

Reimagining Platform Support with GenAI

ACCELERATING RESOLUTION WITH INTELLIGENCE,
CONTEXT AND AUTOMATION

PRESENTED BY - ACHAARAI

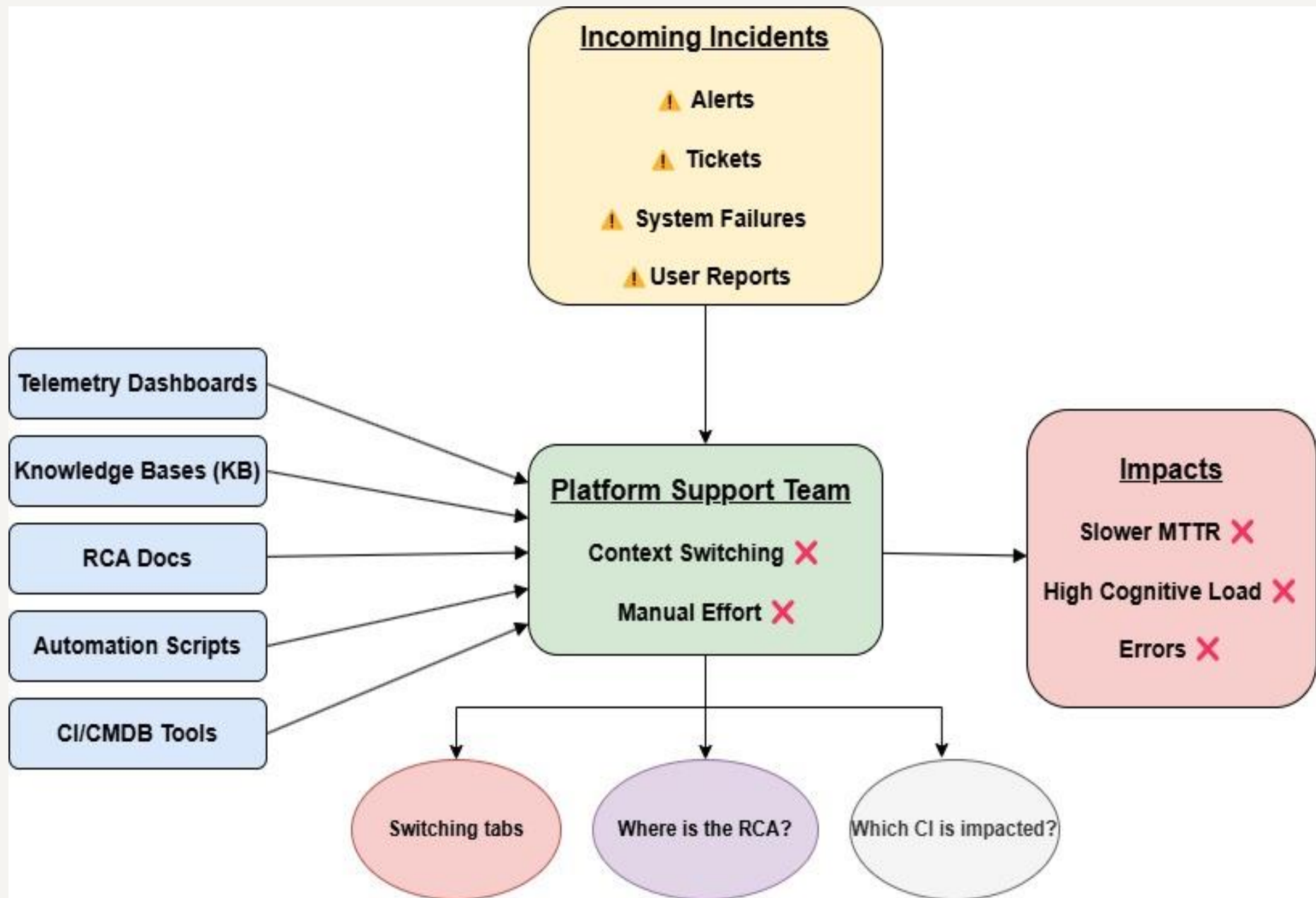
Problem Statement

Teams managing large-scale applications and infrastructure juggle between,

- Knowledge Bases
- Automation Scripts
- Telemetry Dashboards
- Configuration Items (CIs)

Platform teams face,

- Frequent Context Switching
- Slower Incident Resolution
- Increased Operational Overhead
- Complex and Fragmented Workflows



Solution : GenAI-Powered Platform Support

Unified Platform Console

Centralized access to incidents, telemetry, config data & automation tools

LLM-Based Agents

Multi-agent system handles RCA, summarization, and auto-remediation

Conversational Chatbot

Natural language interface to query incidents, KB, and trigger actions

Embedded Knowledge Intelligence

Auto-links incidents with known errors, RCA docs & relevant workarounds

Contextual Recommendations

Suggests proactive actions based on telemetry, history, and CI impact

MCP-Based Orchestration

Coordinates agents and platform data using Model Context Protocol

Automated Actions for Resilience

Health Monitoring

- Server CPU, memory, disk usage
- App latency, error rates
- DB connection & performance
- API health & uptime
- Network ping/traceroute

Service & System Ops

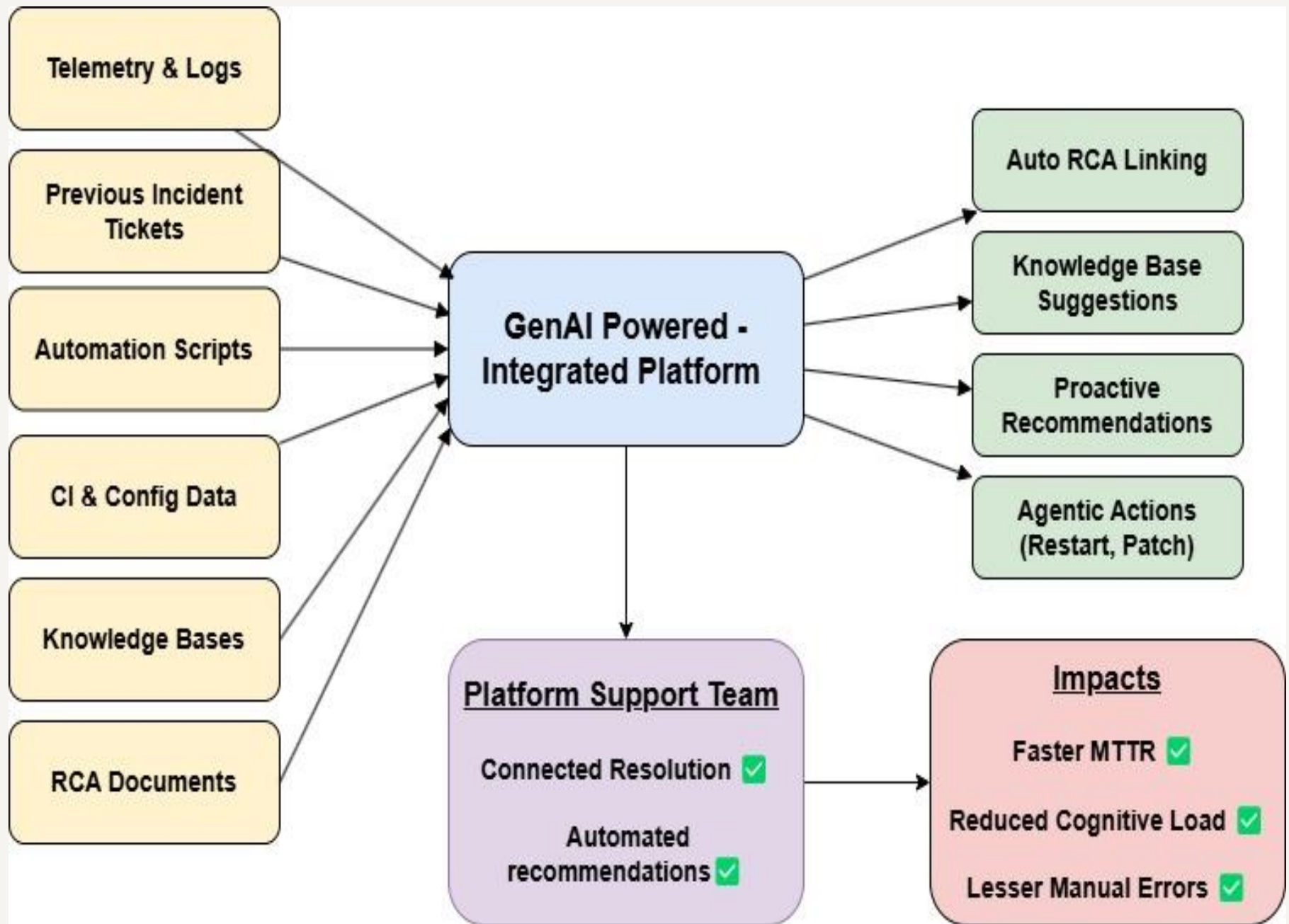
- Start/Stop/Restart services
- Log checks, status reports
- Config updates & cleanup
- Rotate system logs

Database & App Tasks

- Backups & health queries
- Clear DB & app caches
- Data sync & repair scripts

Network & CI/CD

- DNS lookups, port scans
- Trigger rollback or deployment checks



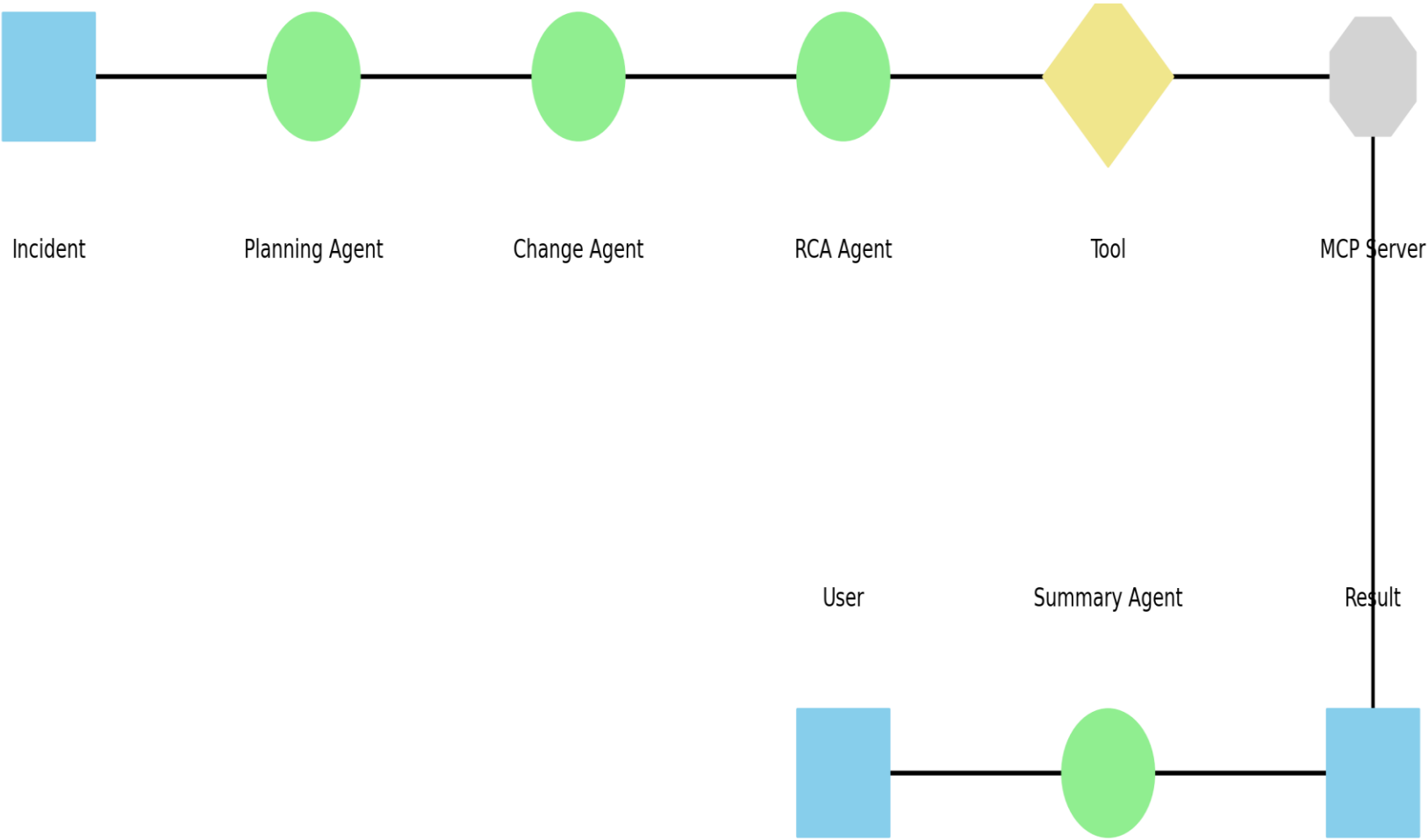
Core Use Case: Agentic AI for Incident Resolution

- Automate Root Cause Analysis (RCA)
- Execute diagnostic & resolution scripts
- Analyze telemetry for anomalies
- Recommend actions using ML & heuristics

Agentic Workflow for RCA Handling

1. Input: Incident triggers workflow
2. Probabilistic RCA generation using CI Graph
 - Analyze dependencies & changes
 - Use specialized agents: planning, meta-reasoning, script, KB
3. Suggest corrective actions & draft RCA
4. Summarize RCA for chatbot/user delivery

Tool Flow



MCP Client-Server Tooling

Tools registered on MCP Server:

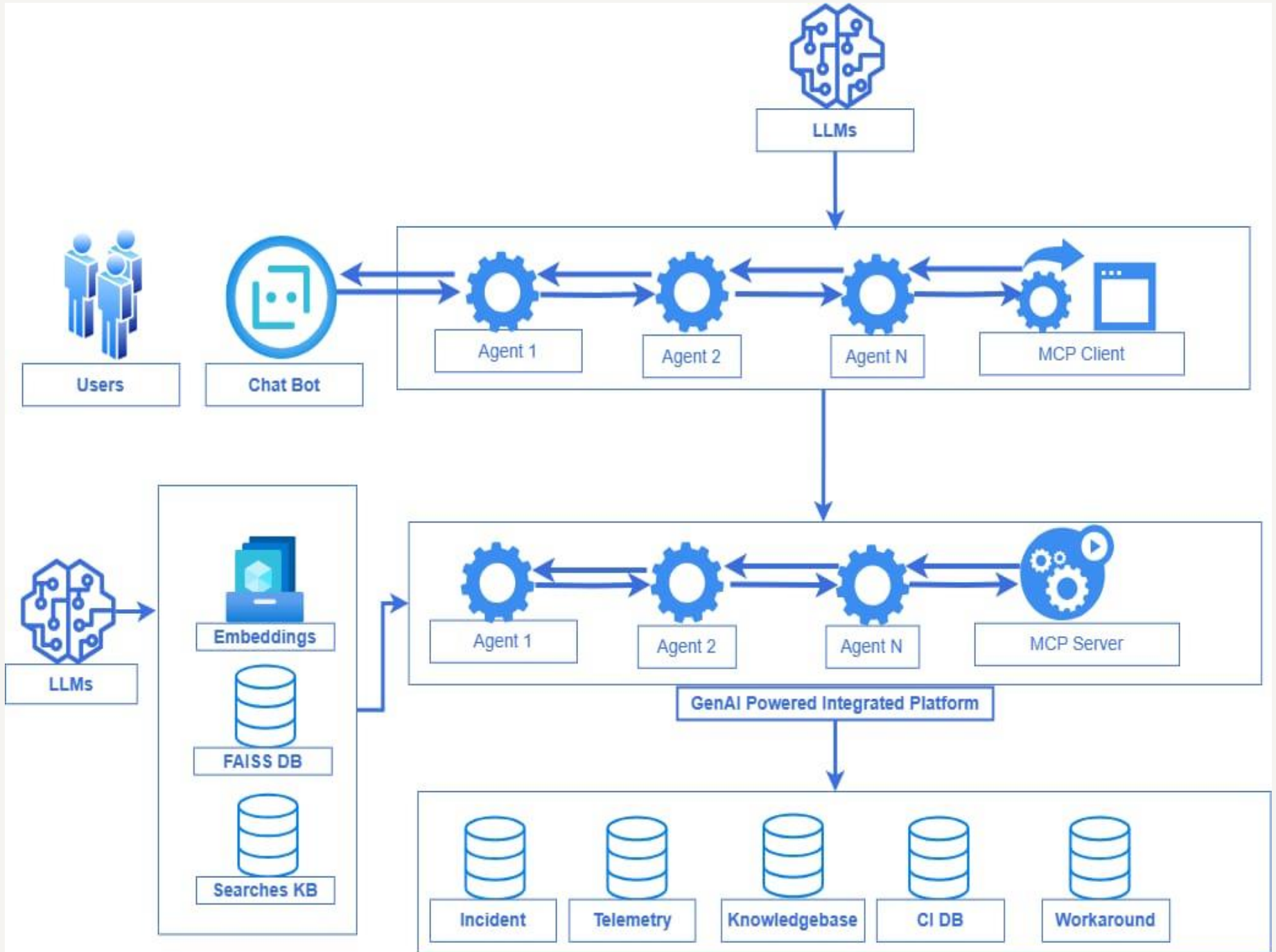
- CI Graph Change Tracker
- Past RCA DB Search
- Enterprise KB Search
- Automation Scripts
- Known Issues & Workarounds
- Incident Correlation Engine

Implementation Plan & Action Items

- Generate unresolved incidents by CI/Change ID
- Build & expose tools to LLM
- Register MCP tools
- Use client as execution proxy
- Terminate workflows based on API responses

Design Considerations

- Use reflection & meta-reasoning
- Tool chaining for complex resolutions
- Confidence scores for decisions
- Define clear termination conditions
- Designed for scalability



Thank You!