

AI Enabled IPE Chatbot

Project Overview:

This Platform helps businesses and teams manage incidents, search through knowledge articles, give smarter responses and make predictions. It's built using Flask, a popular Python framework, and stores data in MongoDB. The goal is to provide a smart, efficient way to handle issues, predictions, and searches through different tools.

Key Features:

1. Incident Management:

Teams can update and track incidents (problems or issues).

The service allows users to search and get detailed information about incidents.

2. Predictive Features:

The system can predict which microservice is responsible for an incident, or which knowledge base article can help resolve it. You just need to provide a title and description.

3. Text Summarization:

The tool can summarize long descriptions or incident details, making it easier to quickly understand the key points.

4. Search with Context:

The search feature improves over time. It remembers what was previously searched (context) to provide more accurate and relevant results.

After finding the most relevant result, the system can provide a summary for easier understanding.

5. Session Management:

The system keeps track of sessions, meaning it remembers what the user was working on, and

cleans up old sessions automatically.

6. Telemetry Data:

The tool generates health data about the app and the database to ensure everything is running smoothly.

Why is this Useful?

- It helps teams resolve issues faster by predicting the right microservice or knowledge article.
- It saves time by summarizing complex text and allowing users to easily find what they need.
- The system gets smarter over time, adapting to how users interact with it.

What's Special About It?

- The combination of search and summarization makes it unique. Users get the best results, and those results are easier to digest.
- This solution makes managing incidents and searching for information faster and more efficient, helping businesses save time and resolve issues quickly.