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A troubleshooting tool giving you an answer isn’t enough.

By **Keith Parsons, CWNE #3** · 2026-08-26 · originally on LinkedIn

You need to know why that answer is right.

That matters even more when we start putting AI into network operations.

Packt is running a hands-on Build an AI Assistant for Network Troubleshooting workshop where you’ll build a RAG-powered assistant that works from your own runbooks and network data and learn how to check its answers against the actual evidence.

That last part is what interests me.

AI can sound very confident while being completely wrong. Network engineers can’t afford to stop at “the AI said so.”

If you work in Wi-Fi, networking or network automation and want to understand how AI can genuinely help with troubleshooting, this is worth a look.

Packt has provided an exclusive 40% discount for my LinkedIn network. - https://lnkd.in/e8C3qg97

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