

Muse Agent: AI-Powered Agent for Muse Network Management

From Reactive NOC Operations to Proactive, AI Driven Insights



Network Operations Centers (NOCs) are the nerve center of every network operator— but frequently face numerous challenges. A single fault can ripple across IP and optical domains, while critical information is scattered across tools, dashboards, and documentation. The result: teams spend too much time searching, correlating, and escalating—when they should be resolving and taking actions on their network. The advent of AI-enabled network management offers the potential to significantly streamline and transform traditional, labor-intensive workflows.

Ribbon's Muse Agent brings conversational, AI-assisted network management to Muse. Operators can ask questions in natural language and get guided, contextual answers—grounded in Muse data and product documentation—so triage, troubleshooting, and workflow execution become faster and more consistent. AI-powered technology shifts teams from reactive to strategic work, streamlining workflows, making better use of your Ops staff while improving service reliability.

Use Natural Language

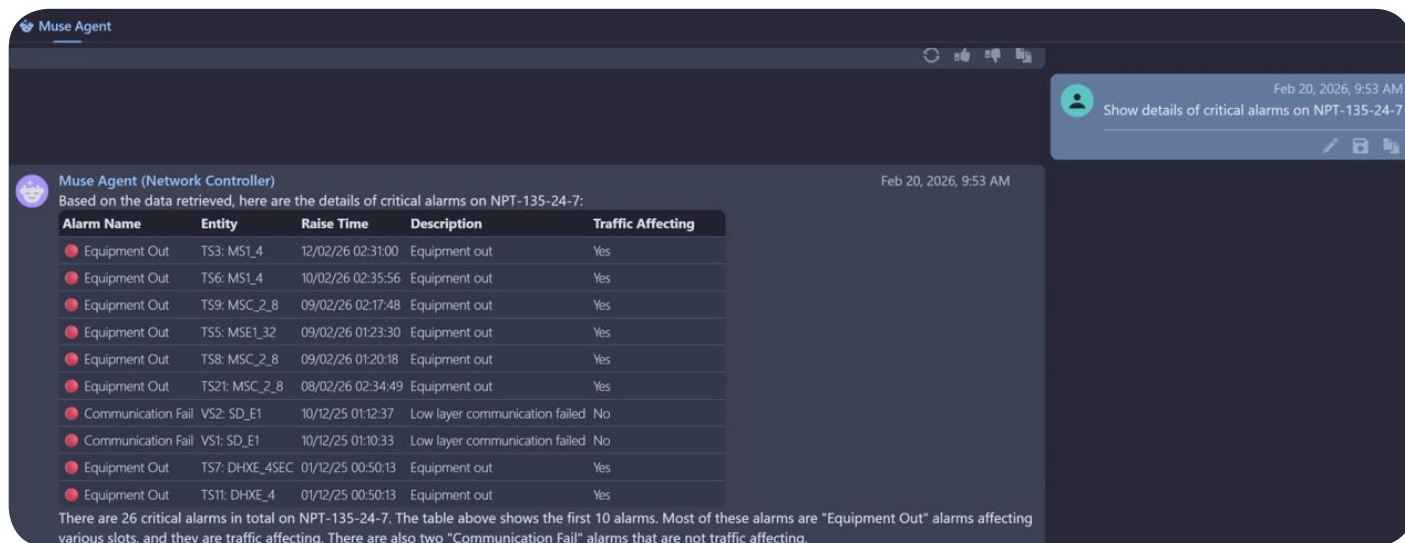
to interact with your network
to troubleshoot issues

Reduce Time

to find documentation

Leverage AI

to uncover network insights



Muse Agent (Network Controller)
Based on the data retrieved, here are the details of critical alarms on NPT-135-24-7:

Alarm Name	Entity	Raise Time	Description	Traffic Affecting
Equipment Out	TS3: MS1_4	12/02/26 02:31:00	Equipment out	Yes
Equipment Out	TS6: MS1_4	10/02/26 02:35:56	Equipment out	Yes
Equipment Out	TS9: MSC_2_8	09/02/26 02:17:48	Equipment out	Yes
Equipment Out	TS5: MSE1_32	09/02/26 01:23:30	Equipment out	Yes
Equipment Out	TS8: MSC_2_8	09/02/26 01:20:18	Equipment out	Yes
Equipment Out	TS21: MSC_2_8	08/02/26 02:34:49	Equipment out	Yes
Communication Fail	VS2: SD_E1	10/12/25 01:12:37	Low layer communication failed	No
Communication Fail	VS1: SD_E1	10/12/25 01:10:33	Low layer communication failed	No
Equipment Out	TS7: DHXE_4SEC	01/12/25 00:50:13	Equipment out	Yes
Equipment Out	TS11: DHXE_4	01/12/25 00:50:13	Equipment out	Yes

There are 26 critical alarms in total on NPT-135-24-7. The table above shows the first 10 alarms. Most of these alarms are "Equipment Out" alarms affecting various slots, and they are traffic affecting. There are also two "Communication Fail" alarms that are not traffic affecting.

With the Muse Agent, teams can:

- **Use natural language** to query network health, alarms, inventory, services, and utilization through Muse applications.
- **Find the right procedure quickly** by retrieving relevant troubleshooting steps and references from the documentation library.
- **Turn insights into action** by requesting operational tasks and—over time—assisted configuration workflows.

This innovative tool enables both technical and non-technical network operators to ask questions in their native language and receive helpful insights and recommendations, making network management simpler and more effective. By integrating the complete set of Ribbon IP Routing & Optical documentation into its Large Language Model (LLM), the Muse Agent assists with various operational tasks, ensuring users can quickly locate the documentation they need to handle complex procedures.

Example questions include:

- **NOC / Operations** staff may request: “How many network elements have critical alarms?”
- **Planning & Design** staff may request: “Which links are most utilized in my core network?”
- **Sales & Marketing** (Non-Technical users) may request “How many L3VPN services are configured at the NYC site?”

Who benefits

- **NOC / Operations:** faster triage and guided troubleshooting to reduce operational friction and improve consistency.
- **Planning & Design:** rapid access to utilization/availability and service insights to support planning decisions.
- **Sales & Marketing:** visibility into customer services and status to support customer conversations and identify expansion opportunities.

In summary, Ribbon’s Muse Agent is an AI-powered assistant for Muse network management that transforms how operators interact with complex IP and optical networks. By enabling natural language queries across network data and documentation, the Muse Agent delivers fast, contextual insights and guided responses that streamline troubleshooting, accelerate information retrieval, and improve operational efficiency. This shift moves Network Operations Centers from reactive, manual workflows to a more proactive and intelligent operating model, helping teams reduce overhead, improve service reliability, and better manage growing network complexity.

Contact Us  Contact us to learn more about Ribbon solutions.