

# INCIDENT RESPONSE 365

## INCIDENT COLLABORATION MANAGER

February 2020

# The Problem

Gathering the right team to work on an incident can take hours



Artefacts generated and used during incident resolution process are scattered across different tools and not preserved



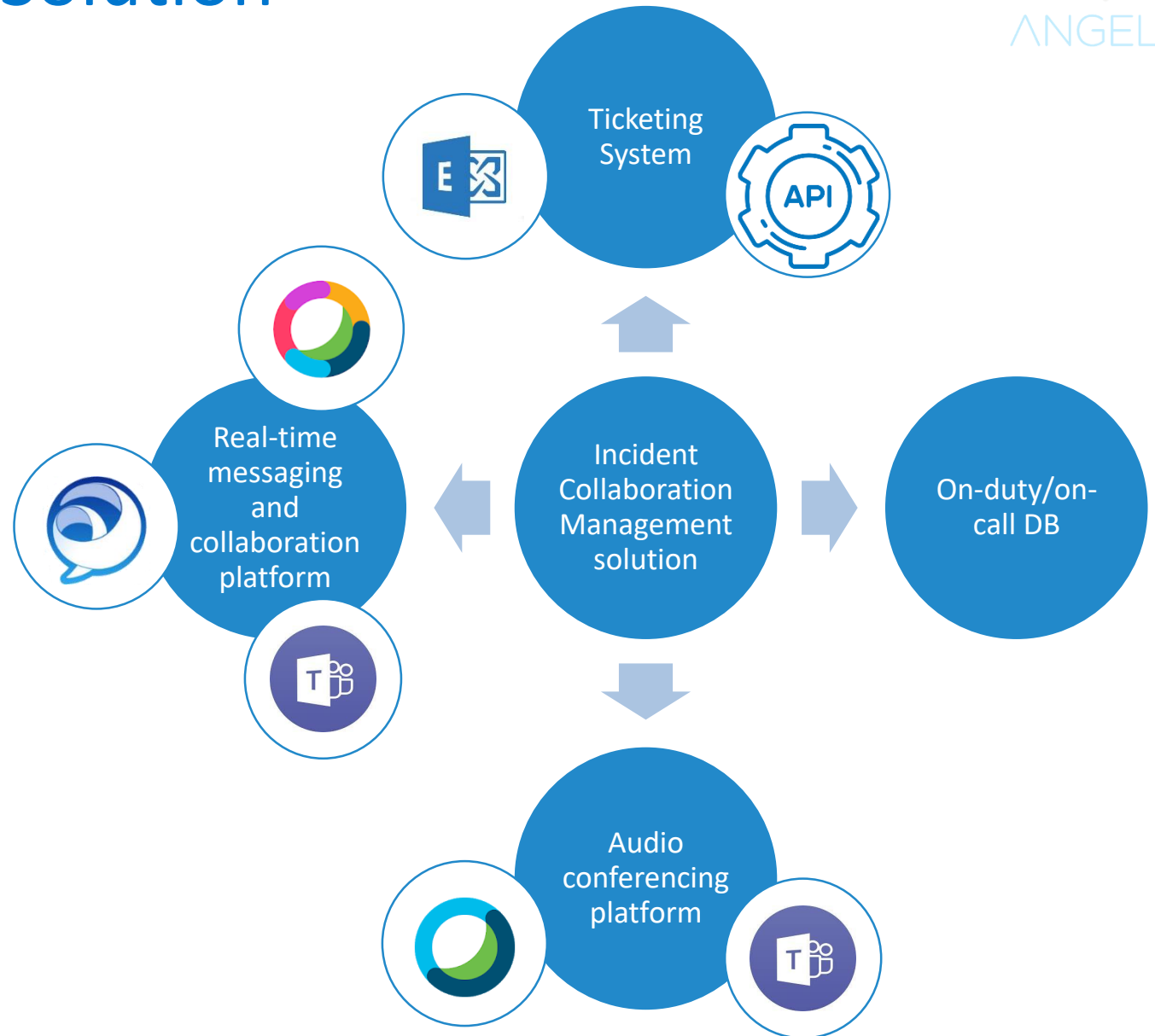
Collaboration tools are not integrated, and people must switch between apps

# The Solution

Incident Response 365 is a solution to facilitate real-time collaboration during incident resolution, automating, unifying and speeding up the process.

It integrates with various in-house systems used in the incident management process.

Supported Platforms: Microsoft Teams, Microsoft Teams Meetings, Webex Teams, Webex Meetings, Jabber



# Main Benefits



Greatly shorten the time to gather a team to work on an incident

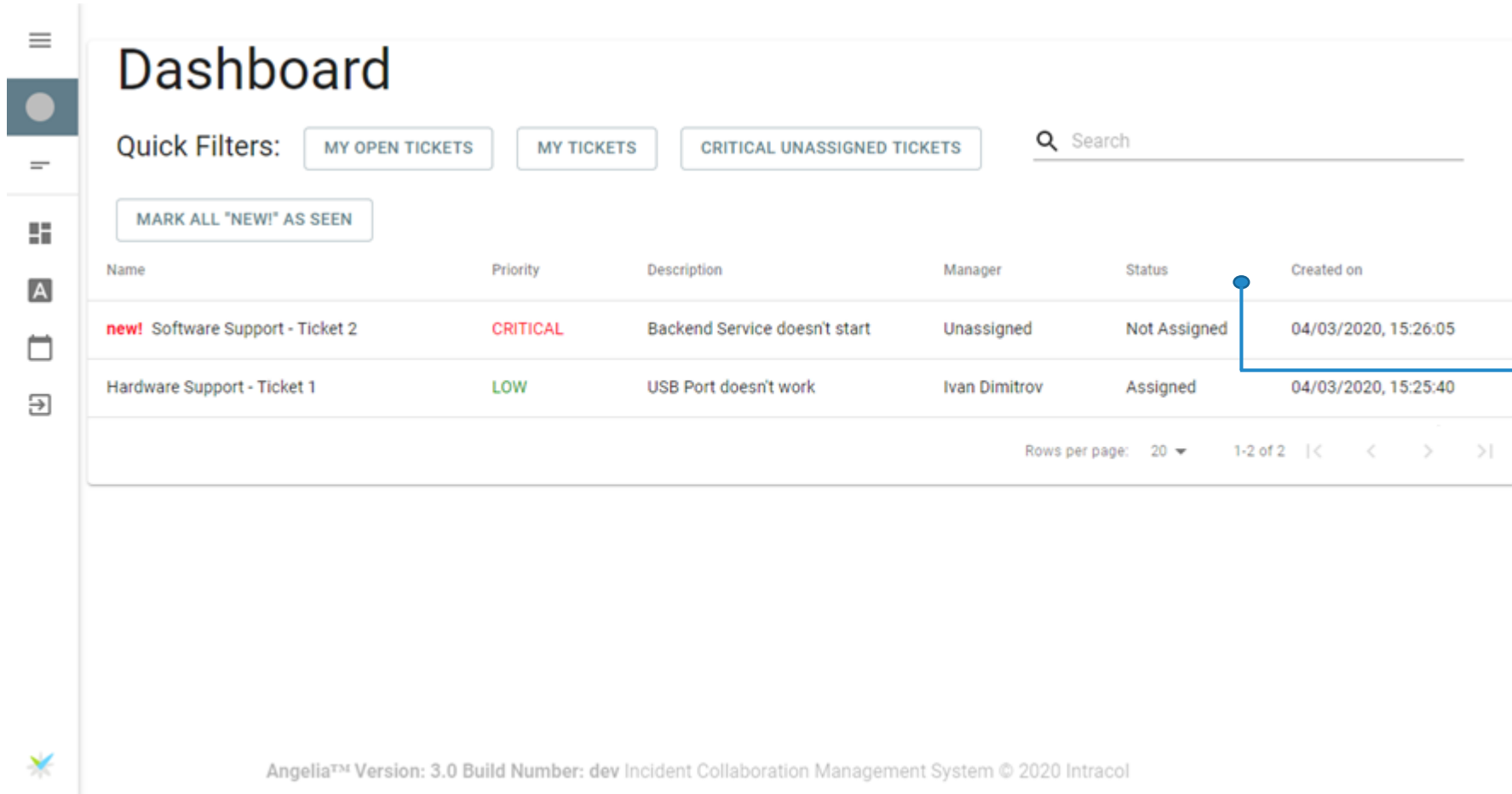


Provide a unified real-time collaboration environment infused with AI



Collect in a single place all artefacts generated and used during the incident resolution process for further use

# The Incident Dashboard



The screenshot shows the 'Dashboard' section of the ANGELIA Incident Collaboration Management System. It features a sidebar with navigation icons, a top navigation bar, and a main content area. The main content area includes a 'Dashboard' title, 'Quick Filters' (MY OPEN TICKETS, MY TICKETS, CRITICAL UNASSIGNED TICKETS), a search bar, and a table of incidents. A blue callout line points from the 'Not Assigned' status of the first incident to the explanatory text on the right.

Name	Priority	Description	Manager	Status	Created on
<b>new!</b> Software Support - Ticket 2	CRITICAL	Backend Service doesn't start	Unassigned	Not Assigned	04/03/2020, 15:26:05
Hardware Support - Ticket 1	LOW	USB Port doesn't work	Ivan Dimitrov	Assigned	04/03/2020, 15:25:40

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An Incident Manager sees an incident which is not assigned, takes ownership of the ticket and starts assembling a team based on the list of people on duty

# Current Feature Set



- Email based ticket generation. Received email generates a ticket in Angelia dashboard.
- Synchronization between Angelia ticket and MS Teams channel. A private channel is created when a ticket is assigned in Angelia.
- Team synchronization between Angelia and MS Teams. When a new expert is invited to work on a ticket in Angelia, he also gets invited in the respective MS Teams channel.
- A chat Bot available in the MS teams space to monitor user activities. When the user mention the bot and adds a comment to the space, this is treated as invitation acceptance. The user state is changed to engage in MS Teams.
- If a user leaves the MS teams channel, he rejects the invitation to work on this ticket and the status is reflected in Angelia.
- Comments from Angelia are posted in MS teams space as well.
- MS Teams meetings are started from the ticket view in Angelia. Join url is posted in the channel
- Upon ticket archiving the chat history is gathered from MS teams as well as all other information available. Download URL to the archiving is posted in the MS Teams Channel



# The Incident Workspace



## Workspace for Hardware Support - Ticket 1

DELETEARCHIVESTART MEETING

Details

Priority:LOWManager: Ivan DimitrovStatus: Assigned

Type: HardwareCreated on: 04/03/2020, 15:25:40

Description: USB Port doesn't work

Comments

What would you like to say?

ADD

Logs

04/03/2020, 15:25:40Ticket created

04/03/2020, 15:25:41User Ivan Dimitrov invited to team

04/03/2020, 15:26:04Ticket assignedIvan Dimitrov

04/03/2020, 15:26:05User Ivan Dimitrov invited to teamIvan Dimitrov

Attendees

Ivan Dimitrov | dev

Invitees

No people are invited to the team.

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Then he invites people to the team based on their expertise and availability. He can see which people are available, currently engaged in an incident or were already invited to join.

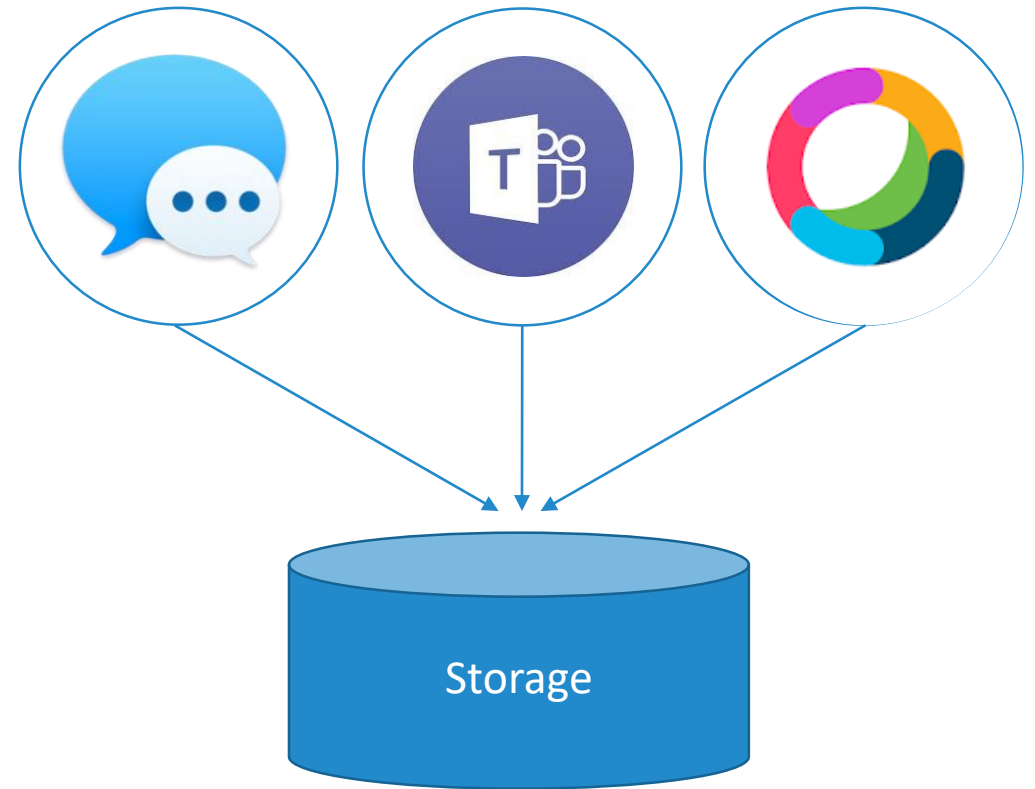
Invited people will appear on the Pending list. Once accept the Jabber invite to join the group chat, they will be moved into the Team list.



# Archiving & Compliance

Upon finishing the work the ticketing system is being updated with the proper status and a link to the Webex Teams / MS Teams persistent chat room for later reference.

The incident data incl. attached files is fetched from Webex Teams/ MS Teams and stored in a designated storage for compliance reasons and further analytics.

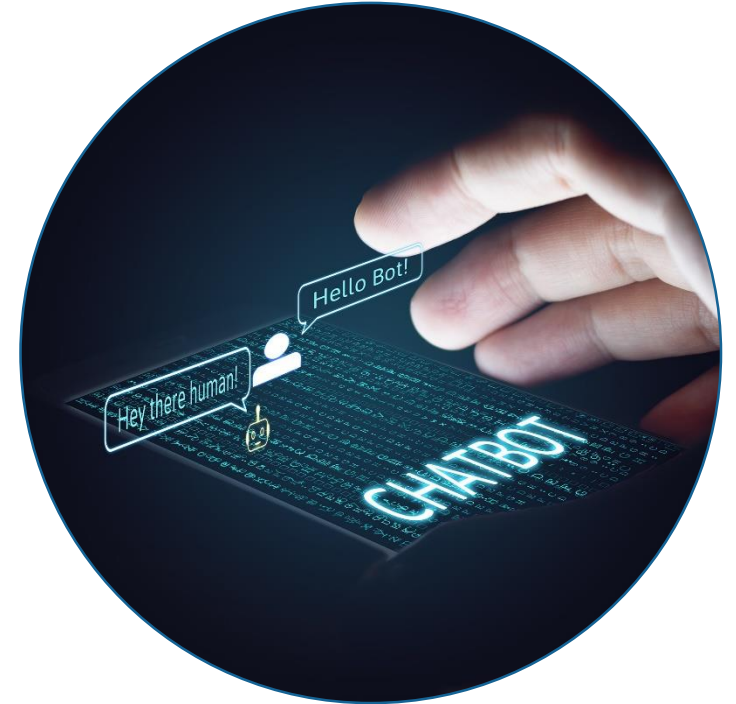




# AI Virtual Assistants

Once archived all tickets are processed through the chat bot engine. Ticket resolution is extracted and added to the Knowledge Base.

Within a natural conversation between a service manager and chat bot, relevant information and possible resolution suggestions, can be extracted from the KB. This will minimize time and effort spent on resolving identical problems.



# Use Case in Manufacturing

Incident Response 365 allows the operator of a Quality Measurement Machine by a large German supplier to collaborate with the supplier's 24/7 technical support team via messaging, audio, video, file transfer and desktop sharing to receive instantaneous support while working on the production line.

## Solution:

- Open a support/expert session with machine based account
- Share machine specific context
- Automated account provisioning
- SSO certificate based authentication
- Built-in integration with Cisco WebEx
- Access to recorded sessions

## Benefits:

- Get instantaneous support by supplier's expert
- Multiple operators work on a single machine
- Geo distributed support service
- Increased agility through embedding collaboration within the production processes
- Collect in a single place all artefacts generated/used during the incident resolution process

