

## IMAGE ANALYSIS

To perform Image Analysis Functionality for Applications, follow the procedure as mentioned below:

### Training:

To train your application, split/break your application into happy and failure scenarios/flow or smaller modules.

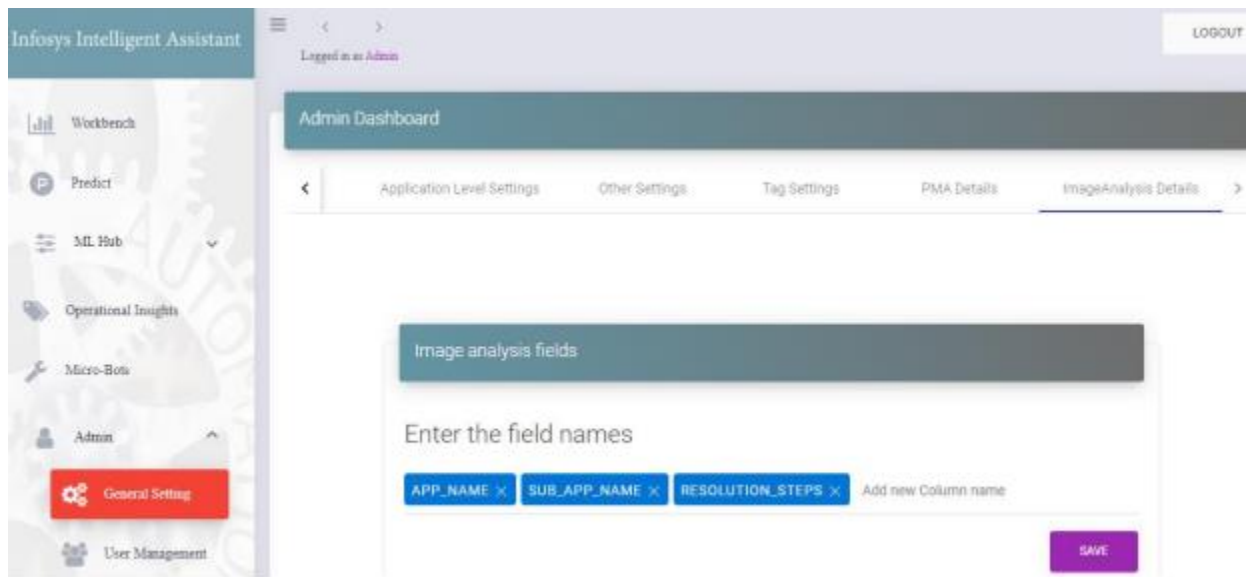
for example:

1) If you are doing banking transaction we can split into login page, overview page, transfer fund page, transaction page, success page.

Once you split the application into smaller modules, based on your application you need to customize the input fields for training the images.

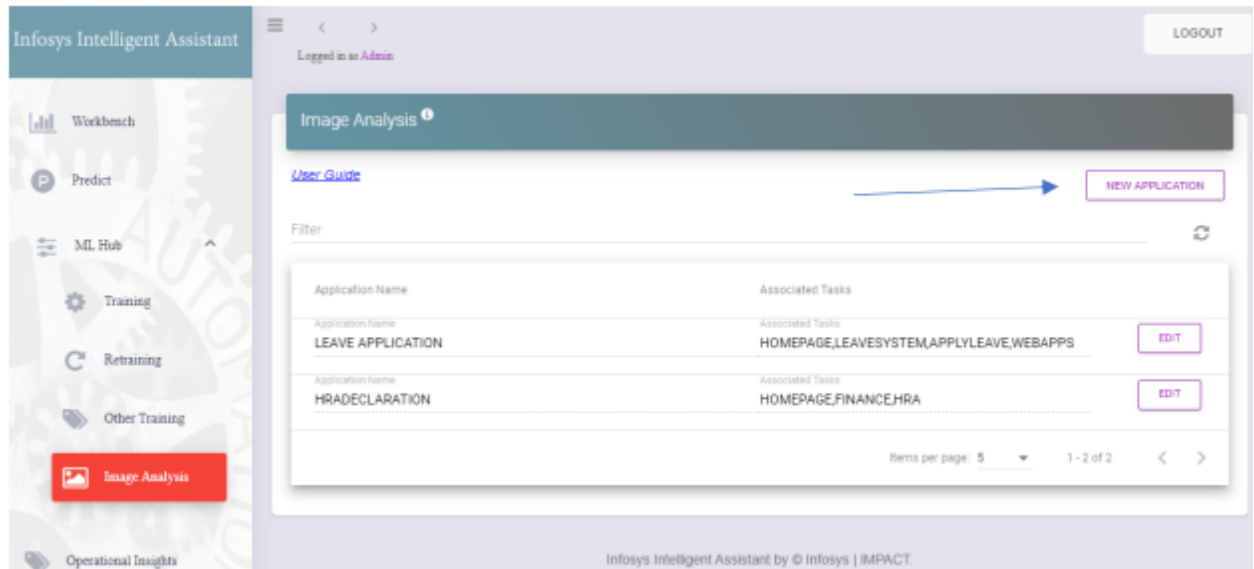
To add custom fields, go to IIA->Admin->General Settings->ImageAnalysisDetails then type your custom field name and press enter, the custom field name will get highlighted in blue color as shown below, we can add up to 5 custom fields.

On click of Save, the custom fields will get saved.

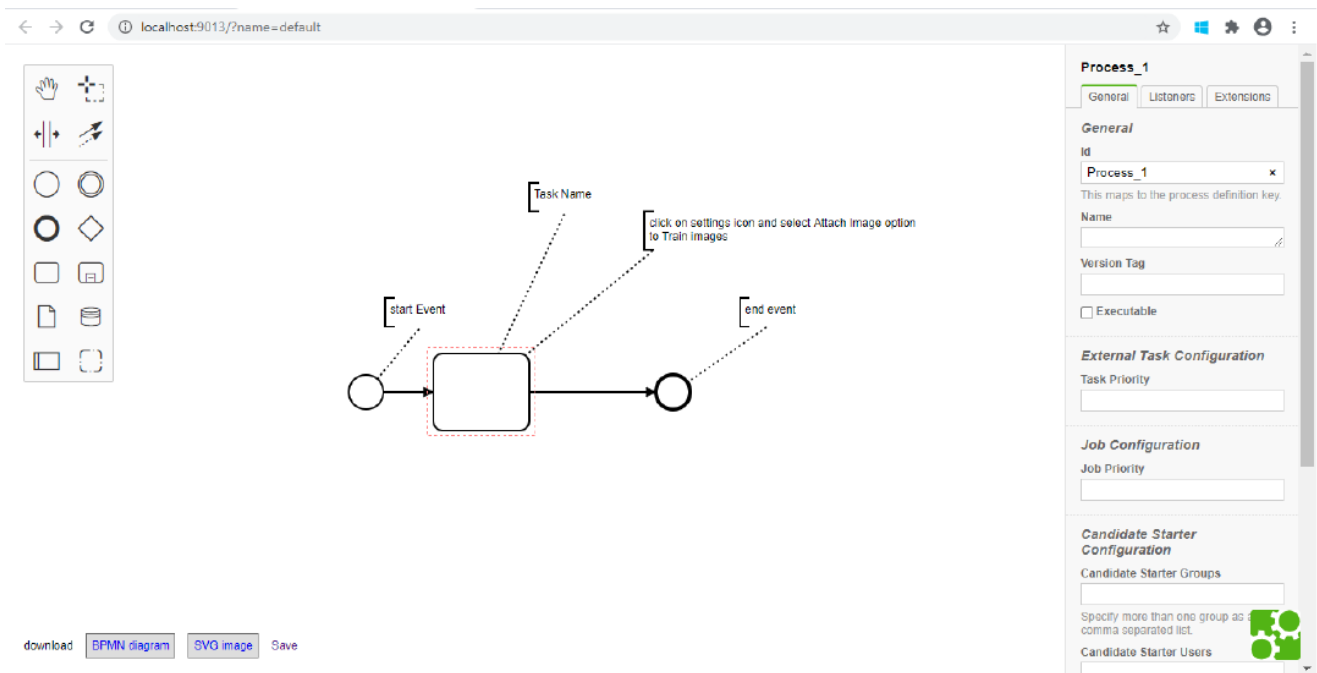


Once custom fields are added for the application then will start the training for the corresponding application images, to do that open IIA -> ML Hub -> Image Analysis -> New Application

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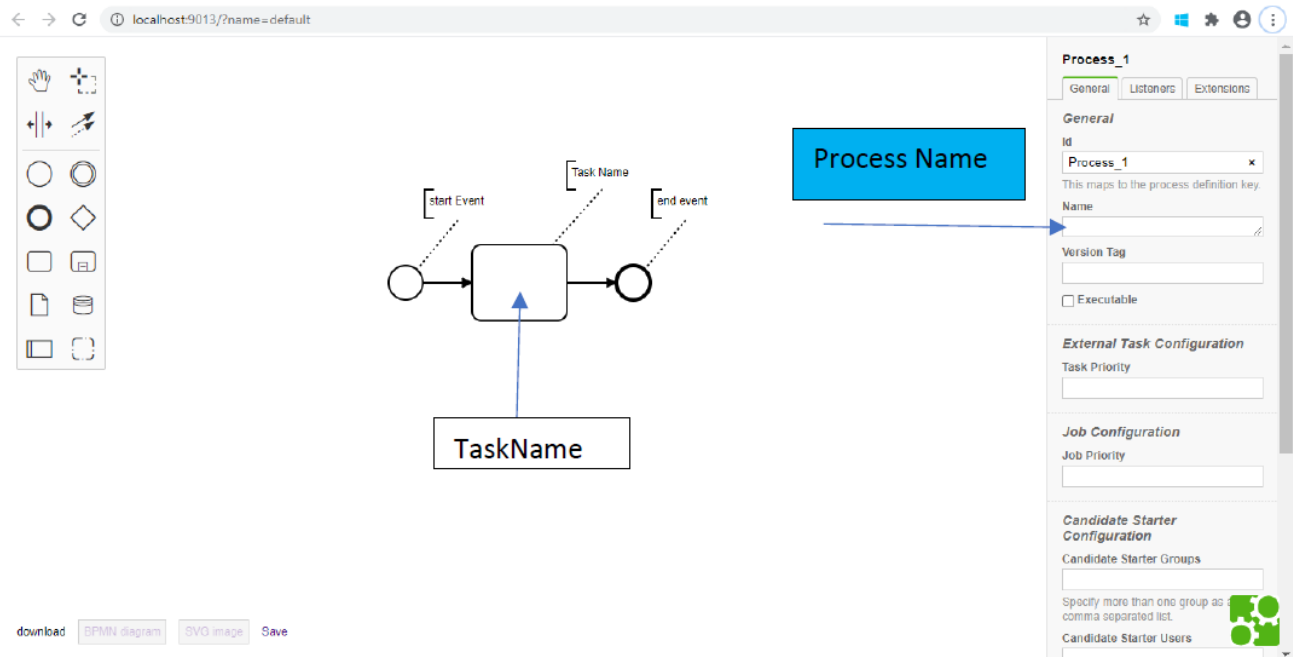
On click of new application BPMN editor will get open with one default basic flow as below:



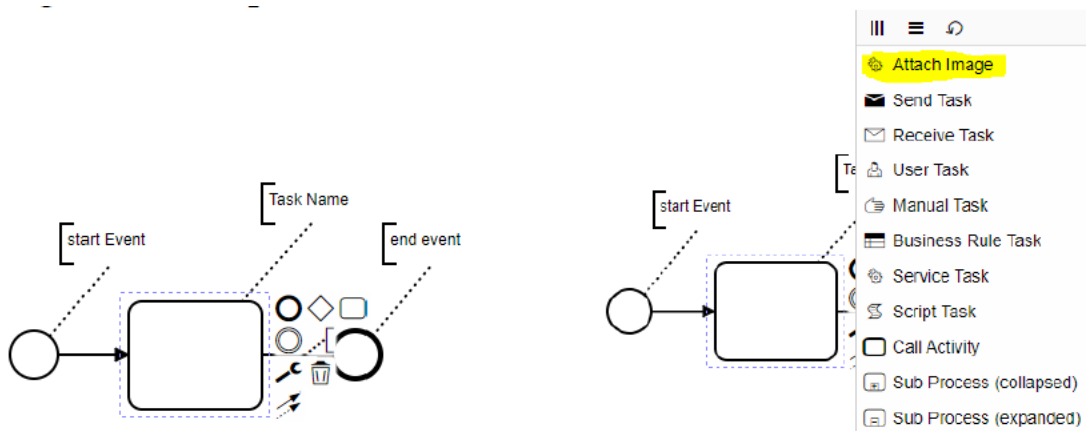
As part of this Image Analysis, we have below Parameters as Mandatory to be filled in the form.

1. ProcessName - process name is the application/workflow name which you are going to train.
2. TaskName – task names are individual steps in the Application.

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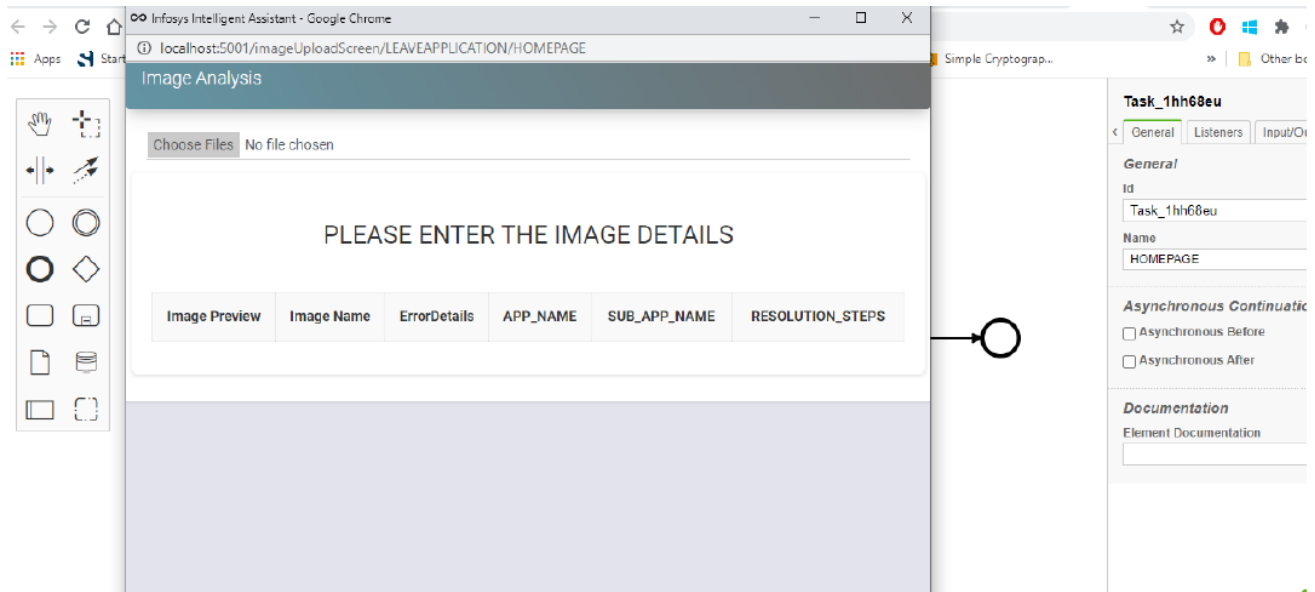


Click on Task Box and after that click on “Change Type” will open a pop up having different option as below:



After clicking the Attach Image option, below screen gets displayed:

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You can see the custom fields which ever you added in the admin screen previously, click on “Choose Files” to select single or multiple images, once images are selected the field values can be added for those corresponding images as below:

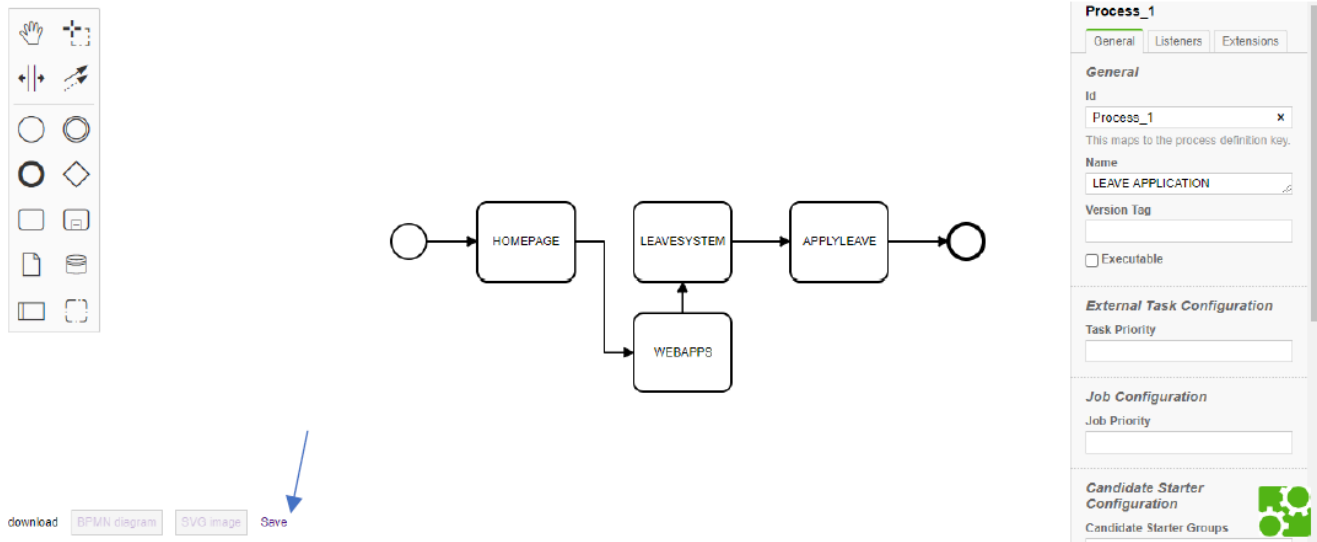
Image Preview	Image Name	ErrorDetails	APP_NAME	SUB_APP_NAME	RESOLUTION_STEPS	
Image 1	LEAVEAPPLICATION_HOM					Remove
Image 2	LEAVEAPPLICATION_HOM					Remove

SAVE AND UPLOAD

Image Name will get auto populated and other details are not mandatory, if needed add the essential details and click on “Save and Upload”.

As shown below we had done it for Leave application, same way the tasks and images can be added for the corresponding application which is created.

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After the flow completed, click on “Save” button to save the Application flow

The saved applications will be displayed in “Image Analysis” Screen for further modification or if any training is required.

If you want to edit the application which is created and saved, click on the “EDIT” button as below.

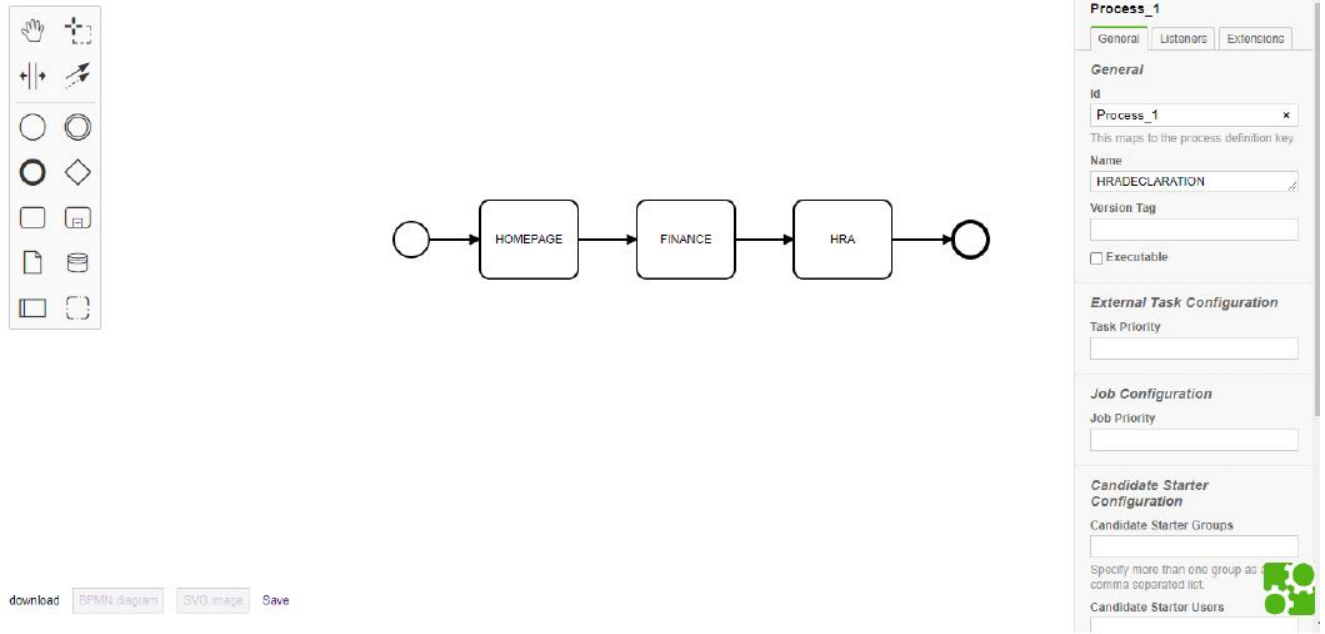
The screenshot shows the 'Image Analysis' screen in the Infosys Intelligent Assistant. The left sidebar contains navigation options: Workbench, Predict, ML Hub, Training, Retraining, Other Training, and Image Analysis (highlighted in red). The main area displays a table of saved applications. The table has columns for 'Application Name' and 'Associated Tasks'. Two applications are listed: 'LEAVE APPLICATION' with tasks 'HOMEPAGE,LEAVESYSTEM,APPLYLEAVE,WEBAPPS' and 'HRADECLARATION' with tasks 'HOMEPAGE,FINANCE,HRA'. Each row has an 'EDIT' button. A blue arrow points to the 'EDIT' button for 'HRADECLARATION'. At the bottom right, there are pagination controls showing 'Items per page: 5' and '1 - 2 of 2'.

Application Name	Associated Tasks	
LEAVE APPLICATION	HOMEPAGE,LEAVESYSTEM,APPLYLEAVE,WEBAPPS	EDIT
HRADECLARATION	HOMEPAGE,FINANCE,HRA	EDIT

This will open the application flow which is saved already to modify/update on it.

For example, after clicking on EDIT button for HRA DECLARATION, we got below Application flow where we can Train images and add multiple flows to this existing Application.

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### Predict:

To predict IIA->Predict->Tickets from ITSM will fetch the tickets from ITSM for prediction as below:

The screenshot shows the 'Infosys Intelligent Assistant' interface. The left sidebar contains navigation options: 'Workbench', 'Predict' (highlighted in red), 'ML Hub', 'Operational insights', 'Micro-Bots', 'Admin', and 'Acknowledgements'. The main area is titled 'Logged in as Admin' and has a 'LOGOUT' button. Below the title is a filter bar with four options: 'Tickets Assigned to me', 'All Tickets', 'Tickets from ITSM' (selected), and 'Upload Tickets'. The main content area displays a table of tickets with two columns: 'Ticket ID' and 'Ticket Description'. The table contains four rows of tickets, each with a 'Ticket ID' and a 'Ticket Description'. The first row has a 'Ticket ID' of 'INCO010XXX' and a 'Ticket Description' of 'A: null\_Health Service Heartbeat Failure: The Health service on computer: XXXXXX failed to heartbeat.' The second row has a 'Ticket ID' of 'INCO010XXX' and a 'Ticket Description' of 'XXXXXXXXXXXXXXXXXXXX longer than 1 hour. SEV: XXXXXX Sharepoint 2013 is the application and the platform is Amazon Web Services. Please start or stop the service.' The third row has a 'Ticket ID' of 'INCO010XXX' and a 'Ticket Description' of 'XXXXXXXXXXXXXXXXXXXX is running longer than 1 hour. SEV: 3 XXXX Application on which it is running is SharePoint 2013 on Azure platform.' The fourth row has a 'Ticket ID' of 'INCO010XXX' and a 'Ticket Description' of 'Downloading XXXXXXXXXXXX Multiple Screenshots fro same ticket Giving an issue'.

After it fetches all the tickets, click on the ticket to perform the image analysis and gives the corresponding feature.

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**Infosys Intelligent Assistant**

Workbench

- Predict
- ML Hub
- Operational Insights
- Micro-Bots
- Admin
- Acknowledgements

Logged in as Admin

### Data Comparison & Validation

EXPORT TO CSV

Selected Team: Infra Team

<input type="checkbox"/>	Number	Raw_assignment_group	Predicted_assignment_group	Priority	category	close_notes	closed	created
<input type="checkbox"/>	INC001C	Corporate	Platform Services Confidence Score: 0.4	3 - Moderate	Inquiry / Help			
<input type="checkbox"/>	INC00...	Corporate	Corporate Confidence Score: 0.84	1 - Critical	Inquiry / Help			
<input type="checkbox"/>	INC00	Corporate	Corporate Confidence Score: 0.61	3 - Moderate	Inquiry / Help			
<input type="checkbox"/>	INC00	Infrastructure	Infrastructure Confidence Score: 0.93	3 - Moderate	External Web			
<input type="checkbox"/>	INC00	Corporate	Platform Services	3 - Moderate	Inquiry / Help			

On click of incident select "Detailed analysis" as below:

Infossys Intel

INC0010 XXX Desc: XXXXXXXXXXXXXXXXXXXXXXXX longer than 1 hour. SEV 3 XXXX Sharepoint 2013 is the application and the platform is Amazon Web Services. Please start or stop the service.)

**Summary**  
Ticket Details along with Enriched Data

**Detailed analysis**  
NER information, Attachment analysis

**Solution to Related Tickets**  
Similar closed tickets

**Resolutions**  
Follow ups / Response / chatbot

**NER Information**

Entity	Values
SERVER	XXXXXX

**NER Image Information**

Entity	Values
SERVER	XXX
LeaveApplication	<a href="#">master_Holiday_Attendance_Leaves_</a>

**Recommended resolution**

**image\_name:** LEAVEAPPLICATION\_APPPLYLEAVE\_734  
**error\_details:** You do not have sufficient leave balance  
**workflow\_name:** LEAVE APPLICATION  
**APP\_NAME:** XXX

**Attachment preview**

The image preview shows a large black rectangular area, likely representing a missing or redacted image. The text "Image Preview" is centered over this area.

This will give image NER entities, based on the User Selection in admin screen as below.

IIA&gt;Admin&gt;General Setting&gt;Applictation Level Settings

NER Settings

☐ Reg Ex

☒ Database

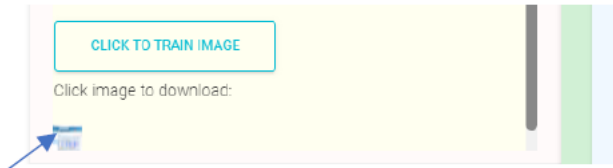
☐ Spacy

**SAVE**

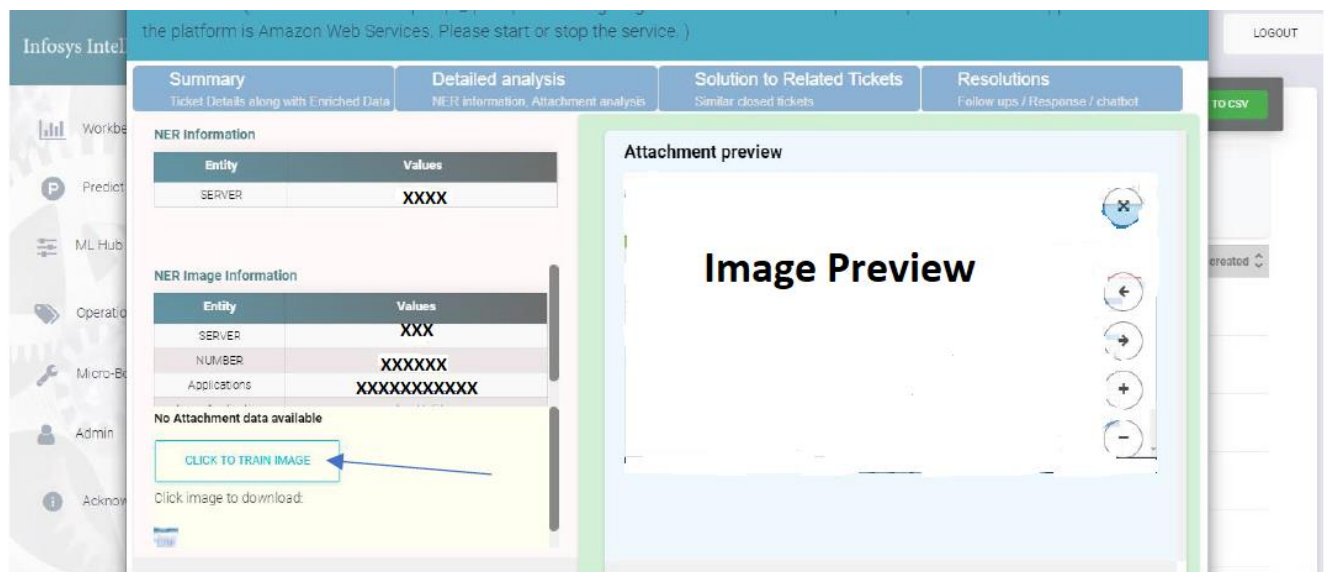
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In “Attachment Preview” there is forward (->) button to move for the next image and backward (<-) button to go previous image.

If the image doesn't give any Recommended resolution it enables the option/button to train the image, first we need to download the image by click on image download icon as below.



Once image has been downloaded click on “Click To Train Image” this will redirect to “Image Analysis” page.



Click on “New application” or select existing application workflow and click on “Edit” to train the image and the further steps will be same as above.