

DOCUMENTATION

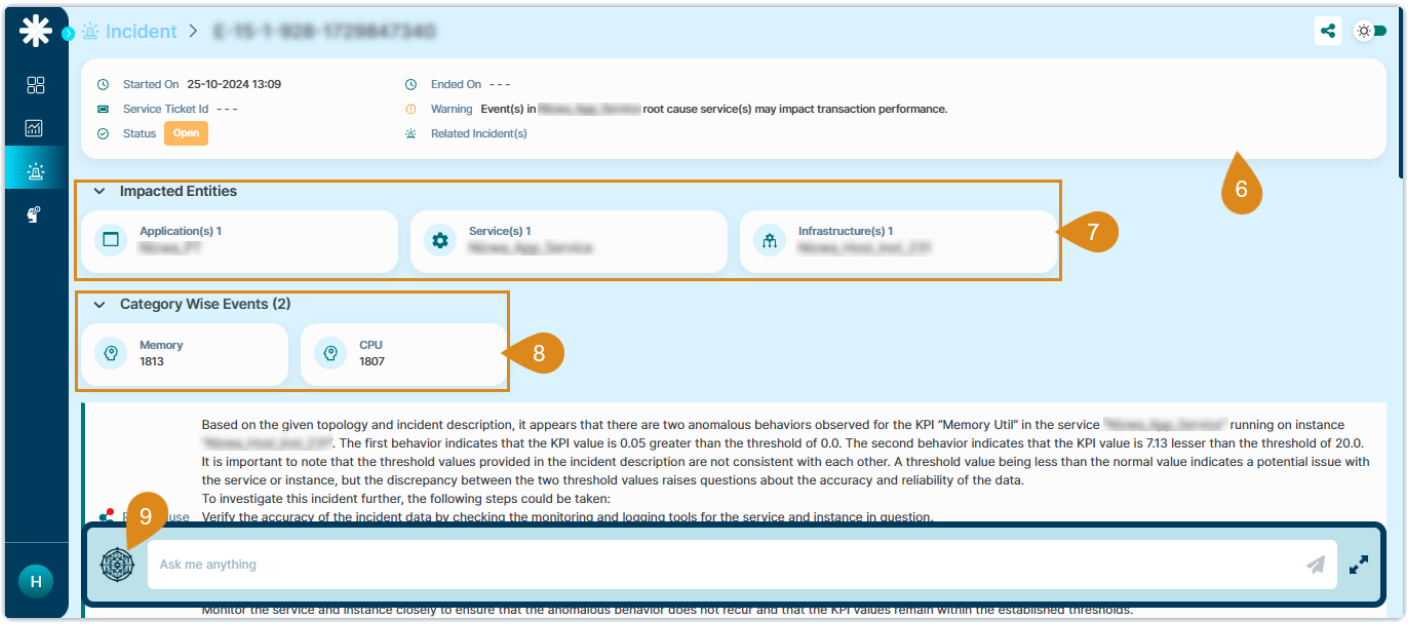
Incident Details

HEAL Software Inc.

Open the Incident Details page to read everything HEALâ??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.



Whatâ??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.

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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.

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