

ITU Workshop on Telecommunication Quality of Service, Quality of Experience and Future Networks

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Abstract

This presentation explores the latest trends shaping mobile network QoS/QoE benchmarking and the growing impact of Artificial Intelligence on regulatory network performance assessment. As mobile operators continue investing heavily in 5G and advanced digital services, regulators are facing increasing pressure to ensure consistent service quality, transparency, and superior user experience across increasingly complex mobile ecosystems.

The session highlights the evolution of network benchmarking from traditional drive testing toward centralized, automated, and AI-driven approaches. Key topics include automated data collection, centralized orchestration, AI-assisted analytics, intelligent reporting, and next-generation QoE methodologies designed for OTT applications, VoLTE/VoNR, cloud gaming, and interactive digital services.

The presentation also showcases Infovista’s active contribution to international standardization efforts within ITU-T Study Group 12 and ETSI, including innovations such as the ITU-certified machine-learning-based sQLEAR algorithm for voice quality assessment and VSQI for OTT video quality evaluation. These technologies demonstrate how AI and machine learning are redefining benchmarking accuracy, scalability, and operational efficiency.

Finally, the session presents real-world regulatory and benchmarking case studies from multiple international deployments, illustrating how regulators and benchmarking organizations are leveraging automation, cloud orchestration, and AI-powered analytics to enhance compliance monitoring, large-scale benchmarking, and special-event network supervision.