

## **Invited Keynote Applications Talk:**

### **CBR in Practice - A Commercial Perspective**

Phil Bull, BT, UK

#### **Abstract**

AI saw a boom in popularity during the late 1980s and through the 1990s. Phil has led research and delivery of a number of systems using AI and in particular CBR techniques that have both used commercial tools and been built from scratch. He will present a view of the practical challenges and benefits of applying CBR in a commercial environment, as well as some thoughts on where we are today with using these technologies.

#### **Short Bio**

Phil Bull is a Chief Researcher in BT, currently leading a research programme on advanced automated test and diagnostics techniques, with a particular interest in broadband services. Diagnosing faults can be difficult because the problem space is complex or information about symptoms is uncertain. The research challenge is to develop techniques that understand which information is relevant and perform the interpretation automatically with a high level of confidence. A mixture of techniques such as machine-learning, artificial intelligence and signature analysis are used.

Phil, who graduated in Electronic Engineering, has extensive R&D experience in a wide range of domains, including intelligent network design tools, pervasive networks, smart homes and smart energy metering.