**📄 app.py**

**Purpose:** The main Streamlit app  
**What it does:**

* Lets user either upload a CSV file **or** type a log manually.
* Predicts the **root cause** using the trained model.
* Finds the correct **team** using escalation rules.
* Shows the results interactively.

**🧹 preprocessing.py**

**Purpose:** Cleans log text  
**What it does:**

* Converts text to lowercase
* Removes special characters
* Prepares the log for model input

**🔁 routing.py**

**Purpose:** Assigns team using escalation rules  
**What it does:**

* Uses root\_cause and component
* Looks up the correct team from the matrix
* Falls back to a default team if not matched

**🗂️ escalation\_matrix.yaml**

**Purpose:** Escalation rules in YAML format  
**What it does:**

* Maps each root cause + component to the right team
* For example, auth\_failure + auth\_service → Authentication Team

**📊 metadata\_sample.csv**

**Purpose:** Sample input CSV for testing  
**What it contains:**

* Timestamp, transaction ID, component, and log
* Simulates real transaction metadata

**📦 requirements.txt**

**Purpose:** Lists required Python packages  
**What it does:**

* Ensures your environment has everything to run the app