



# DOCUMENTATION

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*Incident Details*

HEAL Software Inc.

To view and analyze incidents generated by the AIOps engine, click an Incident ID from the Incident Details page.

The screenshot displays the HEAL Incident Details page for incident ID E-15-1-828-1728847340. The header section includes the following details:

- 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.
- Related Incident(s): [redacted]

The page is divided into several sections:

- Impacted Entities:** This section lists three entities: Application(s) 1 (HEAL APP), Service(s) 1 (HEAL APP SERVICE), and Infrastructure(s) 1 (HEAL APP VM). A callout '6' points to the top right of this section, and callout '7' points to the Service(s) 1 card.
- Category Wise Events (2):** This section lists two events: Memory (1813) and CPU (1807). Callout '8' points to the CPU event card.
- Description:** A detailed text block explaining the incident, mentioning anomalous behaviors for the KPI "Memory Util" and providing specific values and thresholds. Callout '9' points to the start of this text.
- Chatbot Panel:** Located at the bottom, it features a search icon, the text "Ask me anything", and a send button. A callout '9' points to the search icon.

In the Incident Detail page:

The header section displays the details below:

- Started On (incident started details)
- Ended On (incident end details)
- Status of incident
- Type of incident
- Service Ticket ID
- Warning details
- Related Incident's details (if any).
- The impacted entities like application, services etc.
- The total count of events is separated at category level.

Click the RCA Assist icon to open or minimize the chatbot panel.