

亚信科技渊思·智能体平台

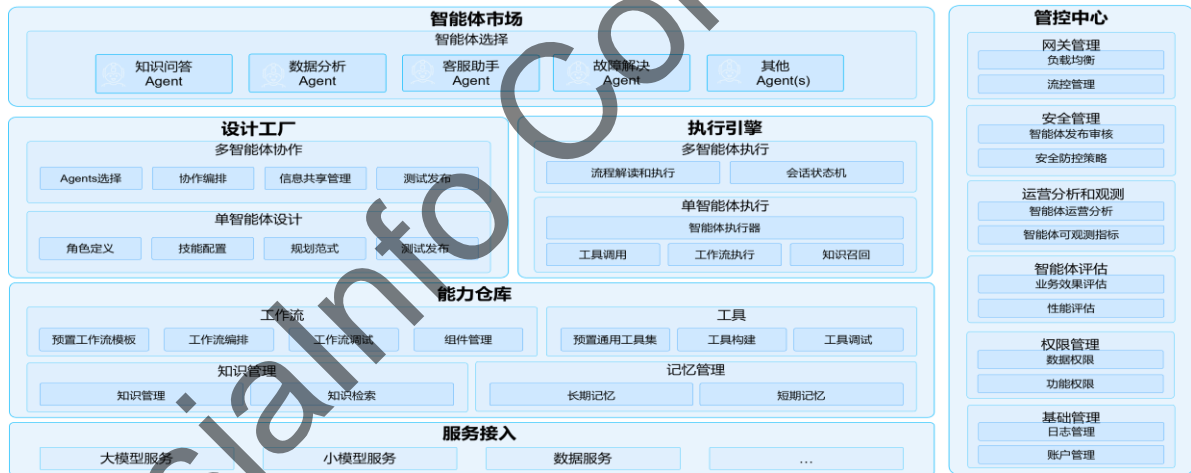
亚信科技渊思·智能体平台(AISWare AI Agent Platform), 一站式、低门槛的智能体开发与应用平台。


概览

- 产品定位** 帮助企业客户快速高效地构建出符合不同行业/不同领域/不同场景需求的智能体应用或服务, 从而助力客户实现AI原生化转型升级。
- 目标客户** 运营商: 围绕客户服务、网络安全、故障定位与处置等场景, 满足通信行业的业务数智化需求。
 垂直行业: 围绕企业数智化场景, 搭建高效运行的智能体, 帮助企业降本增效。
- 产品简介** 亚信科技渊思·智能体平台是一站式、低门槛的智能体开发与应用平台, 也是企业级AI原生应用的使能平台。它集成了先进的人工智能技术, 赋能千行百业客户, 使能企业快速构建、部署和管理智能体应用, 从而提高业务效率、降低成本, 并加速企业数智化转型。

产品功能


AISWare AI Agent Platform产品, 包括服务接入、能力仓库、设计工厂、执行引擎、智能体市场和管控中心六大部分, 为企业提供端到端的智能体开发与应用解决方案, 激发企业业务内生活力, 助力企业数智化转型。






行业专家级能力集

提供多层次能力框架, 方便构建行业专家级智能体能力集, 面向领域复杂任务的处理提升指令依从性、可控性。




五步构建行业专家级智能体

提供一站式AI原生应用开发平台, 用户通过引导式的“5步法”能够快速构建行业专家级AI Agent。



面向复杂任务的自主规划

提供复杂业务流程应用执行能力。面对开放性问题发挥智能体自主规划执行能力, 解决复杂动态和具有冗余度场景。



多智能体协作与通信机制

通过打造先进的技术框架, 使得多个智能体能够相互协作、交流信息、共享资源, 实现多智能体之间的有效沟通协作, 以模拟现实世界的交互与决策过程。

差异化优势



应用场景

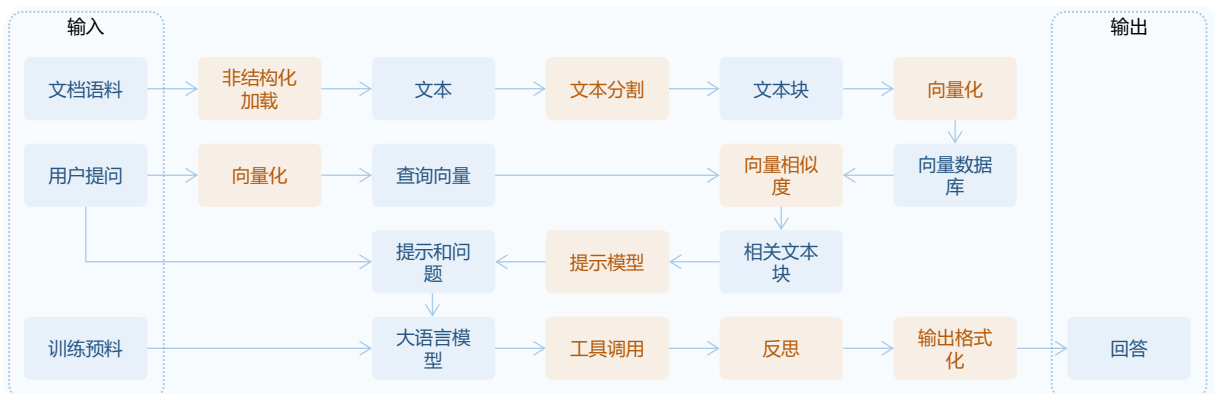
亚信科技智能体平台可应用于客服、网络、政务、市场营销多个行业的业务场景，如网络故障处置、客服、公共服务、企业运维等。



成功案例和客户评价

案例一：亚信科技智能体平台助力某省运营商搭建智网问策助手

在为提高网络运维的效率和准确性，降低企业运营成本，并增强对网络故障的响应能力，亚信科技依托AISWare AI Agent Platform产品，成功为该运营商打造出智网问策助手，基于LLM大模型和向量数据库技术实现对网络知识文档和网管信息查询功能的整合，同时结合AI小模型灵活高效的数据挖掘和分析能力实现对网络指标状态的解读。



技术逻辑实现示意图

产品在全省应用后，预计为全省约1000名网络管理人员每人每天节约15分钟的网络指标分析和决策时间，管理工作效率提升80%以上，可节约管理成本620万元。每位网络维护人员每张工单故障分析、定位时间从15分钟缩短到5分钟，故障分析、定位时间缩短67%，可节约维护成本400万元。

案例二：亚信科技智能体平台助力搭建某市运营商生产工作助手

将CRM场景与大模型、意图识别、策略解析、RPA等能力结合，构建统一的生产工作智能助手，是当前数智化转型的重要方向。生产工作助手助力业务知识梳理、业务操作指引及业务受理引导，为企业的生产工作带来更多的便利和效率。

通过整合小易数字人和ChatCRM，结合GPT的能力，成功构建一个统一的生产工作智能助手，为企业的生产工作带来更多的便利，同时也可以帮助企业更好地管理和优化业务流程，提高工作质量。



ChatCRM架构图

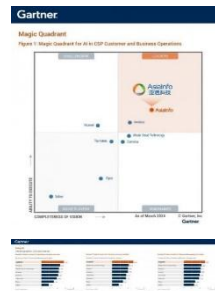
荣誉资质



《人工智能开发平台通用能力要求 第4部分：大模型技术要求》核心参编单位



《大规模预训练模型技术和应用评估方法》系列 核心参编单位



Gartner 2024年全球魔力象限：通信人工智能领域，亚信科技被评选为“领导者”

Vendor	AI name	Key AI/ML/BI capabilities	Industry strategies	Current practices
Alibaba Cloud	Ali	Large Scale LLMs, AI Studio	Vertical integration, ecosystem	AI-powered customer service, content creation
Alibaba Group	Ali	Large Scale LLMs, AI Studio	Vertical integration, ecosystem	AI-powered customer service, content creation
Ant Group	Ant	Large Scale LLMs, AI Studio	Vertical integration, ecosystem	AI-powered customer service, content creation
Baidu	Wenxin	Large Scale LLMs, AI Studio	Vertical integration, ecosystem	AI-powered customer service, content creation
ByteDance	Byte	Large Scale LLMs, AI Studio	Vertical integration, ecosystem	AI-powered customer service, content creation
China Telecom	China Telecom	Large Scale LLMs, AI Studio	Vertical integration, ecosystem	AI-powered customer service, content creation
China Mobile	China Mobile	Large Scale LLMs, AI Studio	Vertical integration, ecosystem	AI-powered customer service, content creation
China Unicom	China Unicom	Large Scale LLMs, AI Studio	Vertical integration, ecosystem	AI-powered customer service, content creation
China Resources	China Resources	Large Scale LLMs, AI Studio	Vertical integration, ecosystem	AI-powered customer service, content creation
China Netcom	China Netcom	Large Scale LLMs, AI Studio	Vertical integration, ecosystem	AI-powered customer service, content creation
China Broadband	China Broadband	Large Scale LLMs, AI Studio	Vertical integration, ecosystem	AI-powered customer service, content creation
China Optics	China Optics	Large Scale LLMs, AI Studio	Vertical integration, ecosystem	AI-powered customer service, content creation
China Energy	China Energy	Large Scale LLMs, AI Studio	Vertical integration, ecosystem	AI-powered customer service, content creation
China Railway	China Railway	Large Scale LLMs, AI Studio	Vertical integration, ecosystem	AI-powered customer service, content creation
China Post	China Post	Large Scale LLMs, AI Studio	Vertical integration, ecosystem	AI-powered customer service, content creation
China Air	China Air	Large Scale LLMs, AI Studio	Vertical integration, ecosystem	AI-powered customer service, content creation
China Sea	China Sea	Large Scale LLMs, AI Studio	Vertical integration, ecosystem	AI-powered customer service, content creation
China Land	China Land	Large Scale LLMs, AI Studio	Vertical integration, ecosystem	AI-powered customer service, content creation
China Resources	China Resources	Large Scale LLMs, AI Studio	Vertical integration, ecosystem	AI-powered customer service, content creation
China Netcom	China Netcom	Large Scale LLMs, AI Studio	Vertical integration, ecosystem	AI-powered customer service, content creation
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China Optics	China Optics	Large Scale LLMs, AI Studio	Vertical integration, ecosystem	AI-powered customer service, content creation
China Energy	China Energy	Large Scale LLMs, AI Studio	Vertical integration, ecosystem	AI-powered customer service, content creation
China Railway	China Railway	Large Scale LLMs, AI Studio	Vertical integration, ecosystem	AI-powered customer service, content creation
China Post	China Post	Large Scale LLMs, AI Studio	Vertical integration, ecosystem	AI-powered customer service, content creation
China Air	China Air	Large Scale LLMs, AI Studio	Vertical integration, ecosystem	AI-powered customer service, content creation
China Sea	China Sea	Large Scale LLMs, AI Studio	Vertical integration, ecosystem	AI-powered customer service, content creation
China Land	China Land	Large Scale LLMs, AI Studio	Vertical integration, ecosystem	AI-powered customer service, content creation

FORRESTER 中国行业大模型生态报告：亚信科技入选“中国行业大模型代表供应商”和“中国行业大模型人工智能平台代表供应商”