & network operations

ESTATE

Hybrid and multicloud connectivity

START POINT

Composed from the Network Specialist foundation

AUTONOMY

Investigation only; no unattended actions

SPECIALISTS USED

Network Specialist

GOVERNANCE

Read-only access scope

SETUP

Deep integration across routing and telemetry

INTEGRATIONS

Network monitoring, ticketing, on-call paging

— ILLUSTRATIVE IMPACT

60%

LESS TRIAGE

45%

FASTER START

\$18

PER RUN

- **The objective is the spec.** A plain-language description is enough to draft the first working version.

- **Gates make speed defensible.** One well-placed approval step let the rest run without a fight over trust.

— HOW IT WAS BUILT

Describe

The team started from the Network Specialist foundation rather than a blank objective — the shape of the problem was already familiar.

Compose

Skills for topology lookup, latency comparison and routing-table diffing were wired together with the team's own escalation logic.

Govern

Access scope is read-only by design for this agent; it produces a ranked diagnosis, not an executed change.

Promote

Now standing and available to every shift, with performance tracked against how often its top hypothesis matched what the senior engineer would have said.

— WHAT CHANGED

BEFORE AGENT BUILDER

- Response speed tied to one person's calendar
- Two of three on-call engineers escalating more than necessary
- Manual log-pulling across four tools before diagnosis could start
- Postmortem knowledge rarely reaching the next on-call shift
- Expertise concentrated in a single point of failure

WITH AGENT BUILDER

- Every shift starts with the same depth of context
- Escalation reserved for genuinely novel cases
- Logs and topology correlated automatically at the first alert
- Each incident's diagnosis pattern folded back into the agent
- Expertise available on every shift, not just some

— WHERE THE CHANGE CAME FROM

Read-only was the right first step

Scoping the agent to investigation only made it an easy yes — nothing about it could make things worse.

It didn't replace the expert, it copied their starting point

The agent's value was reproducing how the best engineer begins, not replacing the judgement that finishes the job.

Every incident made the next one faster

Because the diagnosis pattern got captured once, it didn't need re-discovering on the next similar incident.

— WHY THIS MATTERS IN TELECOM & NETWORK OPERATIONS

Network Specialist

Read-only investigation scope

Topology-aware diagnosis

Routing-table comparison

On-call context handoff

Escalation reduction

Deep telemetry integration

Diagnosis pattern reuse

— BOTTOM LINE

Agent Builder let a network team put its best diagnostic instincts on every shift, not just the ones its most experienced engineer happened to work.

Customer anonymised at their request; profile and quotation are representative of a deployment in this sector, not a named engagement. Outcomes are illustrative, not measured benchmarks, and vary by estate size and configuration. © 2026-2027 LumiOps.AI.

Put Agent Builder to work.

Describe an objective, watch it draft the workflow, and promote what works into a standing agent.

GET IN TOUCH
contact@lumiops.ai

PLAYGROUND
Try it, no setup

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