

Conversational & Contextual Observability

Bishwajeet Paul

Mani Nagaraj

Ankur Aggarwal



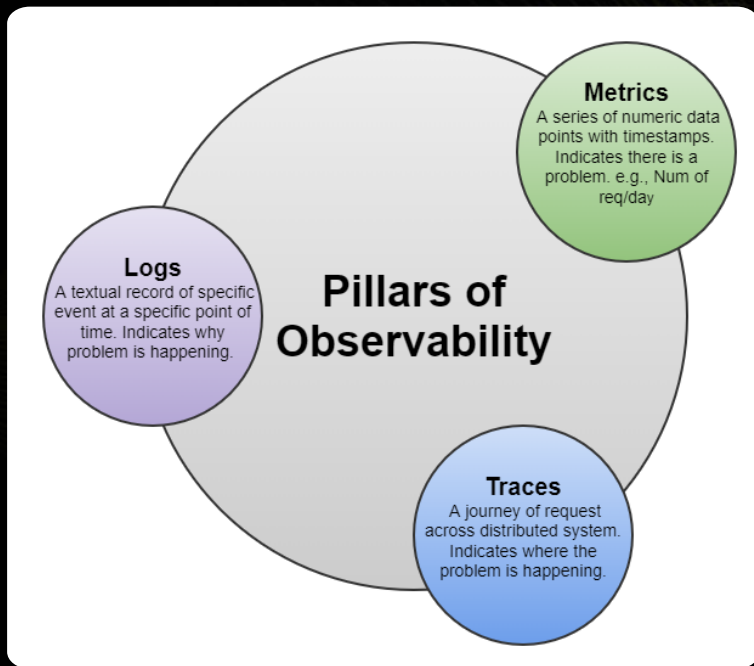


JP Morgan Chase & Co.

We are part of Engineer's Platform & Integrated Experience (EPIX). Primarily focused on the Observability of every stage of the Software Development Lifecycle (SDLC). Our goal is to help engineers detect issues early and proactively with automated troubleshooting recommendations.



Observability



- Collect, correlate, aggregate, and analyze telemetry in your network, infrastructure, and applications.
- These insights help you detect, investigate, and remediate problems faster.
- Artificial intelligence and machine learning can help proactively react, predict, and prevent problems.
- Allows analysts to explain the unexpected and address the underlying causes more quickly and more accurately.



Questions and Questions

Why Builds are failing consistently?

How many new Clients were onboarded to Asset Wealth Management?

How many deploys in CIB last week?

What was vendor discount rate for WePay transactions?

Give me the raw data of Tests?

What is the 90% of build duration?

Spinnaker Vs Jules ?

Where are the dashboards?

What is the average Scan duration in my Project?

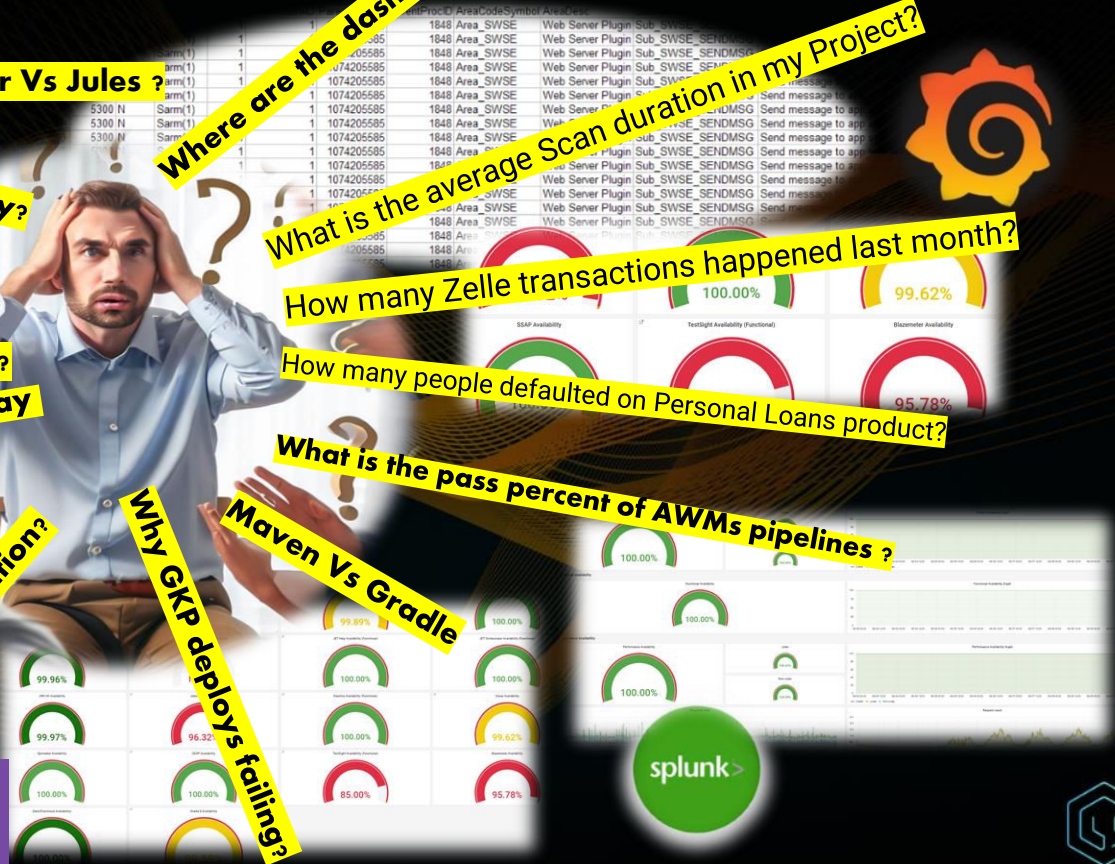
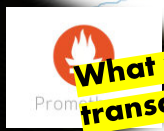
How many Zelle transactions happened last month?

How many people defaulted on Personal Loans product?

What is the pass percent of AWMs pipelines ?

Maven Vs Gradle

Why GKP deploys failing?

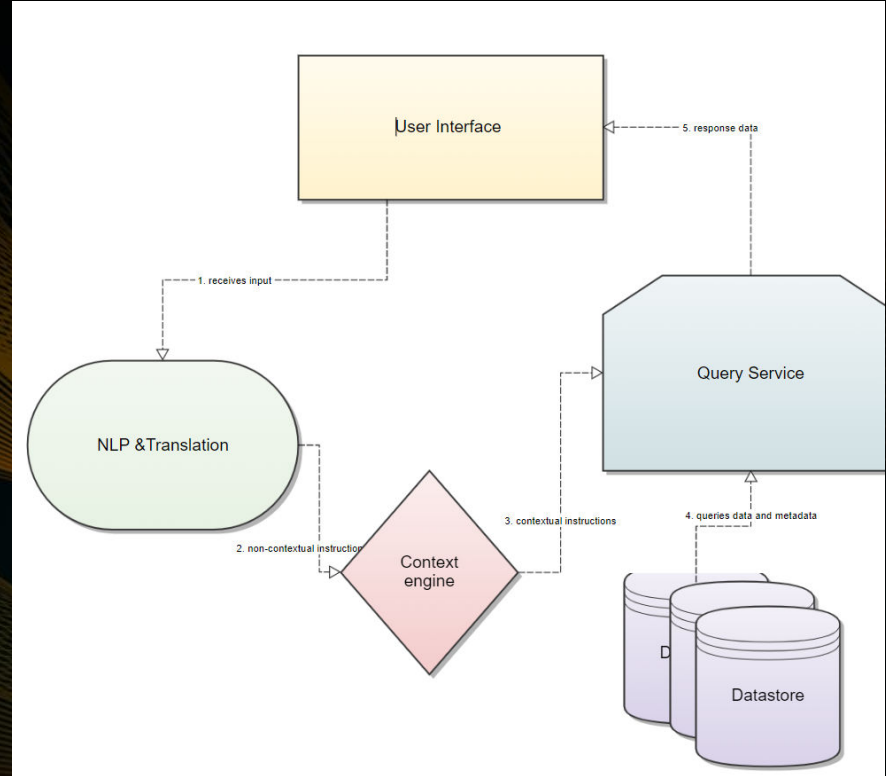


How to simplify Self Service of Contextual and Meaningful data from JET Observability ?

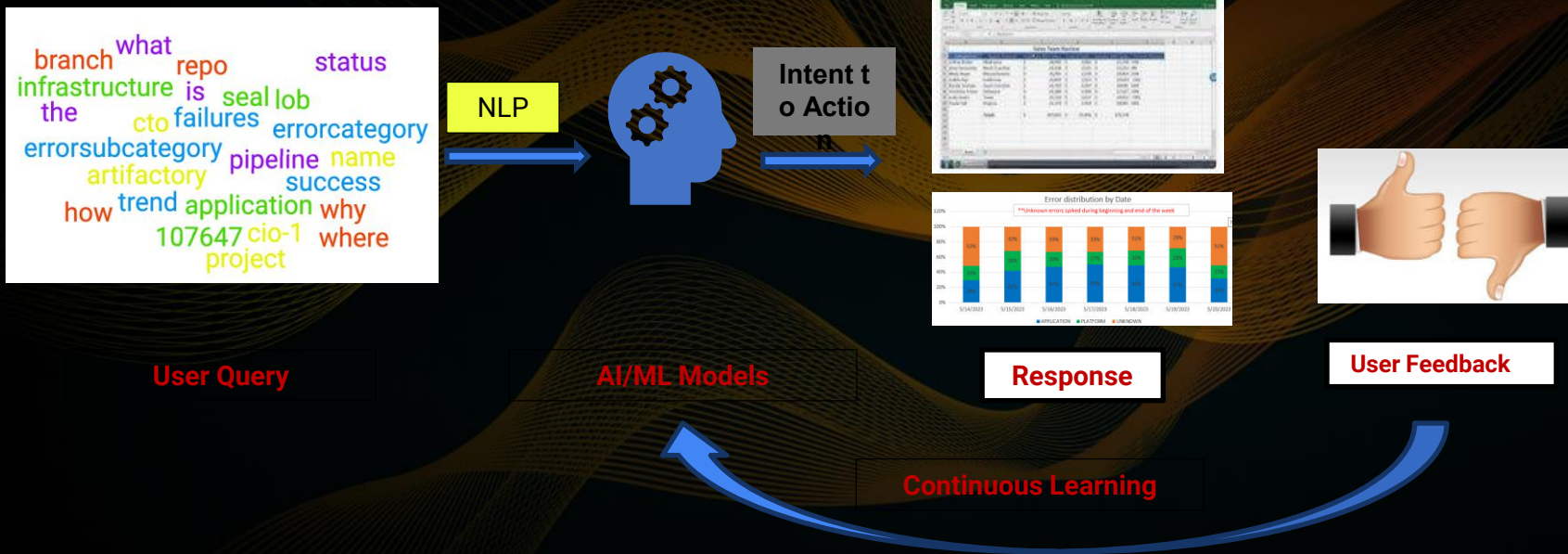
- ✓ Various areas of Interest: Platform performance, application stability, CICD insights, recommendations etc.
- ✓ Diverse requirements : logs, metrics, traces, trends, stats, raw data and more
- ✓ Multiple Personas: developer, project and product managers, CIOs-1, CIOs, Customer Success and more
- ✓ Dashboards everywhere for everything
- ✓ Limited human resources
- ✓ Increase market value
 - time savings
 - cost reduction



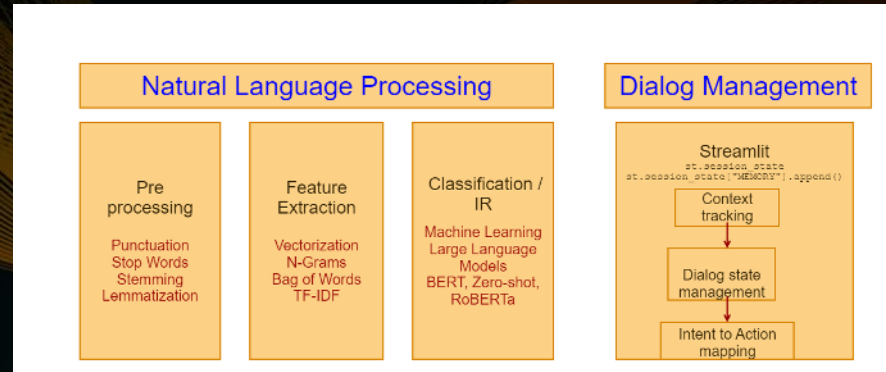
System Design



Conversational learning system

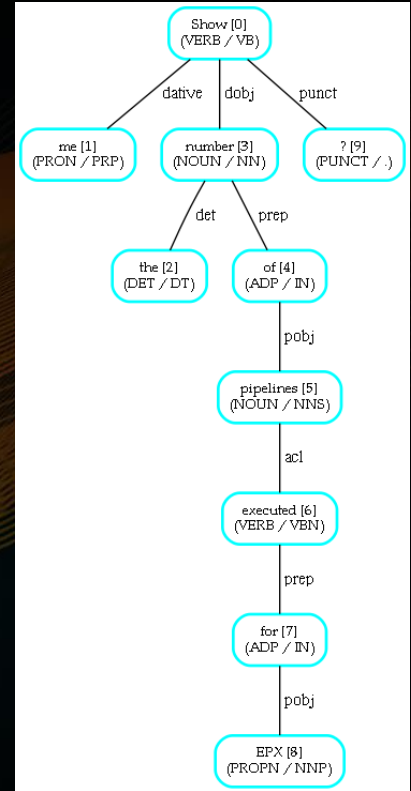
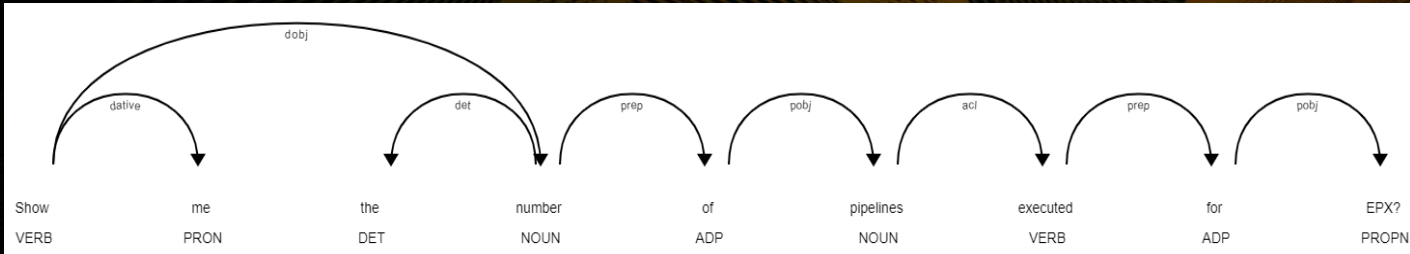


NLP components



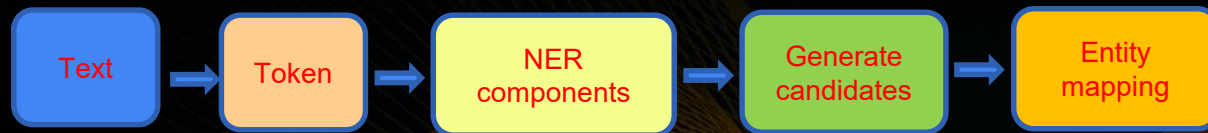
Preprocessing

- Question: Show me the number of pipelines executed for EPX?
- Keywords = ['Show', 'number', 'pipelines', 'executed', 'LOB']



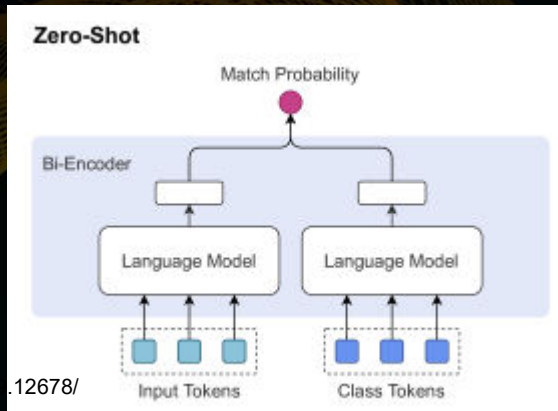
Large Language models

- Custom Entity linking (EL model)



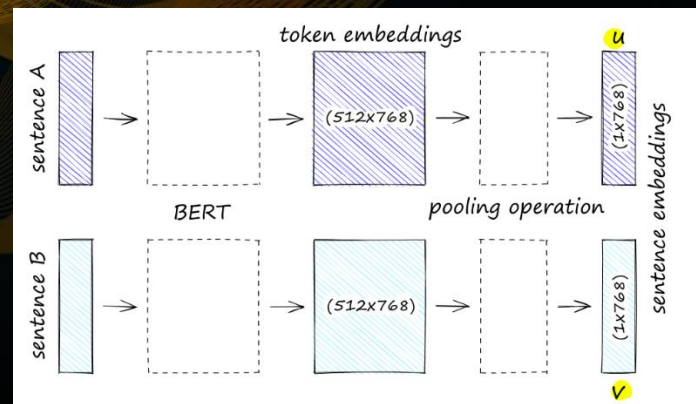
- Zero-shot models

(`model="facebook/bart-large-mnli"`)



- Sentence transformers – cosine similarity

(`model="all-MiniLM-L6-v2"`)



Suggested Questions based on similarity

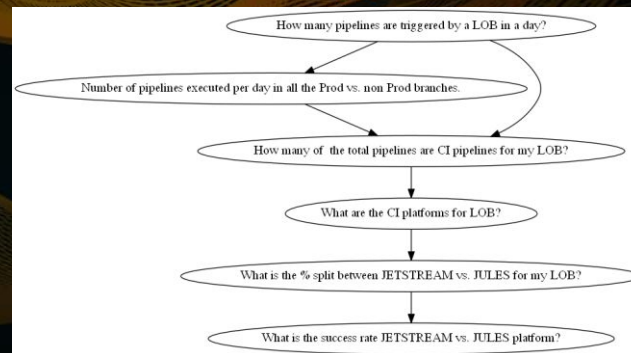
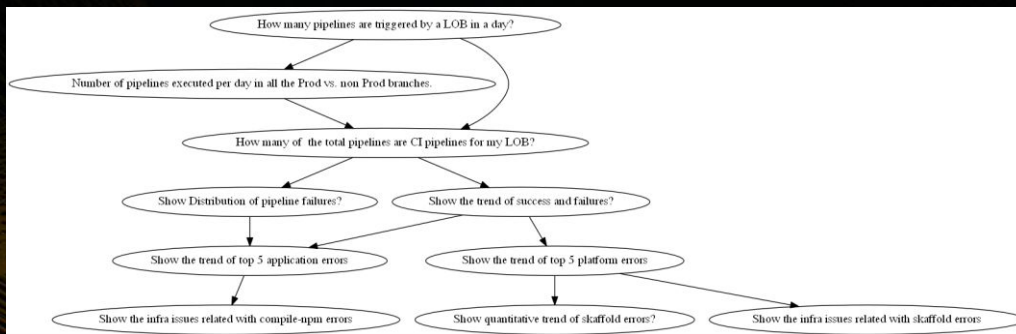
Do you also want to know about?

Users have also asked for

Question similarity pairs:

✓ How many pipelines are triggered by a LOB in a day?
Number of pipelines executed per day in all the Prod vs. non Prod branches. 0.6713
Show me the number of pipelines executed for EPX? 0.5873
how is the eventstatus for pipeline trending in 107647 0.5834

How many of the total pipelines are CI pipelines for my LOB?
Number of pipelines executed per day in all the Prod vs. non Prod branches. 0.6713
Show me the number of pipelines executed for EPX? 0.5873
how is the eventstatus for pipeline trending in 107647 0.5834




Demo

app - Streamlit x +

localhost:8501

Welcome to Conversational and Contextual Observability



How may I help you?

Type your question here.

Made with Streamlit

The image shows a web browser window displaying a Streamlit application. The browser's address bar shows 'localhost:8501'. The application has a light gray sidebar on the left with a close button (x) at the top right. The sidebar contains the text 'Welcome to Conversational and Contextual Observability' and an illustration of a person in a white shirt interacting with a large screen. The screen shows a chatbot interface with a blue and white robot head, speech bubbles, and question marks. Below the illustration is the text 'How may I help you?'. The main content area of the application is white and contains a large, light gray text input field with the placeholder text 'Type your question here.'. At the bottom left of the main area, it says 'Made with Streamlit'. The browser window has standard navigation buttons (back, forward, refresh, home) and a search bar. The top right of the browser window shows window control buttons (minimize, maximize, close) and browser extension icons.



Q & A

