



# DOCUMENTATION

---

*Incident Details*

HEAL Software Inc.

# Table of Contents

<b>Open an incident</b>	<b>3</b>
<b>What's in the header</b>	<b>3</b>
<b>RCA Assist</b>	<b>3</b>

Open the Incident Details page to read everything HEAL's AIOps engine knows about a specific incident: when it started and ended, what kind of incident it is, the entities affected, the linked early warning, and the chatbot for follow-up questions.

## Open an incident

Click any **Incident ID** on the Incident Details page to open it.

The screenshot displays the HEAL Incident Details page for an incident with ID 15-1-828-1728847340. The header includes the HEAL logo and navigation icons. The main content area is divided into several sections:

- Metadata:** Started On (25-10-2024 13:09), Ended On (---), Service Ticket ID (---), Status (Open), Warning (Event(s) in [redacted] root cause service(s) may impact transaction performance.), and Related Incident(s).
- Impacted Entities:** A box containing three cards: Application(s) 1 (HEAL.P1), Service(s) 1 (HEAL.App.Service), and Infrastructure(s) 1 (HEAL.App.P1). A callout '7' points to this section.
- Category Wise Events (2):** A box containing two cards: Memory (1813) and CPU (1807). A callout '8' points to this section.
- Description:** A text block explaining the incident based on topology and description, mentioning anomalous behaviors for the KPI "Memory Util" and providing steps for investigation. A callout '9' points to the start of the description.
- Chatbot:** A chatbot interface at the bottom with the text "Ask me anything" and a "Monitor the service and instance closely to ensure that the anomalous behavior does not recur and that the KPI values remain within the established thresholds." message.

## What's in the header

- **Started On.** When the incident began.
- **Ended On.** When the incident closed.
- **Status.** Current state of the incident.
- **Type.** Incident type.
- **Service Ticket ID.** Linked ticket identifier.
- **Warning details.** Linked early-warning information.
- **Related incidents.** Other incidents tied to this one (if any).
- **Impacted entities.** Applications, services, and other resources affected.
- **Total event count.** Broken down by category.

## RCA Assist

Click the **RCA Assist** icon to open or minimize the chatbot panel for AI-generated answers.

**Next**

- Early Warning . act before user-facing issues occur.
- Root Cause Analysis . automated RCA in HEAL.
- Gen AI assistant (HEAL Chatbot) . ask incident questions in plain English.