**3GPP TSG-SA5 Meeting #154 *S5-241986***

Changsha, China, 15 April - 19 April 2024

**Source: Samsung**

**Title: Feedback Management**

**Document for: Approval**

**Agenda Item: 6.19.4**

# 1 Decision/action requested

***In this box give a very clear / short /concise statement of what is wanted.***

# 2 References

None

# 3 Rationale

This provides the new use case of CCLM.

# 4 Detailed proposal

|  |
| --- |
| **First Change** |

# 5. Use Cases

5.1 Feedback Management

5.1.1 Description

In fully automated control loops, the system operates autonomously based on predefined goals and policies, and it continually adjusts the controlled entities to meet the objectives. However, the challenge relates to the absence of a mechanism for consumers of the CCL system to express their satisfaction or feedback concerning a specific CCL's performance and outcomes. In many cases, consumer satisfaction is a vital metric in assessing the effectiveness and efficiency of automated CCL. It serves as a critical indicator of whether the CCLs are meeting their intended objectives and whether they align with the expectations and requirements of the end-users. Without a reliable means to gauge consumer satisfaction, we lack the necessary feedback to fine-tune and optimize CCL algorithms and parameters, ultimately unable to improve the overall performance of the automation technique. The absence of consumer feedback means that we miss out on valuable insights that could help us enhance CCL algorithms, policies, and decision-making processes. Without direct input from consumers, we risk suboptimal CCL performance, as we lack the data required to align the automation techniques with expectations. The current setup does not fully embrace a user-centric approach, potentially resulting in disconnect between CCL operations and the actual consumer satisfaction.

Consumer shall be able to provide its feedback indicating how satisfied the consumer is with the CCL system. In other words, how well the consumer’s requirements are being fulfilled. Based on the feedback the CCL can be updated (e.g wrt. its goals) so that it satisfy consumers requirements well. In some cases, consumer may not just want to get the CCL updated so that it performs better in future, it may also want to undo the configuration changes (i.e actions) already executed by the CCL.

5.1.2 Potential Requirements

REQ-FED-FUN-01: The 3GPP management system should enable consumer to request for revocation of the action(s) taken by the CCL.

5.1.2 Potential Solutions

5.1.2.1 Solution-x

5.1.2.2 Solution-y

5.1.3 Evaluation of solutions

5.1 Use case B