In 2018, CDO, Tech Dev, and Tech Arch worked together to improve network performance experiences.

- **End-to-end Incident Management:**
  - **AI Helping U-verse Customers**
    - AI can effectively handle millions of incidents at once.
    - During a U-verse network incident, AI predicts the root cause and identifies failed equipment.
  - **Customers get the best possible service experience.**
    - Predictive accuracy: Insights come in seconds, rather than hours.
    - Outage status provided to customers via regular message rather than technician.

- **Dispacht Optimization**
  - **8% Reduction in miles per dispatch**
  - **5.5% Productivity increase**
  - **45% of DOC managers participated in Institute nanodegrees.**
  - **100 Certified Bot Builders**
  - **90% Predictive accuracy**
  - **14K Customers monitored by chatbots**
    - AI can effectively handle millions of incidents at once.