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| Sommario/riassunto | As the Internet becomes larger and larger, and consequently more difficult to control and to manage, telecommunication operators, manufacturers and companies require tools to perform management and control tasks. A large number of tools coming from different areas have been proposed, but these are not sufficient to handle an evolving and dynamic environment. This book presents and explains all the techniques which integrate a certain level of intelligence (through intelligent software agents for example) in order to represent knowledge, take appropriate decisions, communicate with other enti |