DOCUMENTATION

Incident Details

HEAL Software Inc.

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

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.