



DOCUMENTATION

Gen AI assistant (HEAL Chatbot)

HEAL Software Inc.

HEAL's Gen AI assistant is a chatbot, powered by a large language model, that answers natural-language questions about an incident. It analyzes the incident data and produces AI-generated insights to support root cause analysis and resolution planning.

How to use it

From the Incident Details page:

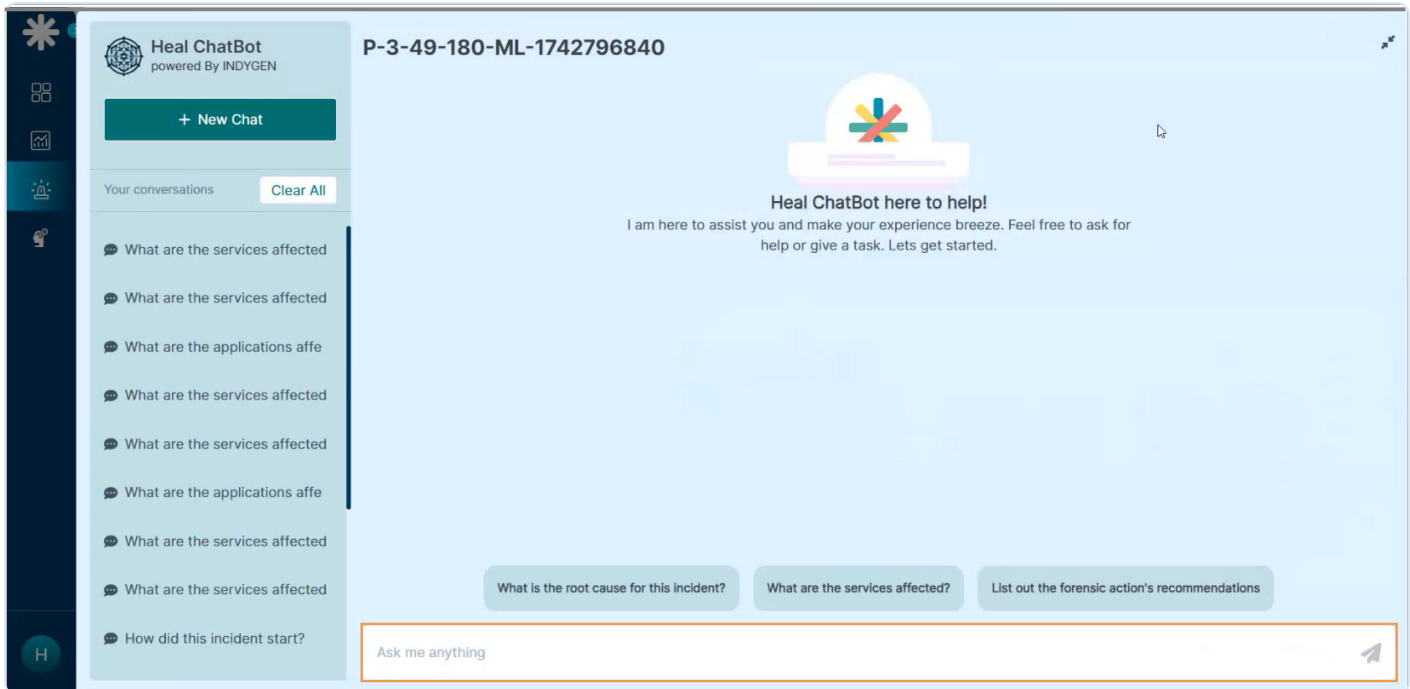
1. **Pick the incident** you want to analyze.
2. **Scroll to the bottom of the page** and click the **expand** icon to open the HEAL Chatbot.

The screenshot displays the HEAL Incident Details page for incident P-3-49-180-ML-1742796840. The page includes a sidebar with navigation icons and a main content area with the following sections:

- Incident Header:** Shows the incident ID, status (Closed), and a timeline from 25-03-2025 13:56 to 25-03-2025 14:21.
- Process Running:** Displays the service CBS_finist_Service and instance C2D8F105237F9528... with a timeline of events.
- Listen Status:** Displays the service CBS_WebSphere_Se... and instance powwebsrv2 with a timeline of events.

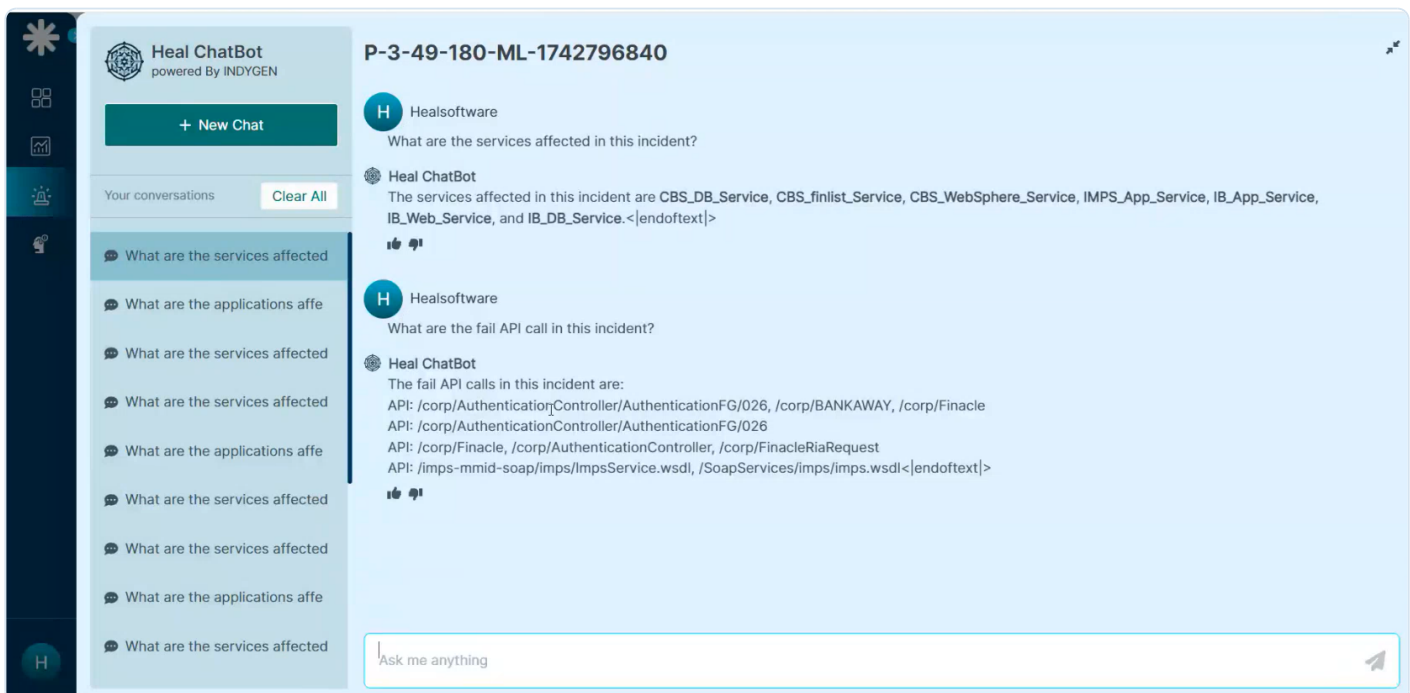
At the bottom of the page, a chatbot panel is visible, featuring a search bar with the placeholder text "Ask me anything" and a "H" icon in the bottom left corner.

The chatbot panel appears.



3. Type your question in the Ask me anything field.

For example: *What are the services affected by this incident?*



4. Read the response and act on the insights.

Tip. You can ask follow-up questions to refine the investigation or request specific corrective actions.

Next

- Incident Details . open one incident.
- Root Cause Analysis . automated RCA in HEAL.
- Event Correlation . the event-level graph for an incident.