



Amdocs Cognitive Core

The open, telco-native
AI foundation with proven agentic
capabilities, built to scale

○ Amdocs Cognitive Core

Cognitive Core is the technology foundation of Amdocs aOS, providing pre-built, telco-specific agent libraries and actionable insights.

Open by design and aligned with industry standards, it enables CSPs to accelerate any AI strategy while meeting telco-grade requirements for security, compliance, and observability.

Designed to work seamlessly with existing AI ecosystems and BSS/OSS environments, Cognitive Core applies intelligence across telecom operations while maintaining control, traceability, and policy enforcement. It is built on a telco context layer, with a telco-specific ontology that maps telecom business processes, entities, and relationships and guides how data and tools are used across execution.

a.OS

Agentic Operating
System **for Telco**

“The Cognitive Core’s telecom-specific design is a meaningful differentiator... reflecting the industry shift from prompt engineering to contextual engineering across multi-state, multi-actor telco environments.”

John Abraham and Patrick Kelly



Appledore
RESEARCH

Cognitive Core



Telco-Specialized Agents

Pre-built domain agents and sub-agents based on a telecom-specific ontology are designed to execute telecom business processes accurately and consistently across the telecom environment.

They apply structured reasoning steps and validated workflow behaviors, tested for accuracy using a telco-specific evaluation framework and LLM benchmarking.

Assembled from modular telco skills, these agents support multi-step, cross-system execution

across product & marketing, sales & ordering, care, monetization, service delivery, and network management, with measurable KPI impact and human-in-the-loop control. Proven in real-world deployments, these telco-verticalized agents improve customer experience while reducing operational effort and cost.

Cognitive Core



Telco Insights

A telco-specific insights layer strengthens both agent decision-making and human effectiveness.

It delivers predictive, proactive, and contextual insights, including

next best actions and early issue detection and resolution paths.

The telco insights layer also includes a Customer Digital Twin that combines behavioral, experiential, and operational signals at customer and cohort levels to create consumer archetypes.

These insights enable agents to tailor interactions in a hyper-personalized way, while Agent Personality Engineering shapes how agents communicate – tone, style, visuals, and intent so interactions consistently reflect the brand values and preferred customer experience standards.

Why Cognitive Core



Time to Value

- Libraries of pre-built telco-specific agents, sub-agents and insights
- Completes and accelerates the creation of agentic experiences
- Available on any cloud & on-prem and on top of any BSS/OSS



Open & Modular

- Exposed through REST, MCP, and A2A protocols
- Seamlessly integrates with telco ecosystems, cloud, LLMs, and monitoring tools
- Flexible consumption-based model



Telco-Specialized

- Built with Amdocs telco expertise – ontology, context & reasoning
- Supports complex business workflows with accuracy
- Enables proactive, hyper-personalized interactions



Governance & Control

- Full traceability and observability to the system of record
- Operate at scale with optimized TCO
- Dashboards for technical and business KPIs

Real Results, Real Impact

Representative outcomes from deployments powered by Cognitive Core.

97.75%

Customer interactions
completed in GenAI chat

50%

Improvement in First
Call Resolution (FCR)

63%

Reduction in Average
Handling Time (AHT)

25%

Faster bill
payments

22%

Increase in Customer
Satisfaction (CSAT)

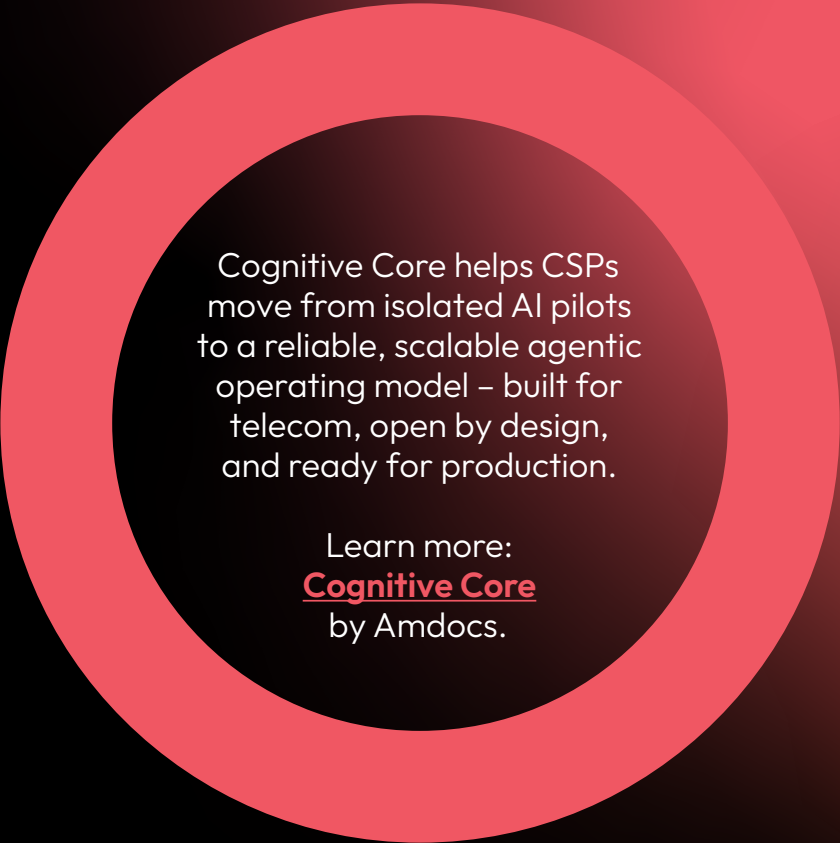
135%+

Increase in Net
Promoter Score (NPS)

Partnerships with Market-Leading Tech Giants

Cognitive Core works with leading cloud, AI, and infrastructure providers to verticalize their platforms for complex telecom use cases, embedding telco-specific agents, context, and governance to enable secure, scalable deployment across telecom environments:





Cognitive Core helps CSPs
move from isolated AI pilots
to a reliable, scalable agentic
operating model – built for
telecom, open by design,
and ready for production.

Learn more:
Cognitive Core
by Amdocs.

Amdocs helps the world's leading communications and media companies deliver exceptional customer experiences through reliable, efficient, and secure operations at scale. We provide software products and services that embed intelligence into how work runs across business, IT, and network domains – delivering measurable outcomes in customer experience, network performance, cloud modernization, and revenue growth. With our talented people, and more than 40 years of experience running mission-critical systems around the globe, Amdocs runs billions of transactions daily. Our technology is relied on every day, connecting people worldwide and advancing a more inclusive, connected world. Together, we help those who shape the future to make it amazing.

Amdocs is listed on the NASDAQ Global Select Market (NASDAQ: DOX) and reported revenue of \$4.53 billion in fiscal 2025.



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