**GEN AI - Integrated Platform Environment (IPE)**

**Introduction**

The Integrated Platform Environment (IPE) is an advanced solution developed to assist platform support teams in effectively identifying, resolving, and responding to incidents. The IPE provides a comprehensive set of tools powered by Gen-Al (Generative AI) to enhance incident management, decision-making, and troubleshooting workflows.

With a unified console, IPE delivers several key features to support teams, ranging from agentic incident resolution tools to AI-driven contextual recommendations. The platform integrates seamlessly with various enterprise data sources, offering both proactive and real-time support.

**Key Features**

Agentic Capabilities for Incident Resolution

AI Chatbot for Contextual Support

**Technologies Used**

* **Node.js**: The backend of the IPE is built using Node.js, ensuring scalability and efficiency for real-time operations.
* **React**: The frontend interface is developed with React for a dynamic, responsive, and user-friendly experience.
* **Express**: Used to develop API routes and handle HTTP requests in the backend.
* **Groq**: Used for querying and analysing structured data to provide incident insights.
* **Llama 3-8B-8192**: Utilized for AI and machine learning tasks, enhancing the contextual recommendations and chatbot features.

**Setup Instructions (Prerequisites)**

Before setting up the platform, ensure have the following tools installed on your local environment:

* Node.js
* npm
* Access to the Llama 3-8B-8192 model and necessary dependencies

**Install Dependencies**

* Run the following command to install all required dependencies:

npm install

react, material, system, rollup, apexcharts, groq, Llama

Configure Environment Variables

1. Create var.js file: Create the var.js file at the following location:  
   …\Server\src\config\var.js
2. Add or modify the OPEN\_API\_KEY: In the var.js file, add or modify the line to set the key OPEN\_API\_KEY. Example:

Sample one :

'use strict';

global.APP\_DATA = {};

global.APP\_DATA.VAR = {

OPEN\_API\_KEY: 'your\_OPEN\_API\_KEY'

};

Replace 'your\_OPEN\_API\_KEY' with your actual OpenAI key.

**Running the Application**

Once the dependencies are installed and configuration is done, start the application

npm start

**Development Scripts**:

* npm run dev: Starts the development server