



DOCUMENTATION

Event Correlation

HEAL Software Inc.

Event Correlation links related alerts and anomalies into one actionable incident. Instead of drowning teams in raw events, HEAL groups them by pattern, topology, and telemetry to cut alert fatigue.

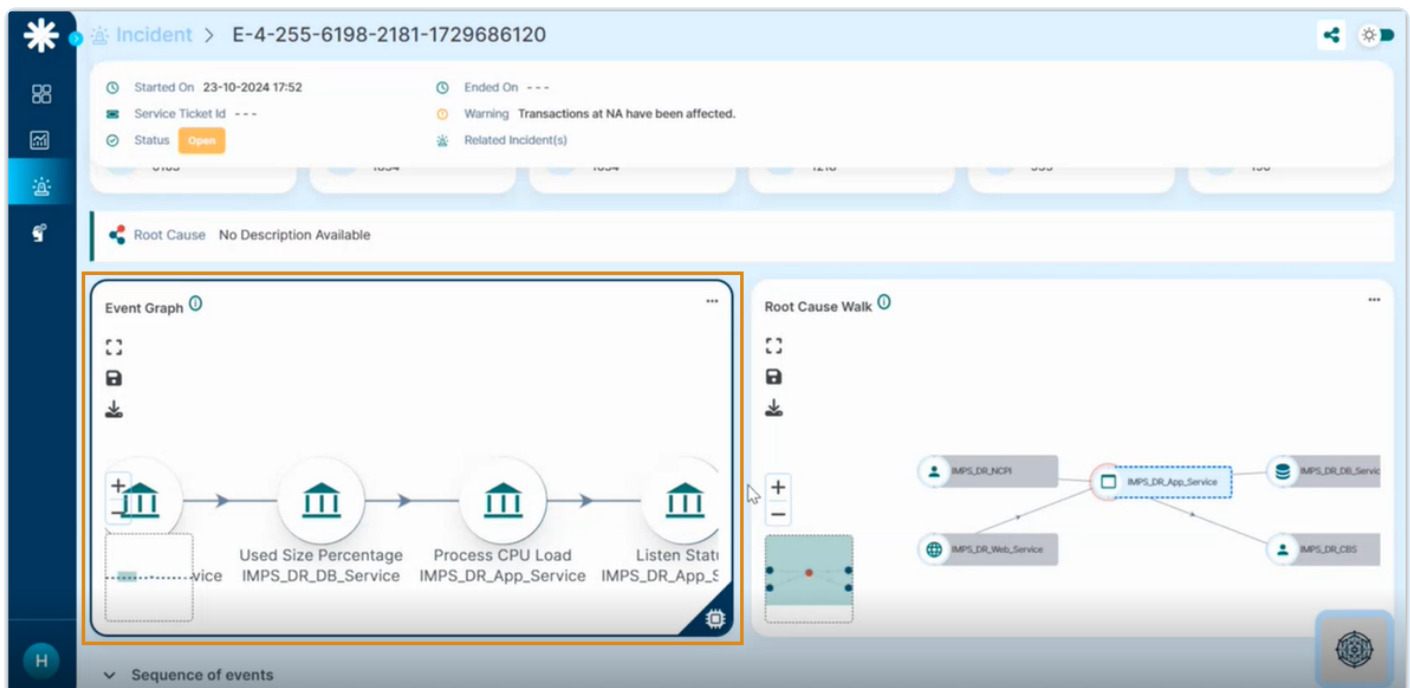
How it works

- HEAL continuously analyzes telemetry, anomalies, and KPI trends.
- When patterns line up, events are stitched into a single **correlated incident**.
- Duplicate, redundant, or low-impact events are filtered out automatically.
- Incidents are shown in a **correlation graph** with event sequences and root cause paths.

The goal is meaningful incidents, not isolated alerts.

Use the Event Graph

The Event Graph appears below the root cause summary on the incident page. It shows the flow of every event linked to that incident.



Hover any node to see the event description, KPI values, and event scores.

Identify severity. High-impact events are highlighted.

View event sequence. Track how anomalies evolved over time.

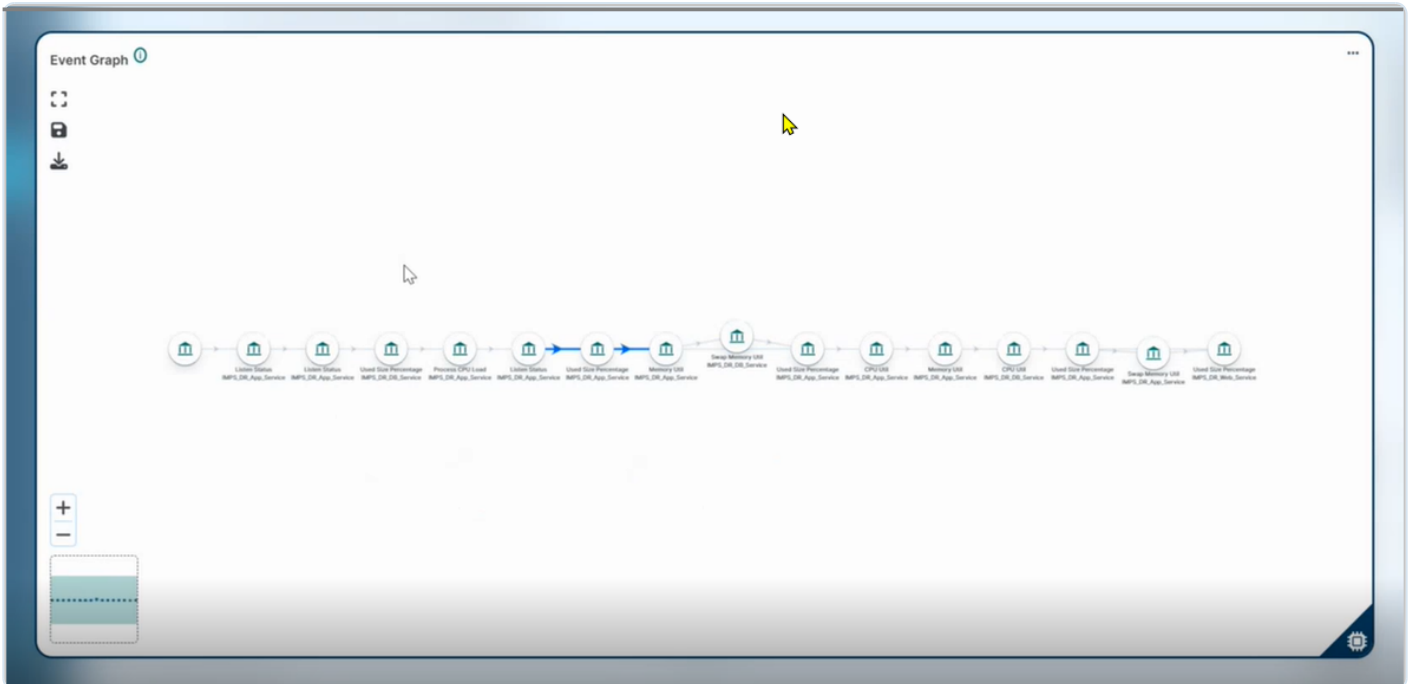
The screenshot displays the HEAL Incident Management interface for incident P-4-255-6198-2182-1729176840. The incident is marked as 'Closed' and occurred on 17-10-2024 from 20:25 to 18-10-2024 at 10:51. The problem is described as 'Event(s) in IMPS_DR_App_Service root cause service(s) may impact transaction performance.' A text box explains that once information is gathered, it may be necessary to involve relevant teams to address the issue. The 'Event Graph' section shows a sequence of events, with a highlighted event description: 'Event detected in Service [IMPS_DR_App_Service], Transaction [DefaultTransaction] with a KPI value [26.0] in [Volume] (Threshold range: {Upper=0.0, Lower=5.0}), indicating a [SEVERE] outage at [2024-10-17T14:52:00.000Z] UTC.' The event score is also shown. A dependency map is noted as unavailable. A search bar at the bottom says 'Ask me anything'.

Expand the graph

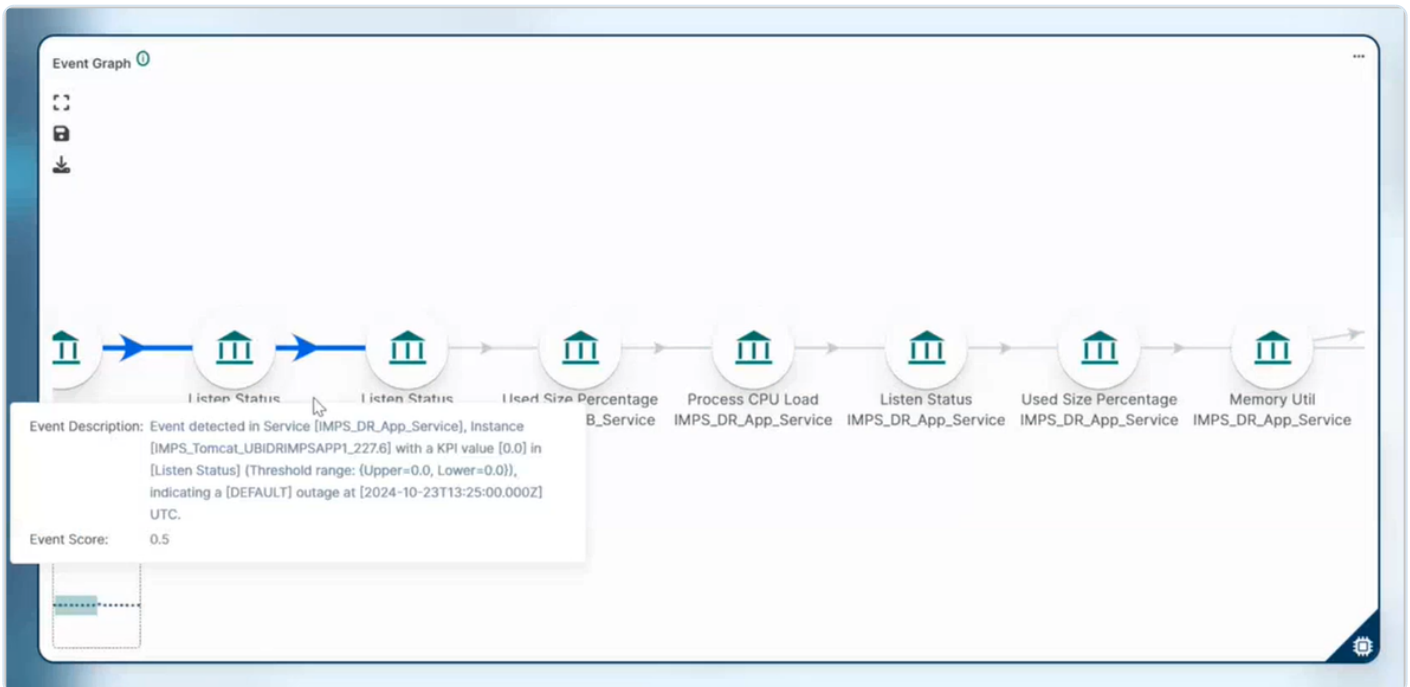
1. Click the three dots in the upper-right corner of the Event Graph.
2. Select Expand.
3. The full graph opens in a wide view.

This screenshot shows the HEAL Incident Management interface for incident E-4-255-6198-2181-1729686120, which is 'Open' and occurred on 23-10-2024 at 17:52. The warning is 'Transactions at NA have been affected.' The 'Root Cause' is listed as 'No Description Available'. The 'Event Graph' is expanded, showing a sequence of events: 'Used Size Percentage IMPS_DR_DB_Service', 'Process CPU Load IMPS_DR_App_Service', and 'Listen Stati IMPS_DR_App_S'. The 'Expand' button in the top right of the Event Graph is highlighted. The 'Root Cause Walk' section shows a dependency graph with nodes for IMPS_DR_APP, IMPS_DR_DB_Service, IMPS_DR_App_Service, IMPS_DR_Web_Service, and IMPS_DR_CBS.

Use the expanded graph to inspect long event chains and cross-service anomalies.



Hover any node in the expanded graph to see the full correlation data for that event.



Next

- Root Cause Walk . the service-level impact graph.
- Anomaly Detection (AD) . how HEAL spots deviations.
- Incident Details . open one incident.