



Knowledge Base API

Qa-assistant-manage

Qa-assistant-service

China Mobile's Model-as-a-Service (MaaS) transforms enterprise knowledge into AI services.

Case study for efficient enterprise customer-facing application development using CAMARA's standardised Model-as-a-Service APIs.

[View API Descriptions](#)

Business Problem

Developers face several business problems or pain points when leveraging AI within customer facing applications. Pain points such as (i) long AI customisation cycles, (ii) poor adaptability of generic AI models, and (iii) complex maintenance requirements. Together these pain points often slow the adoption AI-driven customer solutions.

Impact

AI application development cycles have reduced by over 50%, shared GPU pools optimise resource use, while private knowledge assets become high-value, on-demand AI services. Carrier-grade security ensures zero data leakage, supporting a sustainable AI ecosystem.

Technical Solution

China Mobile's full-stack approach leverages three CAMARA-standardised APIs within the Model As A Service family: (i) Knowledge-base API that stores and processes multi-format documents for AI models (ii) Qa-assistant-manage API that allows developers to easily connect any chosen Large Language Model to their specific knowledge base and (iii) Qa-assistant-service API which provides Q&A services to users. These APIs are supported by a unified console to intelligently manage and maintain AI workflows.

Value

China Mobile has unlocked enterprise advantages through zero-code delivery of domain-specific expert assistants and secure, on-demand services that reduce costs. Developers benefit from maintenance-free infrastructure and rapid iteration.

"China Mobile leverages its carrier-grade security architecture maintaining a zero-leakage record for knowledge bases. The offering provides enterprises with maintenance-free domain expert assistant development capabilities, equips developers with pre-integrated toolchains, and establishes low-latency, high-security AI ecosystem advantages for CSPs—fully unleashing intelligent transformation potential."

China Mobile

