

How is AI Changing Incident Management : Incident Response Communications at Twilio?



Gandhi Kumar

Principal Incident Commander
Seattle, Washington, USA

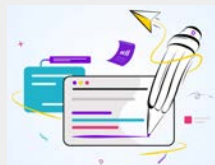
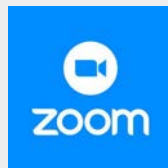
26 Sept 2025





What is Incident Management ?

**What are some of
the common themes
and problems most
companies face?**



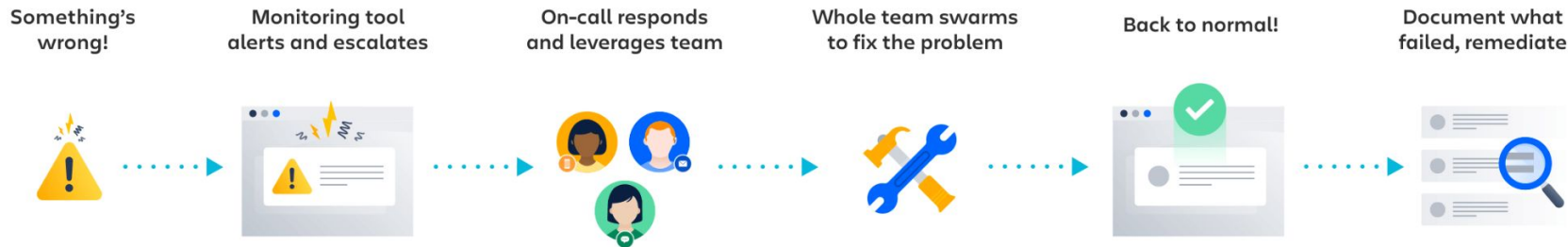
Slack Canvas



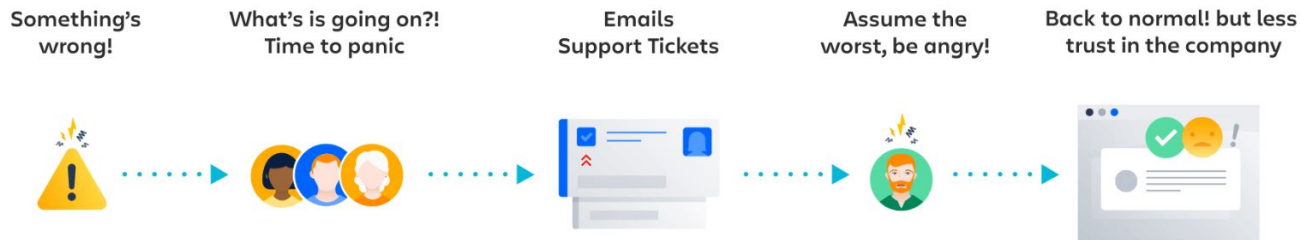


How can AI Help with internal and external Incident Response Communications, before, during and after Incidents?

WHAT YOU SEE

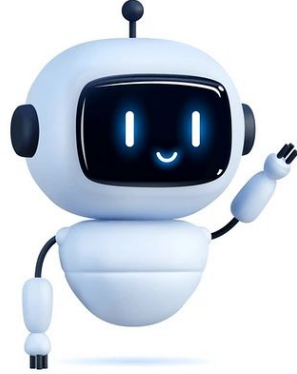


WHAT YOUR CUSTOMERS SEE



Source:

<https://www.atlassian.com/incident-management/incident-communication>





Demo

<30 seconds

How quick the bot responds to any question, all while searching internal and external Twilio resources and contextualizing from an incident response pov



Gandhi M N Kumar

Principal Engineer - Incident
Commander | Wharton School of Bu...



Thank you !