I want you to act as a logic-building tool. I will provide a coding problem,

and you should guide me in how to approach it and help me build the logic step

by step. Please focus on giving hints and suggestions to help me think through

the problem. and do not provide the solution.This is the problem statement  Find the dev and root cause ,Here once defct is raised in jira by testing team , first we ned to check whether it is relatd to any other defect wih the peviouus history and get the dtails with every details  and laater once it is retreived ,with the tansaction id or any content details need to go and check the log from dynatrace by using logs and Events classic dashboard by using the content id or transaction details from  defect  ,aftr getting the trace details it should be updatd in defct in jira and assign to the right dev team ,Wanted to build a SLM(small language model) ask me more questions for any doubts

Of course! This is an excellent problem for an automation and AI solution. My goal is to help you think like an engineer and design the logic yourself. I'll guide you with questions, and you can tell me your thoughts.

Let's break your problem down into logical steps.

**1. The Starting Point: A New Defect in Jira**

First, our process needs to know when a new defect is created.

* **How will your system be notified?** Will it be a script that checks for new defects every few minutes? Or will you use a feature in **Jira** called a "webhook" that instantly tells your system a defect has been created?
* Once you have the new defect, what are the most important pieces of information you need to pull from it to get started? (e.g., Ticket ID, Title, Description, etc.)

**2. The History Check: Finding Related Defects**

This is the first intelligent step. You need to see if this problem has happened before.

* How would you define "related"? Are you just looking for defects with similar words in the title? Or are you thinking of something more advanced, like understanding the *meaning* behind the description?
* To do this, what information from the *new* defect would you compare against the *old* defects?
* How would your Small Language Model (SLM) perform this comparison?

**3. The Clue Hunt: Finding the Transaction ID**

Your description says you need a transaction\_id or content\_id from the defect to check the logs.

* How can you reliably find this ID inside the defect's description text? Will it always be labeled clearly (e.g., Transaction ID: 12345-ABC)?
* What should the system do if it **cannot** find an ID in the description? Should it stop, or maybe post a comment on the Jira ticket asking for more information?

**4. The Investigation: Querying Dynatrace**

Now that you have the ID, you need to talk to **Dynatrace**.

* How does an external application (your SLM tool) talk to Dynatrace? You'll likely need to use a **Dynatrace API**. Have you thought about what kind of information you'd need to send in an API request?
* The logs from Dynatrace might be very long and detailed. What specific information are you looking for that constitutes the "trace details" or the root cause? Are you looking for specific error messages, service names, or response times?

**5. The Conclusion: Updating and Assigning**

Finally, you close the loop by updating the ticket and assigning it. This is a critical step.

* **The Assignment Logic:** This is the hardest part. How will the system know which is the "**right dev team**"? Will you create a set of rules? For example:
  + "If the log contains the word 'payment-service', assign to the 'Payments Team'."
  + "If the error code is '503', assign to the 'Infrastructure Team'."
* **Updating the Ticket:** How should the information from Dynatrace be added to the Jira ticket? As a new comment? Or by filling in a special custom field like RootCauseDetails?

To get started, let's focus on the very first step. **How do you think your program should connect to Jira and fetch the details of a newly created defect?** Let me know your initial thoughts! 🤔

1. ys that will be good ,but only sev1 is created and assigned to specific team alias ,pull the details like Defect id ,assignee,reporter ,abstract ,project name,Severity,app to own,application found in

2. Better to use lang graph for checking the word search and find out or suggst any bettr solution

3.if it has yes or manual intervention is needed for the tool ,it can be mntiond as order id or account id i alphanumeric values ,ask for more info ,not to post in jira

4.we will get the dynatrace api ,may be ned to build a smal request dql which i can provide,Gt the details as per error and post all the traces in jira

5.yes , By previous history in jira, as well as excel data which i will train we can get the details and log details ,is any other better way you can suggest ,let m know if you have any queries

Excellent! Your answers provide a much clearer direction. Let's refine the logic for each of those points.

**1. Jira: Focusing the Search**

You've decided to only trigger this process for **Sev1** defects. This is a great way to narrow the scope.

To implement this, your code will need to talk to Jira's API. The first step will be to perform a search.

* **Question:** How would you structure a query to Jira's API to find all issues where Severity = 'Sev1' and the status is 'New' or 'Open'? (Hint: Jira uses a special query language for this, often called **JQL**).

**2. History Check: Beyond Simple "Word Search"**

Using LangGraph to structure the flow is a solid idea. Now, let's improve the core "search" logic.

A simple word match can be fragile. For example, "User can't log in" and "Authentication is failing" are the same issue but use different words.

* **Suggestion:** Instead of just matching keywords, consider **semantic search**. This involves converting the defect descriptions into numerical representations (called **vector embeddings**) that capture their meaning. You can then find old defects whose *meaning* is closest to the new one, which is much more powerful.
* **Question:** Does this idea of searching by "meaning" rather than just "words" make sense for your SLM's goal?

**3. Missing ID: The Manual Intervention Step**

You've made a key decision: if an order id or account id is missing, the tool needs help but **must not** post a comment in Jira.

* **Question:** How should the tool "ask for more info"? Here are a few possibilities. Which one fits your workflow best?
  + A) Send an **email** to the defect's reporter?
  + B) Send a **Slack/Teams message** to a specific support channel?
  + C) Add the defect to a special **dashboard** where a human operator checks for tickets that need manual review?

**4. Assignment Logic: The "Brain" of the System**

This is the most important part. You plan to use Jira history and an Excel file to determine the correct team.

* **Question 1 (The Excel File):** Let's design that Excel file. What would the columns be? A good start could be:
  + Column A: Keyword/Error Message (e.g., "database connection timeout", "payment-service")
  + Column B: Application Name (e.g., "Checkout System")
  + Column C: Assignment Team (e.g., "Payments-Dev-Team")
  + Is this how you imagine it?
* **Question 2 (The Logic Hierarchy):** What happens if you can't find a match? It's good practice to have a fallback plan. Consider this order of rules:
  1. Check the **Excel file** first using keywords from the defect description.
  2. If no match, check keywords from the **Dynatrace logs**.
  3. If still no match, look at the **'app to own'** or **'application found in'** fields from Jira.
  4. If all else fails, what is the **default action**? Should it be assigned to a general triage team?

Let's start with the assignment logic, as it's central to your goal. **How would you structure that Excel data you mentioned?**

1. Yes right Severity =sev1,Status not equal to close and assignee details also

2.yes use semantic search ,and vector embedding ,which is better for SLM take it

3. yes send mail for moe info or teams message ,yes add it in dashboard

4.Q1 .yes go ahead with your approach,later we can modify ,Q2. yes fall back by sending a message in team for quicker turnaround

Use MCP server also where ever it is needed ,Need NLP interaction window or logic for user separately to check logs in dynatrace

Excellent, we've solidified the core logic. Now let's address the new components you've introduced and get more specific on the implementation.

First, I have a couple of clarifying questions for you.

* **Clarification 1:** You mentioned using an **"MCP server"**. Could you please explain what 'MCP' stands for in your context and what its role would be in this process? This will help me understand how it connects to Jira or Dynatrace.
* **Clarification 2:** You also requested an **"NLP interaction window"** for users to check logs. This sounds like a fantastic feature! Is this a separate, on-demand tool (like a chatbot in Teams) where a developer can ask questions, or is it part of the main automation workflow?

**2. Implementing Semantic Search**

You've correctly chosen **semantic search** and **vector embeddings** for finding related defects. This is the right approach for an SLM. Now, let's think about the "how."

* **The Technology:** To do this, you'll need two things:
  1. An **Embedding Model:** A model that reads text (like your Jira descriptions) and converts it into a numerical vector that captures its meaning.
  2. A **Vector Database:** A special database designed to store and efficiently search these vectors.
* **Question:** Have you considered what tools you might use for this? For example, will you use an open-source model from a platform like **Hugging Face**, or will you use a managed API service?

**3. Designing the "Needs Info" Notification System**

You've approved a multi-channel approach (email, Teams, dashboard) when an ID is missing. This is robust! Now, let's define the rules to avoid spamming people.

* **Question:** Should the system fire all three notifications at once, or should it be a sequence? For example:
  + **Step 1:** Add the defect to the "Needs Manual Review" dashboard.
  + **Step 2:** Post one message in the specific Teams channel.
  + Step 3: If the ticket isn't updated with an ID within 1 hour, then send an email reminder to the reporter.

Does a sequenced logic like this make sense?

**4. The Final Automation Flow**

Based on your decisions, the complete end-to-end logic for a new **Sev1** defect looks like this:

1. **Get Defect:** Fetch defect details from Jira (Severity=Sev1, Status!=Closed, etc.).
2. **Find Duplicates:** Use **semantic search** to find similar past defects.
3. **Extract ID:** Scan the description for a transaction/order/account ID.
4. **Handle Missing ID:** If no ID is found, trigger the **notification sequence** (dashboard -> Teams -> email) and pause the flow for that ticket.
5. **Query Dynatrace:** Use the ID and your DQL to get log traces.
6. **Determine Team:** Apply the assignment rules:
   * First, check the **Excel data** against the defect description.
   * If no match, check the **Excel data** against the Dynatrace log details.
   * If still no match, use the **'app to own'** field from Jira.
7. **Take Action:**
   * If a team is found, **update the Jira ticket** with all findings and **assign it** to the correct team.
   * If no team is found (fallback), post a message to the general **Teams channel** for manual assignment.

Let's start with the most important part. Before we detail the main flow further, could you please clarify the roles of the **"MCP server"** and the **"NLP interaction window"**?

Clarif 1. model context protocol(MCP) between dynatace,teams and jira ,if needed

Clarf 2. Yes if i am stuck in not getting any response from SLM, i want to check manually by giving the order or cotent details in nlp like a chatbot ,part of implementation during fall back

2.yes use hugging face for now

3. Yes it makes sense ,but do only Step2 and step3

4.yes right

Great, your clarifications make the architecture much clearer. The "Model Context Protocol" (MCP) is the set of rules for your data flow, and the "NLP window" is the manual fallback tool.

Let's refine the plan. We'll design the two main components separately.

**1. The Main Automation Flow**

This is the primary, end-to-end process for new **Sev1** tickets.

**Implementing Semantic Search**

You've chosen **Hugging Face** to create the vector embeddings. Perfect. To make the search for duplicate tickets fast, you can't just scan all of history every single time. The standard approach is:

1. **Pre-computation:** Run a process that reads all your historical, relevant Jira tickets.
2. **Embedding:** Use a model from Hugging Face to convert the description of each ticket into a vector (a list of numbers).
3. **Storage:** Store these vectors in a specialized **vector database** that allows for high-speed similarity searches.

* **Question:** How often do you think you'll need to update this vector database with new tickets as they get resolved? Daily? Weekly?

**Defining Your Data Protocol (MCP)**

The MCP is the data "package" that your system will manage for each defect. Thinking about this now will make coding much easier.

* **Question:** What are the key data points this package must contain as it moves from step to step? Here’s a starting suggestion:
  + JiraID: "DEF-123"
  + Status: "InProgress"
  + JiraDescription: "User cannot log in..."
  + ExtractedTransactionID: "acc\_98765" (or null if not found)
  + DynatraceLogSummary: "Error in auth-service..."
  + DuplicateTicketIDs: ["DEF-456", "DEF-789"]
  + SuggestedTeam: "Identity-Access-Dev-Team"

**2. The "NLP Interaction Window" (Manual Fallback Tool)**

This is your chatbot for when the automation fails or for on-demand checks. A user in Teams will interact with it.

**Designing the User Interaction**

Let's imagine the conversation. A developer types:

"investigate order\_id abc-123-xyz"

* **Question:** What information should the bot show in return? Should it just be the raw, full log from Dynatrace? Or would a formatted summary be more useful? For example:
  + **Time:** 2025-08-03 10:30:00
  + **Error Found:** Database connection timeout
  + **Service Involved:** payment-service
  + **Suggested Team (from Excel):** Payments-Dev-Team
  + **Link to Full Trace:** [Dynatrace Link]

This seems more helpful than a wall of text. What do you think?

Let's focus on the data structure first, as it's the foundation for everything. **What are the essential pieces of information your MCP needs to track for each defect?**

1. Daily ,yes go with your approach

2. yes ,good go ahead

Excellent. A daily update for the vector database is a great starting point, and we have the data structure for your **Model Context Protocol (MCP)**.

Now, let's write the "business logic" for the most critical steps.

**1. Logic for Finding Duplicates**

You will use a Hugging Face model to turn the new defect's description into a vector. Then, you'll search your vector database for the most similar vectors from past tickets.

The database will return past tickets and a **similarity score** for each (e.g., Ticket DEF-456 has 98% similarity, Ticket DEF-789 has 85% similarity).

* **Question:** How similar must a past ticket be for you to classify it as a duplicate? You'll need to set a **threshold**. For example: "If similarity is > 95%, consider it a duplicate." What feels like a reasonable starting point for this threshold?

**2. Logic for Team Assignment**

This is the core "brain" of your system. It will look for keywords in the text to match against the rules in your Excel file.

* **Question:** The text from Jira and Dynatrace can be messy. How will you search for your keywords? For example, if your keyword is payment-service, will you only look for that exact text? What if the log says PaymentService or payment service (with a space)? You'll need a clear strategy for parsing the text to find matches reliably.

**3. Designing for Reusability**

Remember, the logic for querying Dynatrace and looking up teams in the Excel file is needed by **both** the main automation and your manual NLP chatbot.

You can build this logic once as a reusable "Assignment Engine" that both parts of your application can use. This modular design will make your system much easier to maintain.

Let's get practical and build your initial ruleset. **Can you give 2-3 examples of rows you would put in your Excel file?**

For example:

| Keyword/Error Message | Application Name | Assignment Team |

| :--- | :--- | :--- |

| database connection timeout | auth-service | Platform-Infra-Team |

| Invalid credit card | payment-gateway | Payments-Dev-Team |

1. Which ever having similarity above 80 % we can consider

2.Not exact text ,consider both

3.Defect ID |   Summary / Issue Description |   Flow    |Severity  |  Issue Reported by App |Resolution Steps

Great, those decisions make the logic much more concrete. A similarity threshold of **80%** is a good starting point, and we'll ensure the logic handles text variations.

However, the data structure you provided is very insightful:

Defect ID | Summary / Issue Description | Flow | Severity | Issue Reported by App | Resolution Steps

This isn't just a simple rule sheet; it's a **knowledge base** of past solved issues. This is a more powerful, data-driven approach. Let's adjust our logic to use this effectively.

**A More Intelligent Assignment Flow**

Instead of a simple keyword lookup, the system can now find the most similar *past problem* and learn from how it was solved.

Here is the revised, more intelligent workflow:

1. **Knowledge Base Prep (Done Daily):**
   * Your system will read this historical data (from Excel or a database).
   * For each row, it will take the Summary / Issue Description, create a vector embedding using your Hugging Face model, and store it in the vector database. Each vector will be linked to its original Defect ID and its Resolution Steps.
2. **When a New Sev1 Defect Arrives:**
   * The system creates a vector embedding for the new defect's description.
   * It searches the vector database for the closest historical defect with a similarity score **> 80%**.
3. **The "Aha!" Moment:**
   * **If a match is found**, the system has struck gold! It can now take the Resolution Steps from the matched historical ticket and automatically post them as a suggested solution in a comment on the *new* Jira ticket.

This is excellent, but it raises one critical question for the final step of the automation.

**The Missing Piece: Team Assignment**

Your historical data provides the *solution*, but it doesn't explicitly state which **team** should be assigned.

* **Question:** How should the system determine the correct development team to assign the new ticket to? Here are two options:
  + **Option A:** Add a new column to your data called Solving\_Team that stores which team fixed the historical defect. The system can then use this directly.
  + **Option B:** Have the SLM try to infer the team by analyzing the text in the Resolution Steps or Issue Reported by App fields. (This is more complex but also more powerful).

This is the key decision for completing the automation loop. **How should your system find the right team to assign the ticket to, using this historical data?**

yes consider both option A and B

Excellent choice. Combining both options will create a powerful and resilient assignment system. Here’s how you can structure the logic to use both effectively.

We'll create a priority system: the tool will always try the simplest, most reliable method first (Option A) before moving to the more complex language analysis (Option B).

**The Hybrid Assignment Logic**

Here is the step-by-step logic your "Assignment Engine" will follow after it finds a historical match with >80% similarity:

1. **Check for a Direct Team Match (Option A):**
   * The system first looks at the matched historical ticket.
   * It checks the new **Solving\_Team** column.
   * If this column has a team name in it (e.g., "Payments-Dev-Team"), the search is over! This is the most reliable answer. The system will use this team.
2. **Infer Team from Text (Option B):**
   * If the **Solving\_Team** column is empty, the system then proceeds to your fallback.
   * It will analyze the text in the Resolution Steps and Issue Reported by App fields from the matched ticket.
   * It will look for keywords (e.g., "database", "payment gateway", "auth-service") that tell it which team is likely responsible.
3. **Final Fallback:**
   * If neither Option A nor Option B can identify a team, the system will execute the final fallback plan we discussed: **post a message to a general Teams channel** asking for a human to assign the ticket manually.

**Data Needed for This to Work**

This hybrid logic requires two distinct sets of data:

1. **Your Historical Knowledge Base:** The main file of past defects, which now needs the new **Solving\_Team** column.
2. **A Keyword-to-Team Map:** For Option B to work, you need a simple file that maps keywords to team names. This is the rule sheet we discussed earlier.

| Keyword/Error Message | Assignment Team |
| --- | --- |
| database | Platform-Infra-Team |
| payment-gateway | Payments-Dev-Team |
| authentication | Identity-Access-Dev-Team |

This gives you the best of both worlds: reliability from the Solving\_Team field and intelligent inference from the keyword map when needed.

Your plan is now very solid. The immediate next step is to prepare your data. **Are you ready to start creating these two data files?**

yes go ahead

Excellent. Here is the final blueprint for the SLM automation tool we've designed together.

**Your Automation Blueprint 📝**

This plan covers the end-to-end workflow, the data you'll need, and the software components to build.

**The Complete Workflow**

This is the logic your system will execute for every new **Sev1** defect.

1. **Trigger:** The system identifies a new Sev1 defect in Jira that is not in a 'Closed' state.
2. **Solution Search:** It creates a vector embedding of the new defect's description and searches your **Historical Knowledge Base** for a past ticket with **>80% similarity**.
3. **If a Match is Found:**
   * The system posts the Resolution Steps from the matched ticket as a comment on the new defect.
   * It then runs the **Hybrid Team Assignment Logic**:
     + **Check 1 (Direct):** It looks for a team name in the Solving\_Team column of the matched ticket. If found, it assigns the new ticket and the process is complete. ✅
     + **Check 2 (Inferred):** If the Solving\_Team column is empty, it analyzes the Resolution Steps text using your **Keyword-to-Team Map**. If a team is found, it assigns the ticket and the process is complete. ✅
4. **If No Match is Found:**
   * The system tries to extract a transaction\_id from the new defect's description.
   * If an ID is found, it queries **Dynatrace** for logs and analyzes them with the **Keyword-to-Team Map** to find an assignment.
   * If no ID is found, it triggers the **"Needs Info" Alert**: a Teams message is sent, followed by an email reminder if there's no response.
5. **Final Fallback:** If no team can be determined through any of the above steps, the system sends a message to a general Teams channel for manual assignment.

**Required Assets & Data**

Before you start coding, you'll need to prepare these assets:

* **The Historical Knowledge Base:** A CSV file or database table with the columns: Defect ID, Summary / Issue Description, Resolution Steps, and the new **Solving\_Team**.
* **The Keyword-to-Team Map:** A simple CSV or JSON file that maps keywords (database, payment-gateway, etc.) to the correct assignment team.
* **API Credentials:**
  + Jira credentials for reading and updating defects.
  + Dynatrace credentials for querying logs.
  + Microsoft Teams/Email credentials for sending notifications.

**Your First Step**

Your immediate task is to **create the two data files**. Start by exporting your historical defect data and adding the Solving\_Team column. Concurrently, build the first version of your Keyword-to-Team Map.

Once you have this data, you'll be ready to start building the application logic. Good luck!