

Lesson 7 — Final Simulation

Session 7 of 8 | Duration: 60 min | Artifact: Unassisted 5-min recording + L7 score

Purpose

Unassisted final performance, same conditions as L1. This is the "after" measure that produces each learner's grade.

Phases

| Time | Phase | Trainer does |
|-----------|----------------------------|---|
| 0:00–0:05 | Frame | State this is the final run. Same conditions as Lesson 1. No help. Language bank hidden. |
| 0:05–0:15 | Read the case | New case (below). Silent reading, 10 minutes. No questions on language. |
| 0:15–0:55 | Silent prep + walkthroughs | 5 min prep, then each learner records 5 min. No interruptions, no help. Language bank not on screen. |
| 0:55–1:00 | Close | Thank learners. Save recordings for scoring. Mention the L8 format: scores revealed, capstone on a real solution. |

Scripted teacher language

"Same rules as Lesson 1. 10 minutes to read, then 5 minutes to walk through."

"Language bank is not on screen today. No language help. No structure reminders. You know the shape by now."

"Stay on camera as the design authority for each other. No interruptions."

Case — shared by all learners

Client: Khaleej Telecom — agentic AI integration into BSS for autonomous operations

Background: Khaleej Telecom is a Middle Eastern incumbent operator with 18 million subscribers across consumer mobile, fixed broadband, and enterprise. They have a mature 8-year-old Netcracker BSS deployment. Their CEO has set a public target: autonomous operations across customer service, order fallout, and billing dispute resolution by end of year 2.

Engagement: 18-month programme to integrate an agentic AI orchestration layer into the existing BSS, starting with three high-volume, high-cost workflows.

Your proposed architecture (your choice within these parameters):

- Agentic AI orchestration layer sitting alongside the existing BSS, not embedded in it
- Three initial agent workflows: customer service intent resolution, order fallout remediation, billing dispute triage
- Read access to BSS state via existing TM Forum APIs; write access through a controlled action gateway with full audit trail
- Human-in-the-loop checkpoints on any action with revenue impact above a configurable threshold

- Continuous learning loop: every action and outcome logged for model improvement
- Out of scope for Phase 1: agent-to-agent collaboration, autonomous network operations, GenAI in customer-facing chat

Trade-offs in play: speed-to-value vs. blast radius, agent autonomy vs. governance, action gateway as a new component vs. extending the existing API gateway, model retraining cadence vs. operational stability.

Risks in play: hallucinated actions on revenue-impacting workflows, audit and compliance posture for an autonomous system in a regulated market, change management for the operations team whose work the agents will partially absorb.

Decision needed from the design authority: approval to proceed to detailed design for the three Phase 1 workflows with the action gateway architecture, and agreement that agent-to-agent and autonomous network operations are deferred to a separate Phase 2 decision.

The walkthrough: Present a 5-minute walkthrough to the design authority.

After the session

Score each learner's L7 recording using the scorecard. Calculate the L1→L7 delta and the grade band. Do not share results with learners until L8.

Between-session work

Each learner brings their real upcoming solution to L8 — one they'll actually walk through to a design authority in the next 30 days.

Artifact

Unassisted 5-min recording per learner + L7 score sheet. Save as
NCT_[Region]_[LearnerID]_SolutionWalkthrough_L7_YYYY-MM-DD.