

NOKIA

Elevate your Wi-Fi performance with Corteca AI

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Get to Fast Faster 2025

Experience is everything

Don't let the home network ruin it

1.4B

Broadband connected homes globally

21B

Wi-Fi devices will be actively in use this year

57%

Global internet traffic is over Wi-Fi

95%

In-home connectivity is over Wi-Fi

1 Gbps

Gigabit is common, growing to multi-gigabit

40%+

Broadband households experience issues

70%

Wi-Fi related customer service support calls

Nokia Corteca

Smarter broadband
for a better experience

6M+ devices managed

1.6M+ 3rd party APs

110+ Corteca Cloud
customers



Corteca's three management use cases for operators



Wi-Fi management

- Real-time monitoring
- Proactive troubleshooting
- Wi-Fi optimization
- Performance monitoring



Device management

- Configuration management
- Software lifecycle management
- Remote diagnostics
- 3rd-party device support



Application management

- Configuration management
- Software lifecycle management
- Troubleshooting

Corteca supports open broadband standards



Application lifecycle management



Container formats and runtime environment



Device management from the cloud

Operator
Managed
Wi-Fi
Reference
Architecture

USP/TR-369

TR-181

USP Agent
(OB-USP-A)



Mesh networking and Wi-Fi certification

EasyMesh

Data Elements

Wi-Fi
certification



Corteca supports private and public cloud



Google Cloud



OPENSIFT

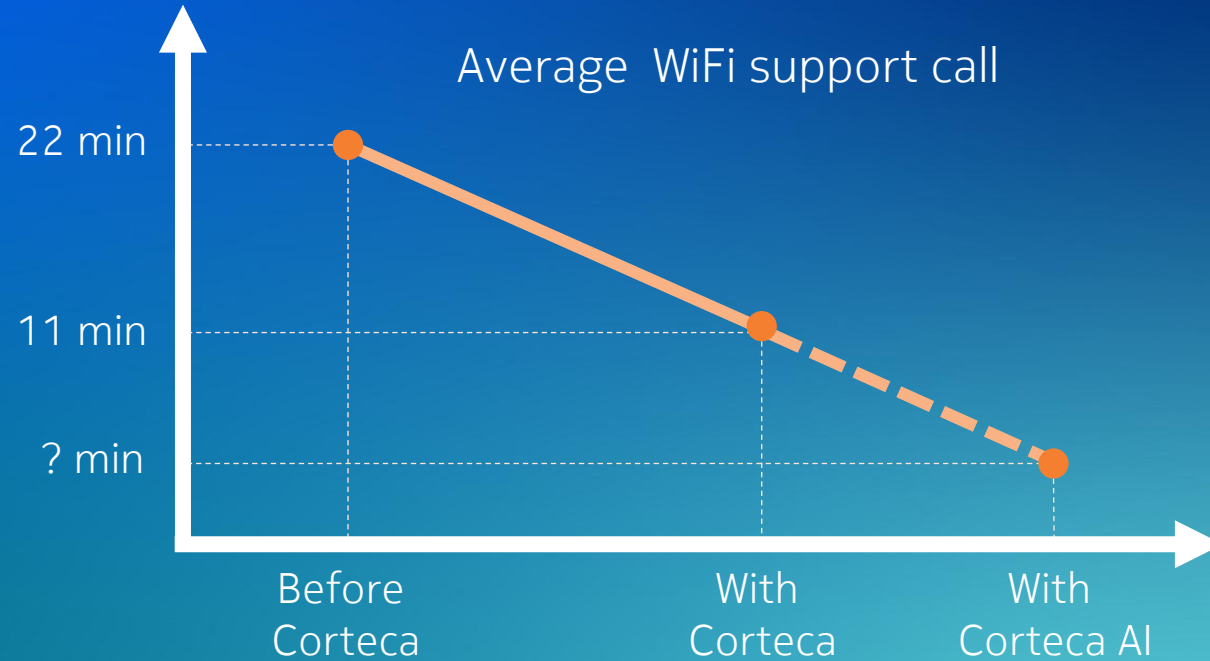
Let's talk about continued optimization...



AI



OPEX





193B

The number of unique WiFi related data points gathered by Corteca every 24 hours

Corteca AI will use data, algorithms, model optimization, and compute to provide users with...

Adaptive WiFi intelligence.

- Proactive troubleshooting
- Improved band steering
- Improved channel steering
- Backhaul optimization
- Predictive care
- Symptom detection
- Anomaly detection
- Power savings
- Data correlation
- Custom recommendations
- Automated alarms
- Real-time reporting
- Real-time visualization
- Target marketing

Corteca AI Strategy & Vision

01

Agentic AI Troubleshooter

Reduce time to resolve issues by identifying the problem, automating complex data analysis, and providing tailored solutions to novice call center agents

02

Extend to the End User

Mobile app chatbot that guides the user to provide relevant information about the issue, make a summary, and share it with the care agent before the call

03

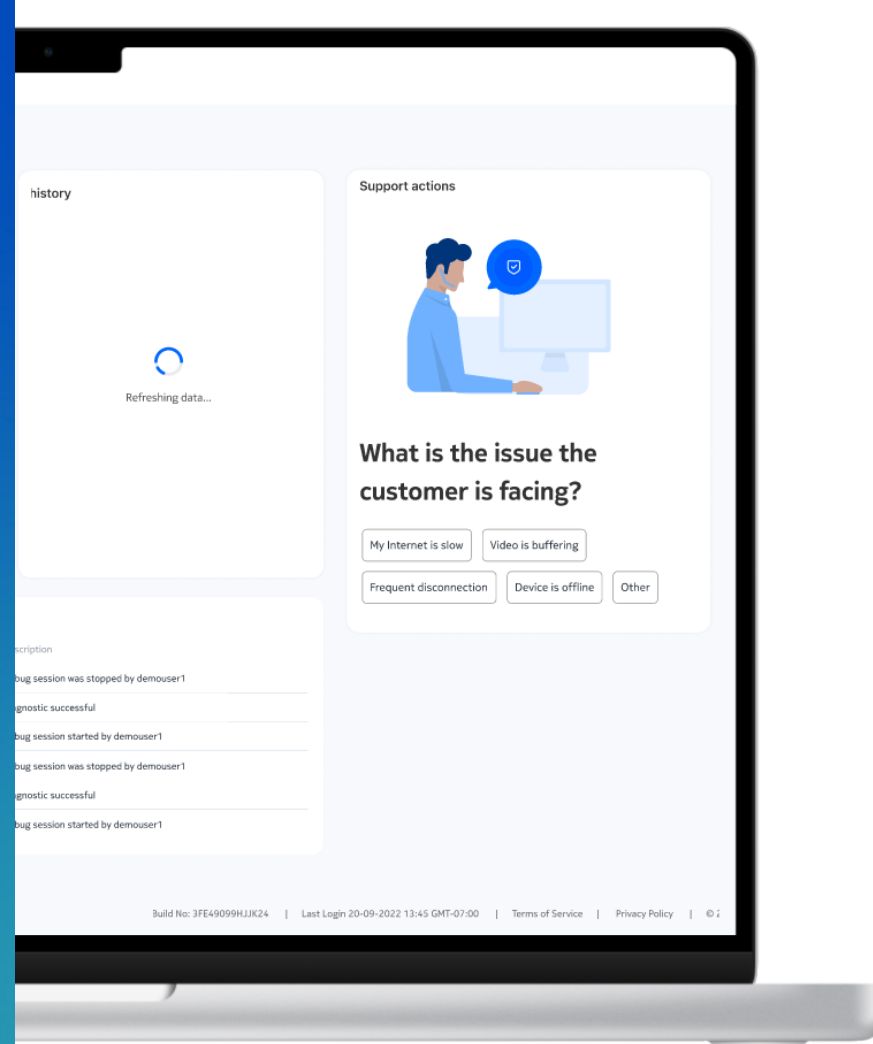
Autonomous WiFi Optimization

Multiple AI agents working together both in the cloud and on the edge to provide optimal Wi-Fi performance tailored for every environment, in real-time

01 Agentic AI Troubleshooter


A digital expert...

An agentic AI-based problem finder that processes Care Agent requests and runs network data analysis to suggest the relevant actions to take to solve the End-user problem



01 Agentic AI Troubleshooter

Support actions



What is the issue the customer is facing?

My Internet is slow Video is buffering


Frequent disconnection Device is offline Other



Support actions

AI Analysis in progress

In the meantime you can provide more context and additional information

Add additional information 



Support actions


The user complains about frequent disconnections of the Smart TV in the bedroom.

The issue appears to stem from low signal strength for the Beacon named 'Bedroom,' indicating that the problem may be due to the placement of the unit.

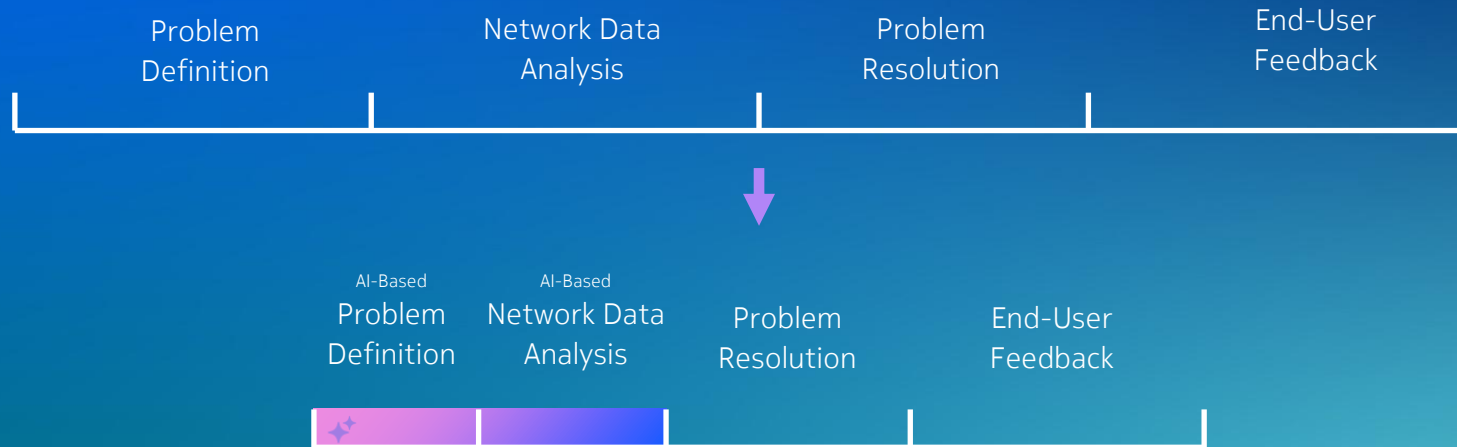
Suggested Actions

Suggest moving the Beacon closer or add a new one
Since this reason

Reboot Wi-Fi point
Since this reason >

Asks follow-up questions 

Reduce time = Reduced costs

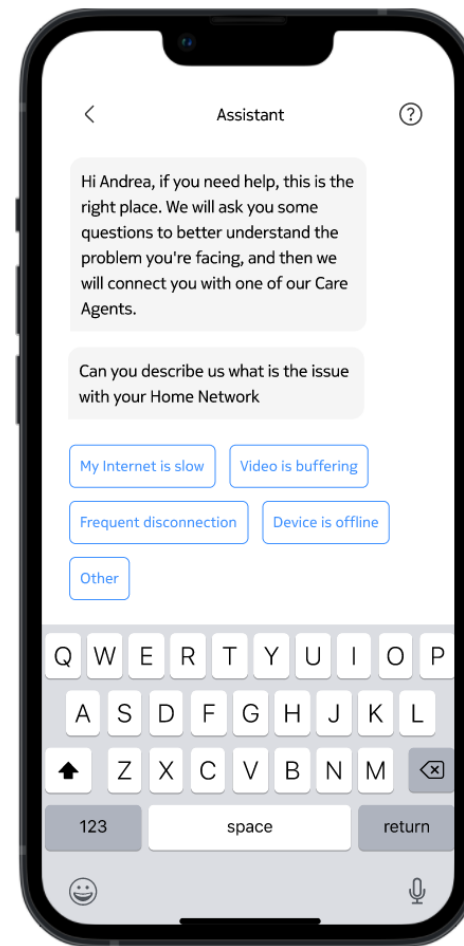


02 Extend to End User

Empower the end user

In-app chatbot that guides the user to provide relevant information about the issue, make a summary, and share it with the care agent before the call

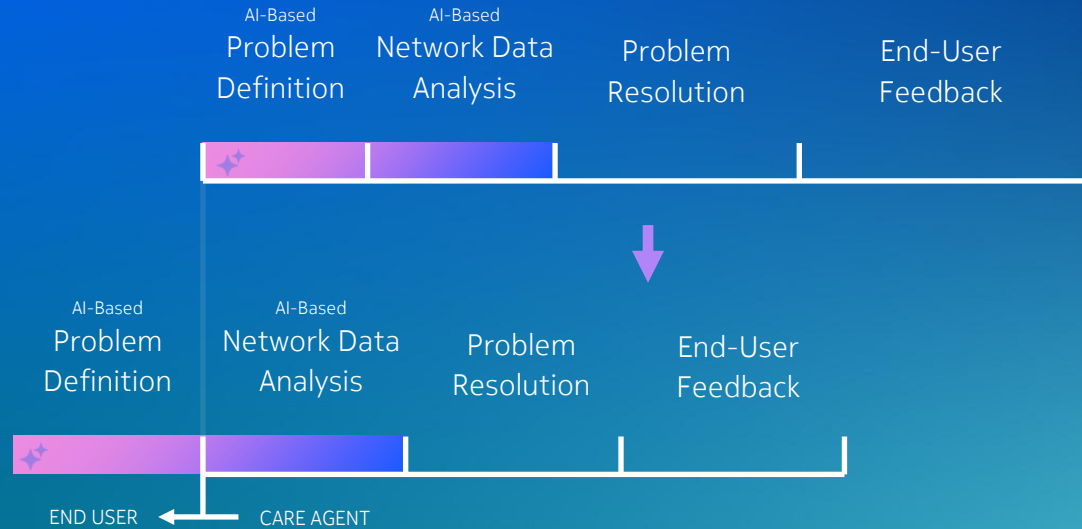
- Guides the End-User to explain the issue in simple terms
- Collects key information automatically
- Detects missing details and prompts the user to add them
- Maintains memory across sessions
- Save conversations for future reuse



02

Extend to End User

Empower the End User



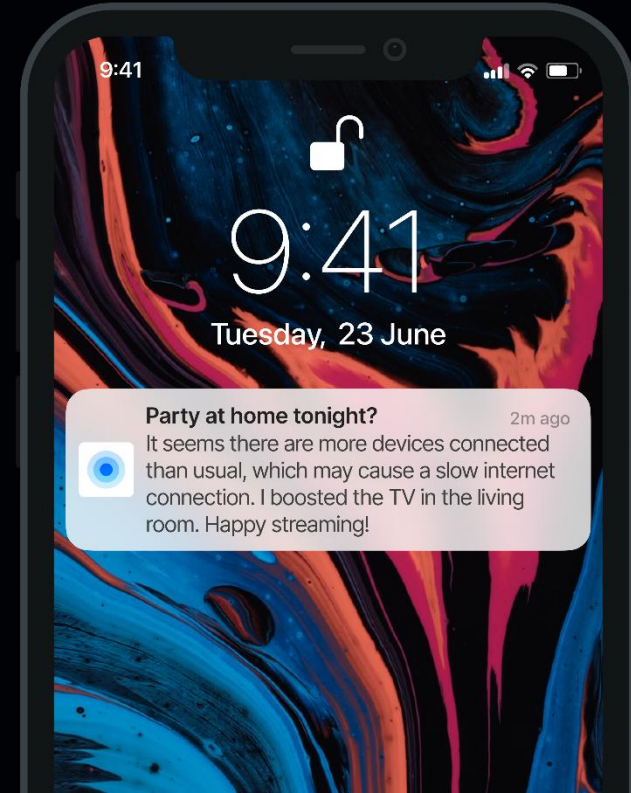
03

Autonomous Wi-Fi Optimization

Fully Autonomous Wi-Fi networks:
Issues are solved before end users
even become aware of them.

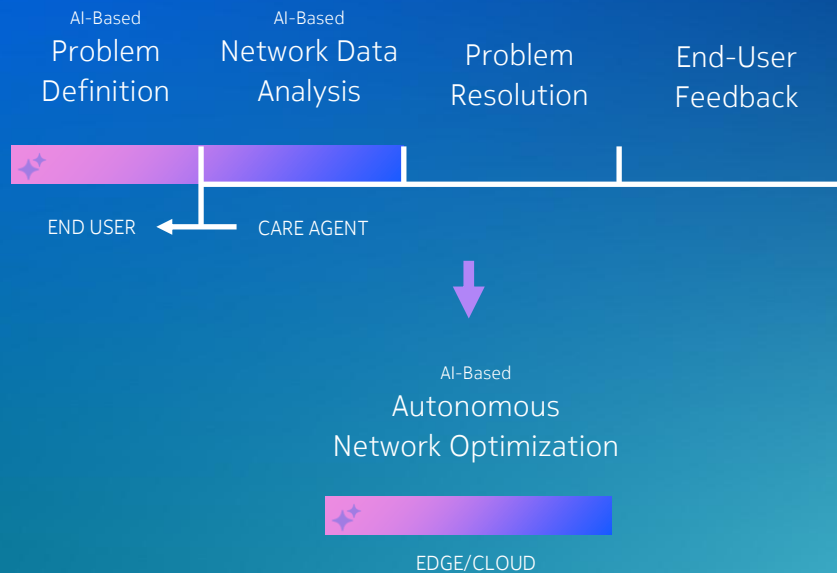
- Continuous and precise measurement of QoE on a per-application basis
- Continuous Optimization of each application's QoE
- Continuous RF interference measurement and channel optimization
- Automatic band steering and AP steering
- Automatic anomaly detection and anomaly mitigation

Making users aware of the delivered value will reduce churn.



03 Autonomous Wi-Fi Optimization

Autonomous Networks



In closing...



Wi-Fi

“The Killer App”



Corteca

Managed
Wi-Fi



AI

Adaptive Wi-Fi
intelligence

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