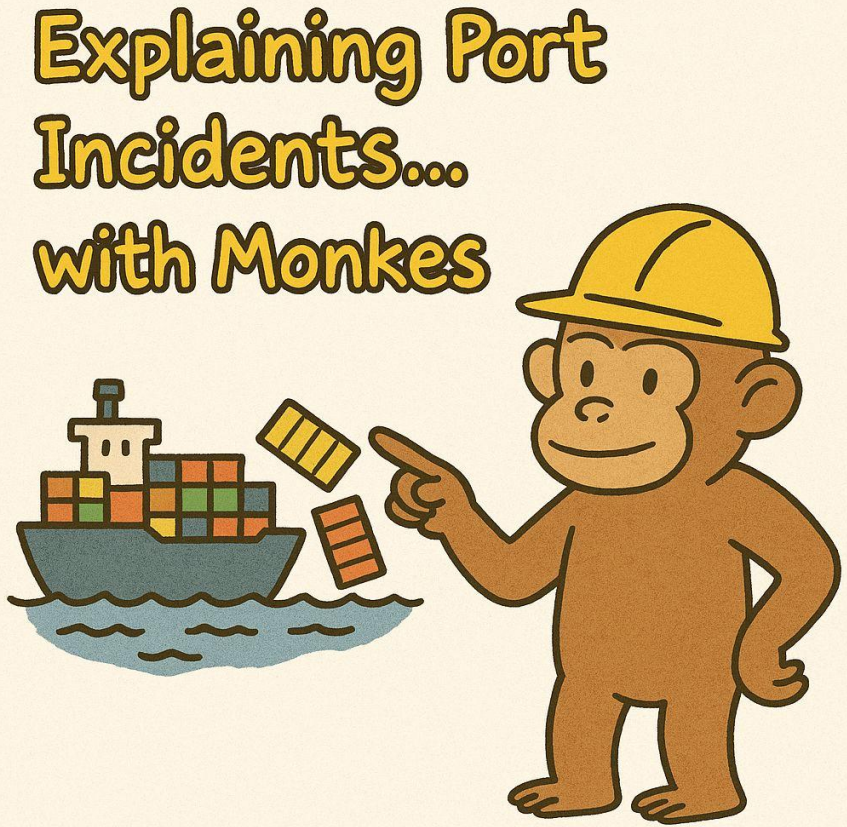
Team Mediocre

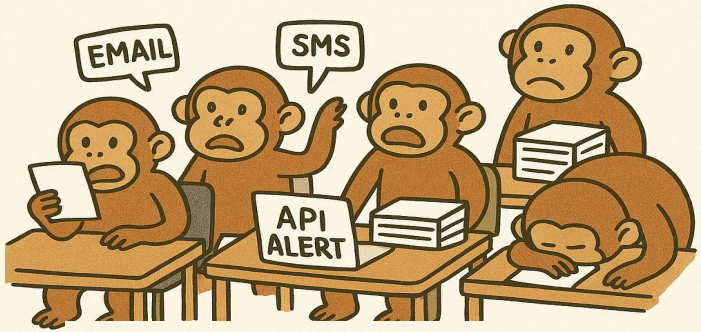
By: Zi An, Yibin, Brandon



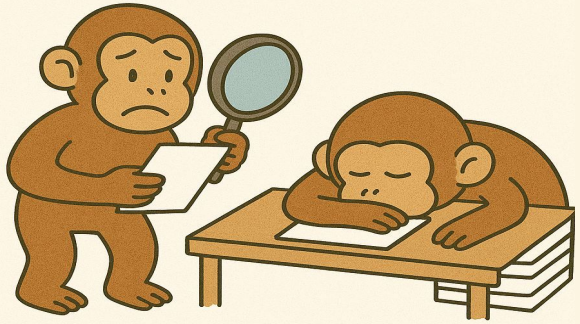
Current workflow

- Manual
- Tedious
- Error prone

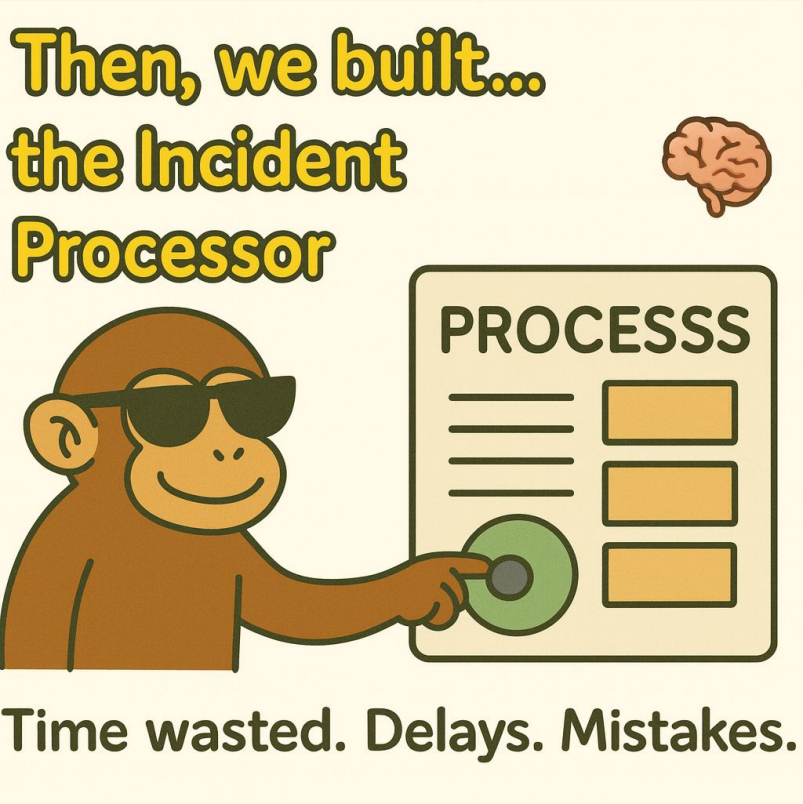
Every day...
hundreds of incident
emails arrive

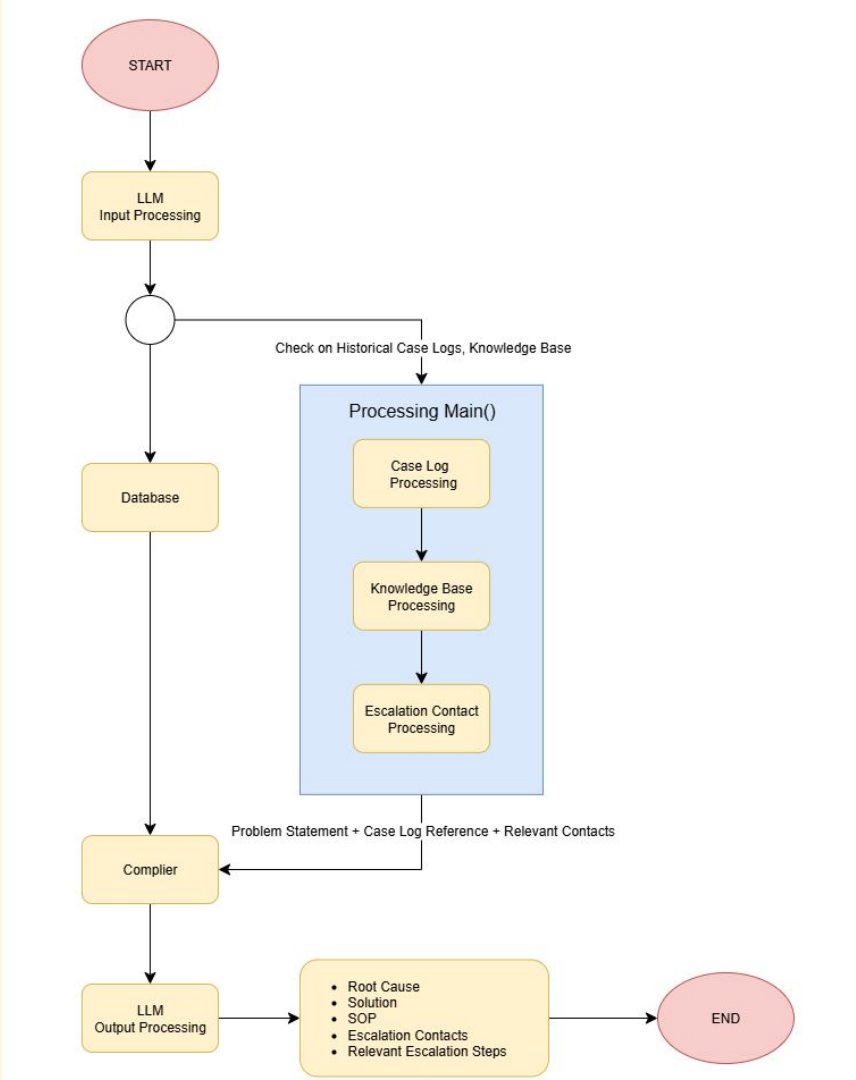


Monkes read each one
...manually

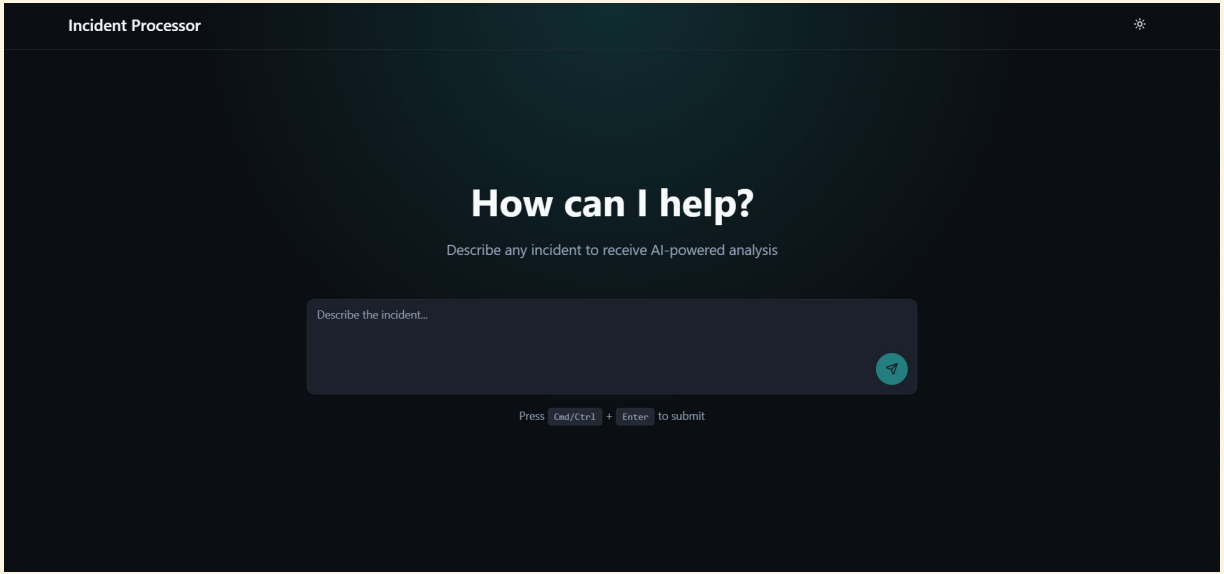


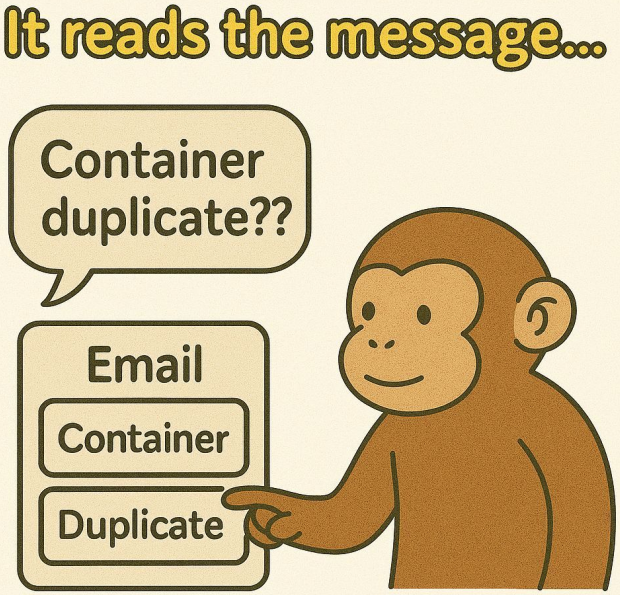
Time wasted. Delays. Mistakes


Then, we built...
the Incident
Processor
PROCESSS
Time wasted. Delays. Mistakes.


START
LLM
Input Processing
Check on Historical Case Logs, Knowledge Base
Processing Main()
Case Log
Processing
Knowledge Base
Processing
Escalation Contact
Processing
Database
Problem Statement + Case Log Reference + Relevant Contacts
Complier
LLM
Output Processing
Root Cause
Solution
SOP
Escalation Contacts
Relevant Escalation Steps
END

Monke's sexy UI





EDI/API	Call	Yes	2/25/2025 7:34	Call ALR-360601 | EDI/API Data Mismatch on HLCU5962669 at PSA Keppel | Issue: Time zone drift caused ev	Time zone drift caused eventTime to serializ
EDI/API	SMS	Yes	6/30/2025 6:08	Alert: SMS TCK-265455 | Issue: Spike in DLQ messages after routine maintenance; consumer group lag incre	Spike in DLQ messages after routine mainte
Vessel	SMS	Yes	7/4/2025 6:29	Alert: SMS TCK-936729 | Issue: ANSI X12 301 inconsistency for MV SILVER CURRENT/43C: COARRI shows dis	ANSI X12 301 inconsistency for MV SILVER (
EDI/API	Email	Yes	6/4/2025 0:02		EDIFACT CODECO duplicate detected with (
Container	SMS	No	1/15/2025 20:18	Alert: SMS TCK-142185 | Issue: Customs flag toggled incorrectly for EMCU1669540, causing manual hold. Do	Customs flag toggled incorrectly for EMCU1
Vessel	Email	Yes	8/23/202		Schedule API intermittently returns 401 for I
EDI/API	SMS	Yes	6/29/2025	552. Partn	Field mapping mismatch across systems fo
EDI/API	Email	Yes	2/6/2025	ANSI X12 3	ANSI X12 315 duplicate detected with confli
Container	Call	No	5/10/202	repancy b	Discrepancy between customer portal and
Vessel	SMS	No	4/10/202	73) on voya	ETA/ETB mismatch for MV PACIFIC GLORY (
EDI/API	Email	Yes	3/3/2025 15:31		OAuth token rejection spikes on '/bookings/
EDI/API	Email	Yes	5/20/2025 0:00	Subject: Email ALR-952015 | EDI/API Data Mismatch on HLCU4722541 at Tuas PortDear Team,Shipper/consi	Shipper/consignee role swap observed on A
EDI/API	Email	Yes	8/23/2025 18:11		Intermittent 429 on '/manifest/validate' duri
Vessel	Call	Yes	4/1/2025 6:00	Call ALR-268498 | Vessel MV TITAN CREST/211S exception at Pasir Panjang Terminal 2 | Issue: EDIFACT CO	EDIFACT COARRI inconsistency for MV TITA
EDI/API	Email	Yes	4/6/2025 16:09	Subject: FW: EDI SUBMISSION | CS0057390-INC0172705/LDear Team,I have advised user to submit as creat	Time zone drift caused eventTime to serializ

Historical Case Logs

CNTR: Weight and size attributes for CONTAINER_ID do not align with manifest data

Module	Container Booking

Overview

Weight and size attributes for CONTAINER_ID do not align with manifest data. OMS lists 22G1 whereas the EDI intake translated to 45R1—slot planning at PSA Pasir Panjang misallocated. Voyage QS19; last known location Block B3. Suspect duplicate CODECO from yesterday caused field overwrite.

Resolution

1. Ran de-duplication on EDI queue and restored the correct CODECO snapshot.

2. Set precedence to prefer TOS for equipment attributes; added a rule to reject backdated updates within 120 minutes.

    2.1 Archive ACK with timestamp and execution ID.

    2.2 Notify partner with sanitized sample if needed.

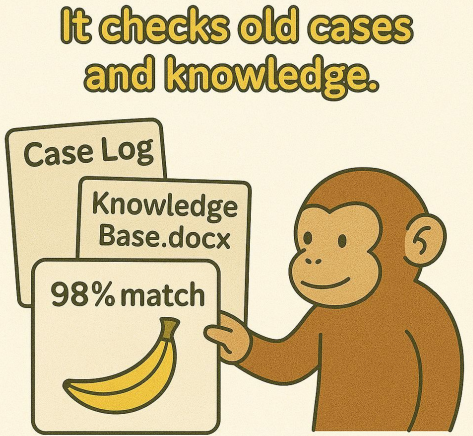
3. Customer notified using a masked ticket reference.

4. Locate the problematic EDI message/file and quarantine it.

5. Validate structure and partner-specific rules.

    5.1 Run schema validator (segments/qualifiers/max-occurrence).

Knowledge Base Logs



Escalation Required

EDI/API

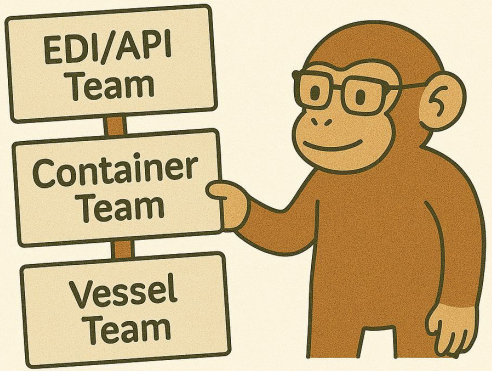
Contacts:

- Tom Tan ? EDI/API Support <tom.tan@psa123.com>

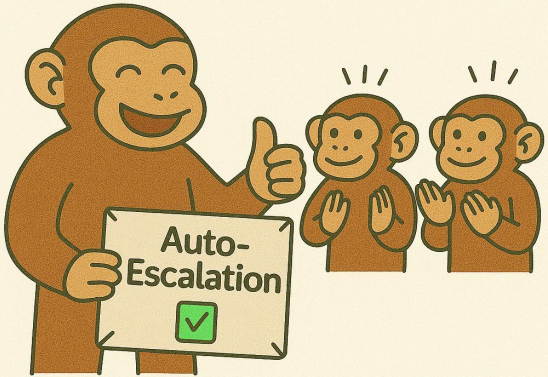
Escalation Steps:

- 1. Contact EDI/API team via on-call channel.
- 2. In case of API failures, escalate to Infra/SRE.
- 3. Engage partner if issue persists.

Then decides who to contact.



Boom. Escalation ready in seconds.



Incident Report

Low

Duplicate containers found

10/20/2025, 3:30:12 PM

Recommended Resolution

Module: Container (CNTR)

Summary:
Alert: 'Duplicate containers found'. Automated extraction shows query=0, count=0, results=[], and DB RESULT returned no matches with error 'No matches found for extracted variables'. No owner is assigned in the DB RESULT. Recommend validating the report and escalating to Container (CNTR) if unresolved.

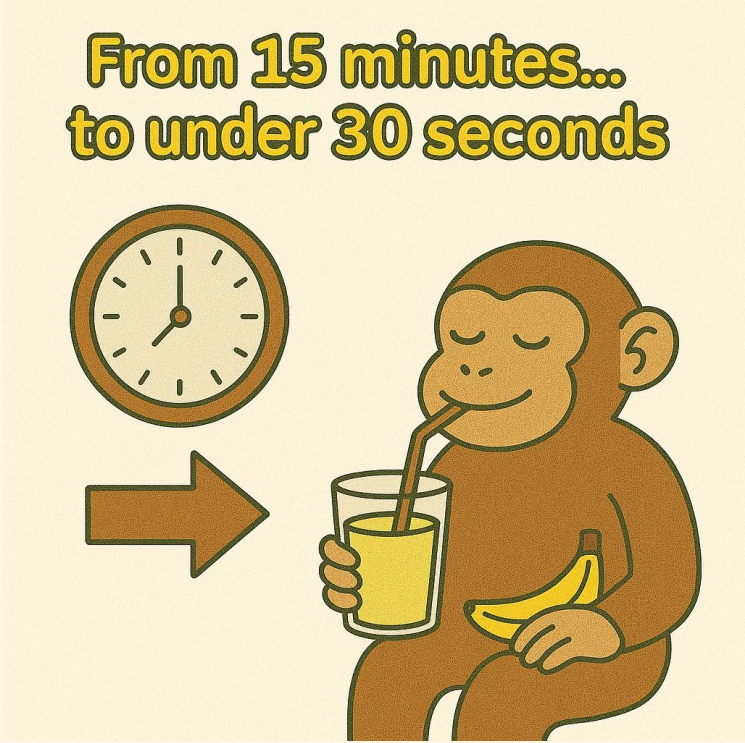
Root Cause:
unknown

Resolution Steps:
- Validate the original report: ORIGINAL CONTENT='Duplicate containers found'.
- Review ALERT SUMMARY (query=0, count=0, results=[]) to confirm no automated matches were found.
- Review DB RESULT (matches=[], error='No matches found for extracted variables') to confirm system lookup outcome.
- If duplicates cannot be validated or owner remains unknown, escalate to Container (CNTR) per escalation catalog steps.

Escalation Target: Container (CNTR)
Contacts:
- Mark Lee ◆ Product Ops Manager <mark.lee@psa123.com>
Escalation Steps:
- 1. Notify Product Duty immediately.
- 2. If unresolved, escalate to Manager on-call.
- 3. Engage SRE/Infra team if needed.

Escalation Required

Container (CNTR)
Contacts:
- Mark Lee ◆ Product Ops Manager <mark.lee@psa123.com>



Thank you 🍌

uwuw ah ah

Executive Summary

Our project, **Smart Triage Assistant**, was developed for **Problem Statement 3: Redefining Level 2 Product Operations** in the PSA Hackathon 2025.

It aims to **automate the incident triage process** for PSA's operations teams, transforming how incident reports (emails, SMS, API/EDI alerts) are analyzed, categorized, and escalated.

🚀 Impact

- **Reduces triage time** from ~15 minutes to **under 30 seconds**.
- **Minimizes routing errors**, ensuring the right team receives the right alert.
- **Enhances operational visibility** with structured JSON outputs and dashboards.
- **Scales across communication channels** (email, SMS, API logs).

Technical Architecture

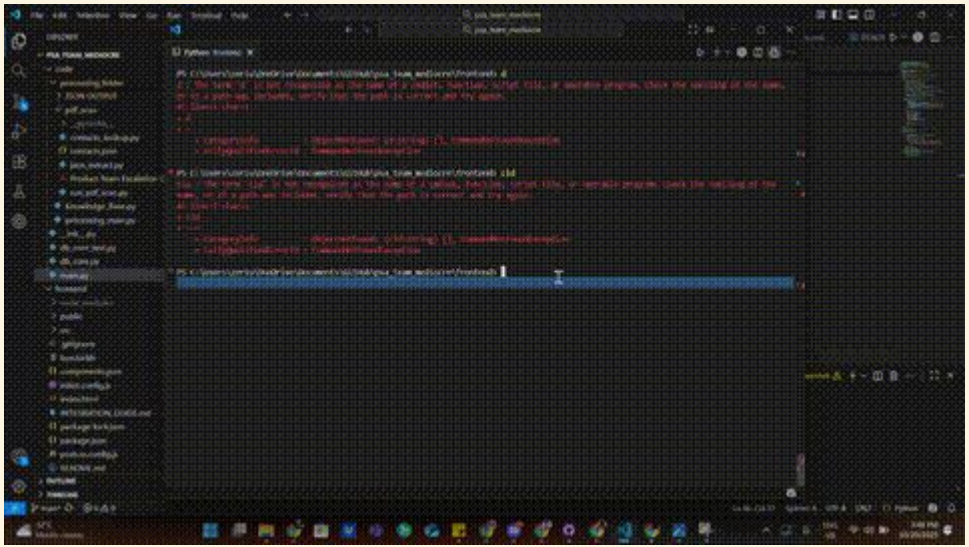
- **Backend:** Python (FastAPI-style architecture with modular processing pipeline)

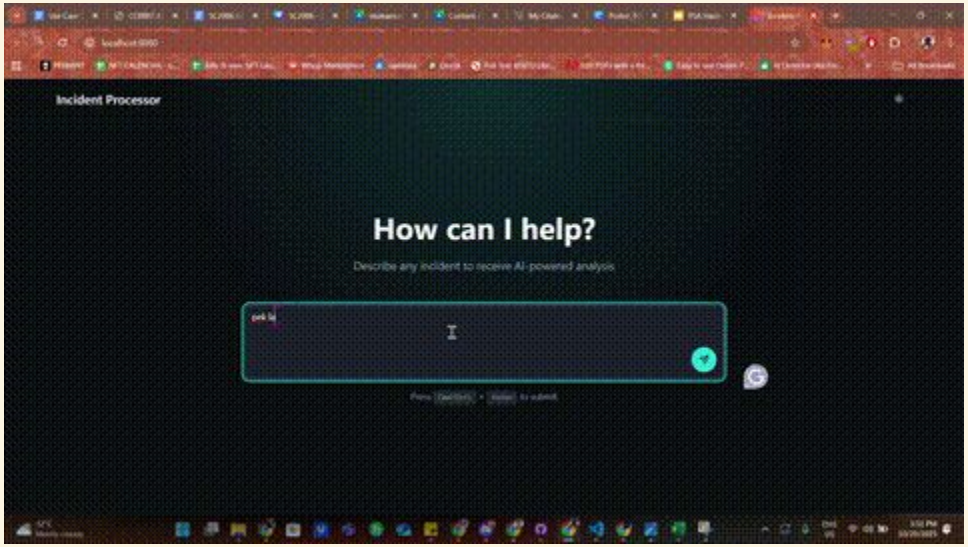
- **Frontend:** React + Vite + Express proxy

- **Core Modules:**
  - *Email Processor* – text extraction & cleaning
  - *Excel & Docx Scanner* – embedding-based semantic match
  - *Decision Maker* – GPT-5 LLM for classification
  - *UI Connector* – displays results in real time

Full-flow demo

Correct input



Full-flow demo

Garbage data