

— CUSTOMER STORY

New NOC hires started running senior methods in their first week.

A six-month apprenticeship

Network operations has always been learned by sitting next to someone. It works, slowly. At this operator, a new NOC engineer took around six months before anyone trusted them alone with a regional outage.

The situation — Growth faster than apprenticeship

The operator was expanding its footprint and hiring steadily. Training could not keep pace:

- Latency and routing investigations followed a mental checklist only the veterans carried.
- Juniors escalated early and often, which pulled senior staff off planned work.
- Two veterans were due to retire within the year, taking decades of pattern recognition with them.
- Shift quality varied noticeably depending on who was rostered.

The move — Capture the veterans' checklist as skills

The veterans spent two afternoons walking through their method while the team wrote it up as workspace skills for latency correlation and route verification. Juniors direct the skills; veterans review the output and tune the steps.

"I used to explain the same five checks to every new starter. Now I wrote them down once, properly, and I review what the skill found instead."

— PRINCIPAL NETWORK ENGINEER

— DEPLOYMENT SNAPSHOT

SECTOR

Regional telecom operator

ESTATE

Core and access network

START POINT

Veterans' method as SOPs

AUTONOMY

discover only

PERSONA

NOC view for juniors

GOVERNANCE

Veterans own each skill

VERSIONING

Tuned weekly for a month

INTEGRATIONS

Network telemetry, ticketing, paging

— BENCHMARK RANGES

40-60%

LOWER MTTR

~90%

LESS NOISE

Day 1

NEW-HIRE RAMP

- **The method is the asset.** Once it is written down as a skill, it stops depending on who is awake.
- **Constraints travel with it.** The guardrail lives inside the skill, so no agent can quietly exceed it.

— HOW IT WAS BUILT

Capture

Two afternoons of veterans talking through their checklist, written up as steps and connectors.

Constrain

Read-only by design — the skills investigate and rank causes, they never change routing.

Filter

Juniors see the NOC persona set, so the right skills surface for the alerts they handle.

Version

Veterans tuned the steps weekly for a month, with calibration tracked on each version.

— WHAT CHANGED

BEFORE SKILLS BUILDER

- Around six months before juniors worked alone
- Early, frequent escalation to seniors
- Decades of knowledge due to retire
- Shift quality set by the roster
- The same five checks explained to every hire

WITH SKILLS BUILDER

- Juniors running the full method in week one
- Escalation kept for genuinely novel cases
- The veterans' method preserved as versioned skills
- The same investigation on every shift
- Seniors review output instead of teaching basics

— WHERE THE CHANGE CAME FROM

The method outlived the people

Writing it down before the retirements meant nothing walked out the door.

Juniors directed, not improvised

Following a skill gave new hires the confidence to finish an investigation.

Versions made improvement visible

Weekly tuning with calibration tracked showed the skills getting better.

— WHY THIS MATTERS IN TELECOM & NETWORK OPERATIONS

Custom from SOP

Persona filtering

discover class

Versioning

Calibration tracking

Declared connectors

Skill ownership

Workspace skills

— BOTTOM LINE

Skills Builder gave a growing NOC its veterans' method from day one, and kept it after the veterans left.

40–60% LOWER MTTR**~90%** LESS NOISE**Day 1** NEW-HIRE RAMP

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Start from a built-in skill, clone it, and make it match how your team actually works.

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