



🤖 Datel AI Triage System (Enhanced RAG Prototype)

 Loading all required AI models and assets...

✔ Enhanced Retriever assets loaded.

✔ Mistral model loaded.

 All AI components are loaded and ready!

New Ticket Entry

Subject

Batch posting failed

Problem Description

The PI batch 7268 failed to post.


Triage Ticket

AI Triage Recommendation

1. AI Suggested Classification (from Mistral)

Issue Type	Category	Urgency
Perform...	S1000	3

2. AI Suggested Solution (Enhanced Multi-Case Analysis)

 This solution combines insights from the top 3 most similar historical cases

- Verify the issue:** Ask the reporting user if they have tried to post the batch (PI0361) through the normal posting process within Sage. Inquire about any error messages or specific symptoms encountered during the attempt.
- Check system status:** Request TeamViewer access to remotely connect to the affected server to inspect the system status. Verify that all relevant modules, such as Purchase Ledger, Sales Ledger, or Cash Book, are running properly.
- Inspect the batch:** Once connected to the server, locate and review the problematic batch (PI0361). Identify if there are any issues with individual transactions within the batch. If possible, attempt to post those transactions separately.
- Review the logs:** Check the system logs for any error messages related to the batch or related processes. These logs may provide more context about the cause of the failure.
- Delete and recreate the batch:** As seen in Historical Case 3, deleting and recreating the batch might resolve the issue if the original data is corrupted. However, this should be considered a last resort and only done after verifying that no transactions were lost or incorrectly recorded during the previous attempts.

6. **Contact Support:** If the issue persists despite attempting the above steps, escalate the case to your IT support team or Sage technical assistance for further investigation. They may be able to provide additional guidance based on their expertise and system knowledge.

3. Top 5 Relevant Historical Tickets

Cases 1-3 were used for solution generation, Cases 4-5 provided for additional reference

		USED_FOR_SOLUTION	KNOWLEDGE_TEXT
4750		✓ Used	[REDACTED_NAME] to: [REDACTED_I
2284		✓ Used	[REDACTED_NAME] to: [REDACTED_I
69		✓ Used	[REDACTED_NAME] to: [REDACTED_I
385	st a batch (details below).	Reference	[REDACTED_NAME] to: [REDACTED_I
1386		Reference	[REDACTED_NAME] to: [REDACTED_I

Validation & Feedback

👍 Recommendation was helpful

👎 Recommendation was not helpful

Thank you for your feedback! We'll work to improve our recommendations.