

Resolve Gateway Connector Moogsoft AIOps

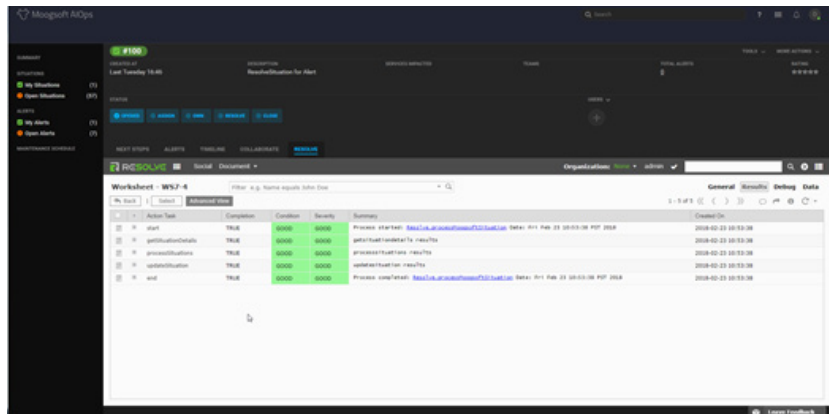
Key Benefits

- Focus resources on real incidents and situations by eliminating false and transient alarms through validation automation
- Empower agents with human-guided procedures to quickly and easily view results of automation validation and diagnostic tests
- Reduce incident escalations and provide troubleshooting actions through decision trees and interactive process guidance



Resolve Systems and Moogsoft

Resolve Systems and Moogsoft offer a fully integrated solution to validate, investigate and accelerate resolution of incidents. Resolve, the market leading incident resolution platform, integrates Situations and Alerts from Moogsoft with Resolve's powerful automation, process guidance, and human-guided automation capabilities enabling quicker diagnosis and resolution.



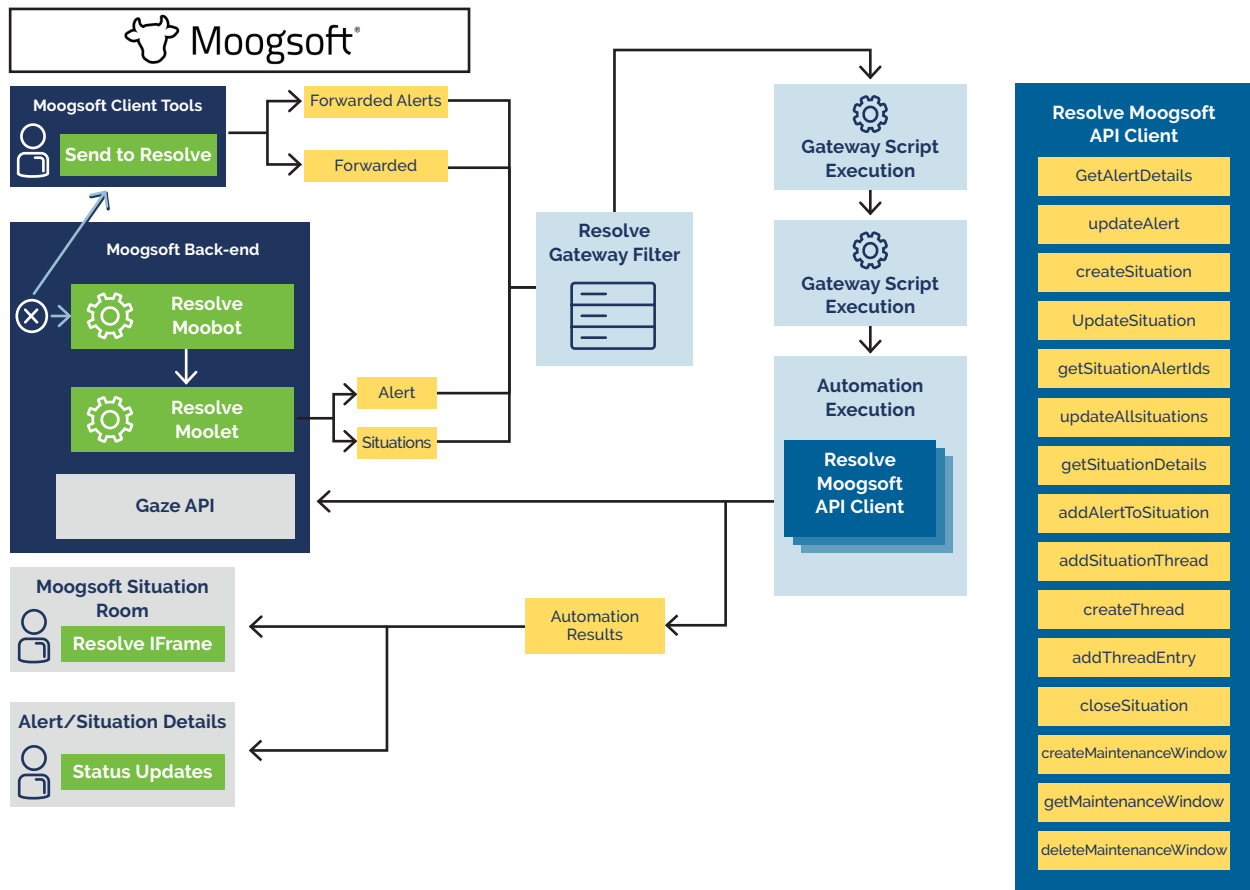
Key Capabilities

- Initiate Resolve from Moogsoft Situation or Alert
- Trigger and immediately execute Resolve automations to proactively validate, verify, and enrich Moogsoft incidents helping to minimize false alarms and reduce incident volume
- Trigger and launch Resolve interactive process guidance and human-guided automations from a Moogsoft incident/situation to enable operators to quickly and prescriptively diagnose and resolve incidents
- Integrated user experience & centralized resolution platform eliminate the need to access disparate systems
- Integrated solution extends powerful analytics/event management platform with a powerful automation and resolution platform.

How It Works

The Moogsoft Gateway provides a REST endpoint and can be configured to trigger automations both Synchronously and Asynchronously when an Alert or Situation is exchanged. Resolve provides additional out-of-the-box features called Resolution Routing to trigger automations based on certain business rules that can be configured on the Resolve platform. These rules are applied to Moogsoft Alerts and Situation properties that are forwarded to Resolve using the Gateway Filter.

Additionally, the Moogsoft Resolve Gateway provides the capability to allow users to send Moogsoft Alerts and Situations to the Resolve platform by leveraging the “Send to Resolve” button on the Moogsoft UI.



About Moogsoft

Moogsoft AIOps helps modern IT Operations and DevOps teams become smarter, faster, and more effective by providing technological supplementation that automates mundane tasks, enables scalability, and frees up human beings to do what they do best — ideate, create, and innovate.