AI (artificial intelligence) implantation

Sensors:

The support engineer.

Actuators:

Suggest a multi stage work-flow based on high scoring answers for every stage and determining

what high scoring directions should not be implemented, due to prior actions (fault isolation).

Procedure:

1. Find the error in the current logs:
   1. Check if the issue is related to switch \HCA \ cable\UFM.
   2. Category and type – error or warning.
2. Search the Booklet of answer – check if 911.
3. Search SF for cases with the same error
   1. Show report.
   2. Diagnose customer.
   3. Diagnose account reign.
   4. Case age for relevant comments.
4. Load the case comments \case resolution.
   1. Detect positive customer feedback.
   2. Detect closing case sentences.
   3. Analyze case resolution for a relevant problem solutions.
5. Suggest a possible solutions based in Natural Language Processing algorithm.

Functions:

1. Activate 911 process.
2. Collect switch dump from switch.
3. Collect snapshot from server.
4. Collect ibdiagnet.
5. Check connectivity with master UFM
6. Collect UFM logs. – show UFM status.
7. Check if this is manual operation. ( intended )
8. Replace cable.
9. Reset cable.
10. Troubleshooting steps for faulty card.
11. Troubleshooting steps for faulty switch.
12. Check user name pass setting
13. Delete the extra lic remain with single lic
14. Provide description of error explanation.

Percept:

Booklet, comments from cases, case resolution, snapshot, switch system logs