

# Agile Situation Rooms Quickly Resolve Service Issues

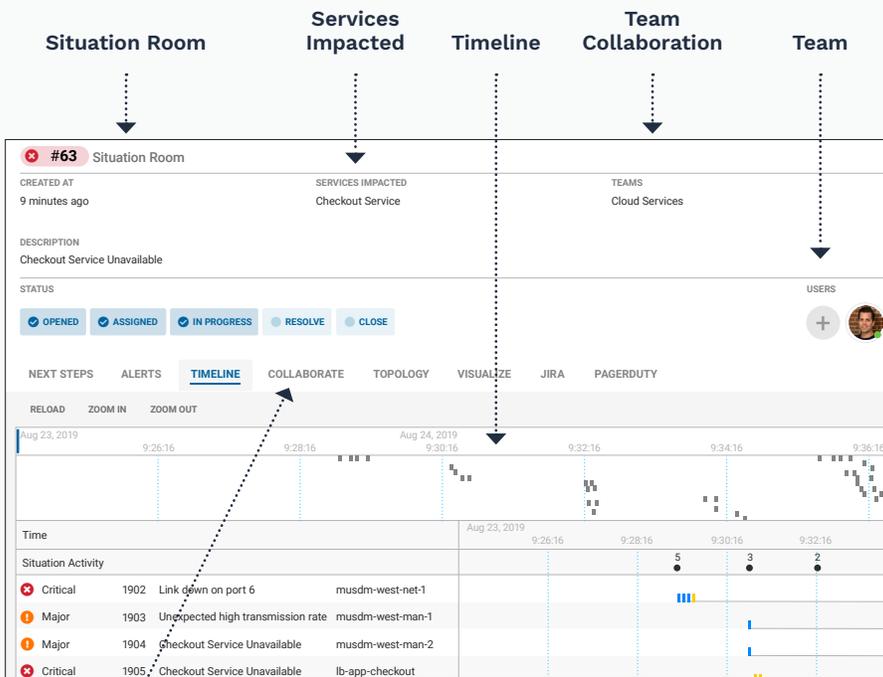
## Solve Tickets Faster with Situation Room

Team collaboration is the fastest way to resolve complex multi-system situations. When a high severity ticket comes in, and subject matter experts are needed from different teams, the Situation Room is the place to swarm to and meet to fix the problem.

## AIOps System of Engagement: It's Where the Work Gets Done

Moogsoft AIOps streamlines IT Operations and provides Ops teams with the rapid incident resolution capabilities they need to avoid outages, meet SLAs, and help accelerate the digital transformation their business.

The Situation Room is an integrated just-in-time social collaboration workspace that subject matter experts and stakeholders meet dynamically to quickly resolve incidents.



Next Steps  
Alerts  
Timeline

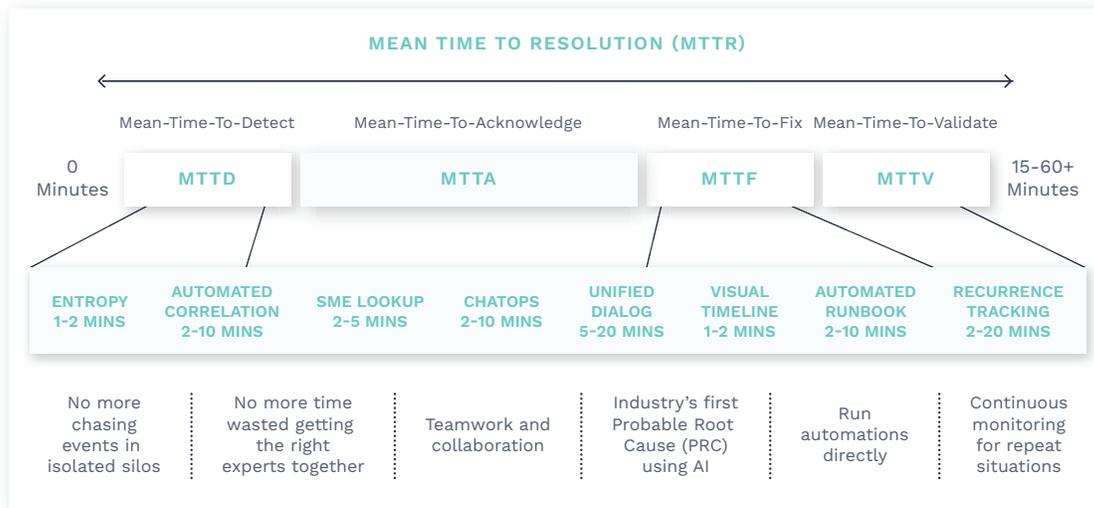
Collaborate  
Topology  
Integrations

## Benefits: Collaboration, Agility, Transformation

Collaborative workspace eliminates the frequent “all-hands-on-deck” clumsy war room meetings and conference calls.

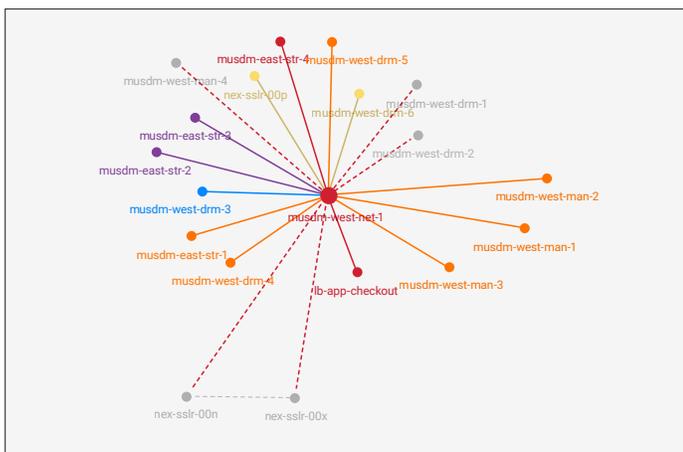
Agility comes from workflow integrations with external IT systems such as incident management or runbook automation for workflow optimization and efficiency.

Workflows are transformed, for every operator who is responsible for elements of a Situation. They immediately have all the information they need to do their job available with a few clicks of a mouse.



## Manage Situations from One View

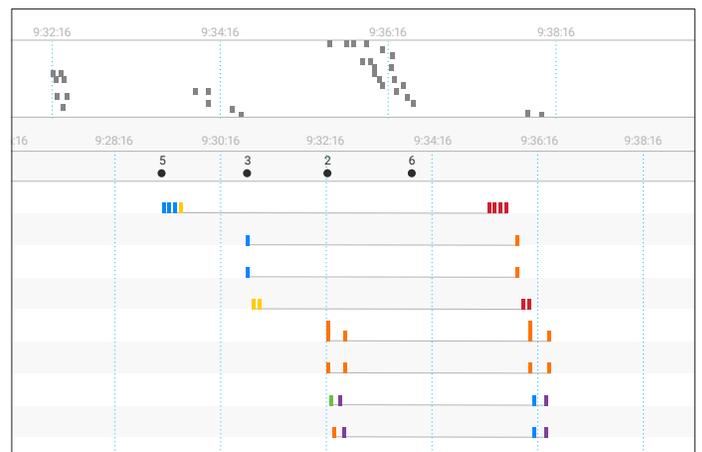
**Topology.** Topological data shows a visual representation of connections between resources impacted by a Situation. This tab is revealed when a Situation affects more than one node and Moogsoft AIOps has topological data for those nodes. Zoom in and out or click and drag the nodes to rearrange the view. Red signifies a “critical” Situation requiring immediate investigation; these nodes are candidates for probable root cause



Topology in Moogsoft AIOps

## Faster Mean Time to Resolution (MTTR)

**Timeline.** No more chasing alerts in silos. Timeline offers a powerful graphical view showing the progression of a Situation. Operators see a breakdown of the Situation’s associated alerts in the order they occurred alongside key activity markers. This helps identify probable root cause by showing how a Situation developed and indicates the hotspots where there are higher volumes of more severe alerts.



Timeline in Moogsoft AIOps

Visit [www.moogsoft.com](http://www.moogsoft.com) to learn more.