

🤖 Datel AI Triage System (Enhanced RAG Prototype)

🔄 Loading all required AI models and assets...

- ✅ Enhanced Retriever assets loaded.
- ✅ Dynamically loaded 36 unique ISSUE types.
- ✅ 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

Issue Type	Category	Urgency
MRP	S1000v4	3

2. AI Suggested Solution (Multi-Case Analysis)

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

Based on the historical cases, here is a recommended solution:

1. Verify the batch details: Ask the user to confirm the name of the module (purchase ledger, sales ledger, or cash book) and the specific batch number (PI7268 in this case) that they are trying to post.
2. Check for errors: Ask the user if there were any error messages displayed when they tried to post the batch. If so, ask them to provide a screenshot or a detailed description of the error message.
3. Grant TeamViewer access: Ask the user to grant TeamViewer access to their computer so that you can remotely assist them in resolving the issue.
4. Investigate the issue: Once you have access to their system, investigate the cause of the issue. This could include checking for any pending tasks or transactions that might be preventing the batch from posting, or identifying any errors in the batch file itself.

- 5. Delete and re-create the batch: If the issue cannot be resolved through other means, consider deleting the problematic batch and re-creating it. This may involve re-entering the transactions that were included in the original batch.
- 6. Monitor the batch: Once the batch has been posted, monitor it closely to ensure that all transactions have been processed correctly and that there are no further issues.
- 7. Follow up with the user: After the issue has been resolved, follow up with the user to ensure that they are able to post batches successfully in the future. Provide any necessary training or documentation to help them avoid similar issues in the future.

3. Top 5 Relevant Historical Tickets

 Cases 1-3 were used for solution generation.

	TICKETID	SUBJECT	USED_FOR_SOLUTION	KNOW
4750	t6UJ9A00F0XQ	AP Unable to post batch PI0361 in Sage	✓ Used	[REDA
2284	t6UJ9A00FR5S	BATCH 6649	✓ Used	[REDA
69	t6UJ9A00GGVN	PI1045 - STUCK	✓ Used	[REDA
385	t6UJ9A00GCOW	One of our users is experiencing an issue when trying to post a batch (details below).	Reference	[REDA
1386	t6UJ9A00G0DT	URGENT HELP -I CAN NOT POST THE BATCH PI0130	Reference	[REDA

Validation & Feedback

 Recommendation was helpful

 Recommendation was not helpful