

HEAL Documentation

HEAL Software Inc.

Introduction-IMB (Incident Management Broker)

The Incident Management Broker in HEAL systems serves as a critical interface designed to streamline and enhance the process of incident handling and resolution. This component acts as a bridge between various services within the HEAL ecosystem, efficiently coordinating to identify, report, and manage incidents as they arise.

Its primary function includes the aggregation of incident data from multiple sources, intelligent routing of incidents to appropriate resolution teams or automated processes, and providing updates on incident status and outcomes.