

HCLSoftware

HCL iAutomate

Self-Service Ticket Analysis User Guide

Version 6.5



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Document Revision History

This guide is updated with each release of the product or when necessary.

This table provides the revision history of this Self-Service Ticket Analysis User Guide.

Version Date	Description
October, 2019	HCL iAutomate v4.0 Self-Service Ticket Analysis Guide
May, 2020	HCL iAutomate v5.0 Self-Service Ticket Analysis Guide
September, 2020	HCL iAutomate v6.0 Self-Service Ticket Analysis Guide
November, 2020	HCL iAutomate v6.0.1 Self-Service Ticket Analysis Guide
January, 2021	HCL iAutomate v6.0.2 Self-Service Ticket Analysis Guide
April, 2021	HCL iAutomate v6.0.3 Self-Service Ticket Analysis Guide
October, 2021	HCL iAutomate v6.1 Self-Service Ticket Analysis Guide
March, 2022	HCL iAutomate v6.1.1 Self-Service Ticket Analysis Guide
August, 2022	HCL iAutomate v6.2 Self-Service Ticket Analysis Guide
November, 2022	HCL iAutomate v6.2.1 Self-Service Ticket Analysis Guide
October, 2023	HCL iAutomate v6.3 Self-Service Ticket Analysis Guide
December, 2023	HCL iAutomate v6.3.2 Self-Service Ticket Analysis Guide
June, 2024	HCL iAutomate v6.4 Self-Service Ticket Analysis Guide
August, 2024	HCL iAutomate v6.4.1 Self-Service Ticket Analysis Guide
November, 2024	HCL iAutomate v6.4.2 Self-Service Ticket Analysis Guide
February, 2025	HCL iAutomate v6.5 Self-Service Ticket Analysis Guide

1 Preface

This section provides information about the HCL iAutomate – Self-Service Ticket Analysis User Guide and includes the following topics-

- [Intended Audience](#)
- [About this Guide](#)
- [Related Documents](#)
- [Conventions](#)

1.1 Intended Audience

This guide is intended for the users interested in analyzing the automation potential via iAutomate.

1.2 About this Guide

This guide introduces you to the key concepts of self-service driven ticket analysis via iAutomate and describes the stepwise process use the product. It provides an overview of the end-user interface and instructions to perform different tasks.

This document includes the following topics:

- [iAutomate Overview](#)
- [System Requirements](#)
- [Using iAutomate](#)
- [Support](#)

1.3 Related Documents

The following documents can be referenced in addition to this guide for further information on the iAutomate platform.

- HCL iAutomate Introduction Guide

1.4 Conventions

The following typographic conventions are used in this document:

Table 1 – Conventions

Convention	Element
Boldface	Indicates graphical user interface elements associated with an action, or terms defined in text or the glossary
<u>Underlined blue</u>	Indicates cross-reference and links
<i>Italic</i>	Indicates document titles, occasional emphasis, or glossary terms
Courier New (Font)	Indicates commands within a paragraph, URLs, code in examples, and paths including onscreen text and text input from users
Numbered lists	Indicates steps in a procedure to be followed in a sequence
Bulleted lists	Indicates a list of items that is not necessarily meant to be followed in a sequence

2 iAutomate Overview

iAutomate is an Intelligent Runbook Automation product which is equipped with Artificial Intelligence, Machine Learning and Natural Language Processing capabilities for simplifying and automating the IT Operations issues resolution lifecycle including incidents, service request tasks, change request tasks and events. It leverages its NLP capabilities for analyzing and understanding the context of a specific issue, recommends the most relevant solution and even triggers the execution, thereby enabling Zero Touch Automated Remediation. It also provides AI-driven Knowledge Recommendation by suggesting relevant knowledge articles from various repositories, both internal and external, as and when required by human agents.

When no runbook is available for automated remediation, it searches & downloads relevant executable codes and scripts for subject matter experts to validate, customize, approve and publish for future use.

Additionally, iAutomate also enables users to identify potential automation candidates by leveraging the ticket data from the IT Service Management system. All the users are required to do is extract the ticket dump from the ITSM tool and upload the same into iAutomate which then processes the information using various algorithms and provides the analysis in the form of dashboards and reports.

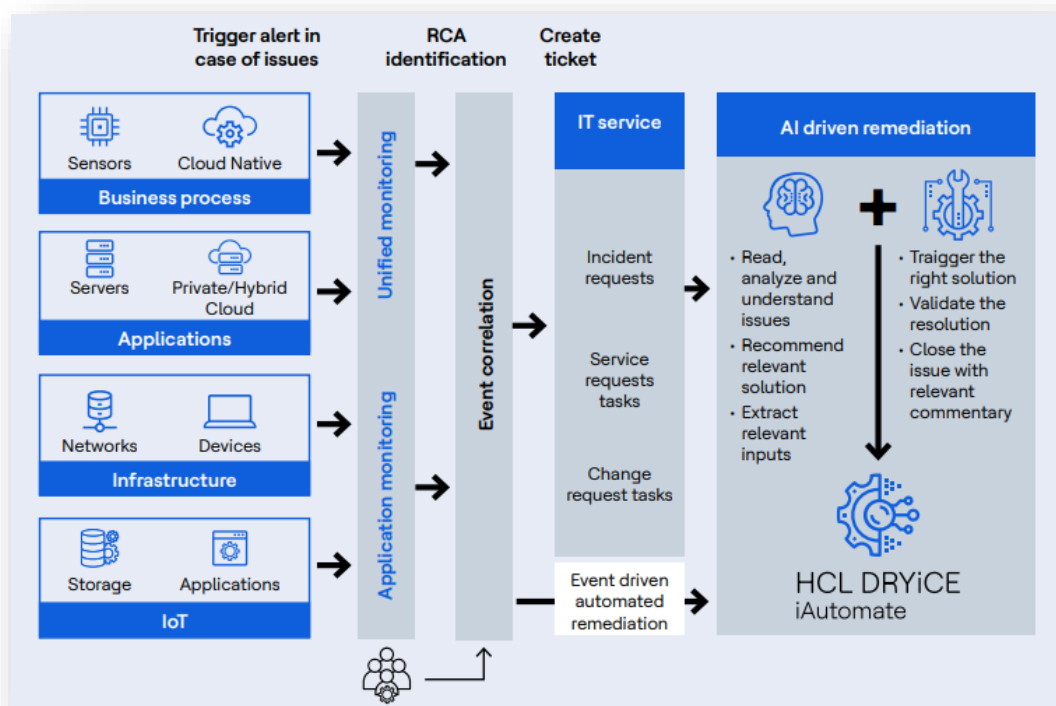


Figure 1 - iAutomate Workflow

Intelligent automation powered by iAutomate can make a tremendous impact in an enterprise adjusting to the new normal, such as

- Reduce Costs
 - Achieve up to 30% reduction in service desk related costs
 - Quick and High ROI
- Mitigate Risks

- Avoid operational risks and ensure compliance by avoiding critical outages
- Reduce escalations and improve SLA compliance by up to 20%
- Achieve up to 85% reduction in MTTR
- Drive Efficiency
 - Automate redundant tasks and let employees focus on more creative activities
 - Reduce manual effort by 30% to 60%
 - Improve customer satisfaction by up to 50% by providing faster incident and service request resolutions.
- Rapid Time to Value
 - Quick implementation in 6 to 8 weeks*
 - Leverage 3000+ reusable and configurable runbooks out of the box
 - Achieve zero-touch automation state in 4 to 5 months*

*Conditions Apply

3 System Requirements

To use iAutomate, a user needs:

- A compatible internet browser excluding Internet Explorer
- A monitor with a resolution of at least 1024 x 768 pixels per inch

4 Using Self-Service Ticket Analysis

iAutomate offers users the capability to perform the ticket analysis to identify the potential automation candidates, on their own, via the SaaS based Ticket Analysis module.

4.1 User Registration

As a first step, the user has to self-register through the iAutomate portal. To do that, perform the following steps:

1. Launch the web browser and provide the HCL iAutomate Web Portal URL.
 - HCL iAutomate instance URL - <https://demo-iautomate-analysis.dryicelabs.com/>

HCL iAutomate

Welcome Back

Sign in to stay updated on your SaaS based data analysis

Email

Password

Sign in

[Forgot password?](#)

New to iAutomate? [Register Now](#)

Copyright © 2016, 2025 HCL Technologies Limited | Supported Browsers Google Chrome, Firefox, and Microsoft Edge | Version – 6.5 | Build Version : 10314.1

Figure 2 – SaaS based Ticket Analysis – Sign in Page

2. If you are a new user, click on **Register Now** to proceed with the registration process.

HCL iAutomate

New Registration

Create your account in HCL iAutomate

Name *

Official Email Id *

Organization *

Password *

Confirm Password *

< Back

Register

Note: Password must contain at least 1 capital letter, 1 small letter, 1 number and 1 special character and 8-15 characters length. Space not allowed. Only !@#\$% Special characters are allowed.

Connect with us:

For support or any queries:
<https://support.dryice.ai>

Visit us at Company Website
<https://www.dryice.ai/products-and-platforms/iautomate>

OR

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Figure 3 – SaaS based Ticket Analysis – User Registration

3. Enter Name, Official Email Id, & Organization details.
4. Enter Password and Confirm Password details.
5. After providing all the inputs, click **Register**. A confirmation message will appear and an email notification, containing the activation link, will be sent to your email id.

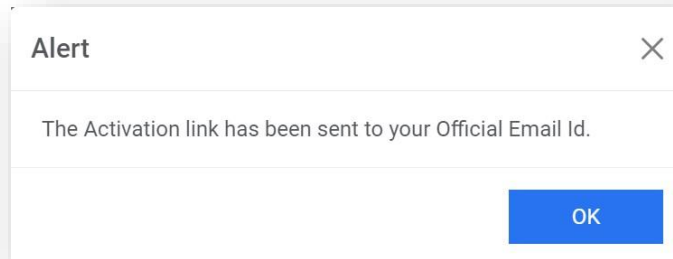


Figure 4 – SaaS based Ticket Analysis – Registration Confirmation

6. Click on the Activation Link received in the mail, and you will be redirected to the screen confirming the user registration.

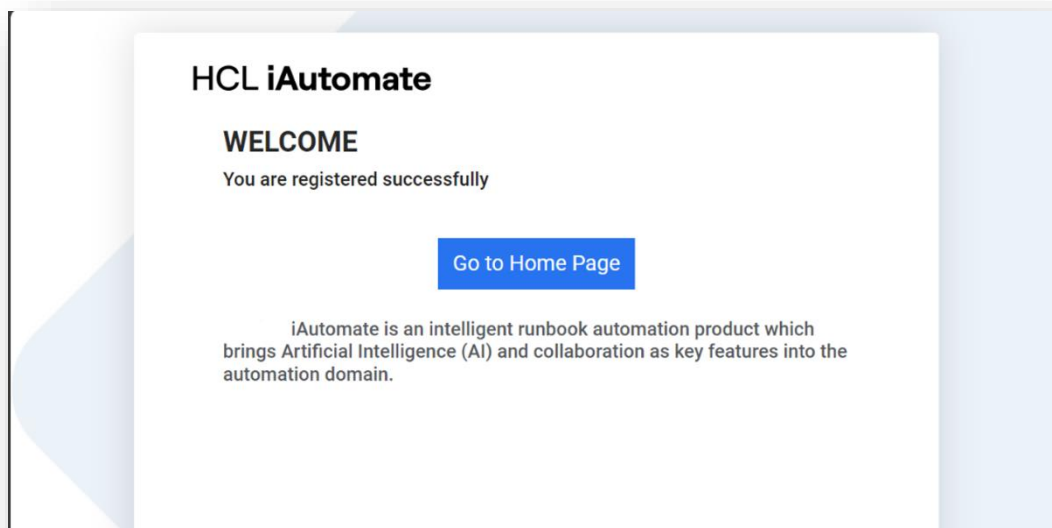


Figure 5 – SaaS based Ticket Analysis – User Activation Confirmation

7. Click **Go to Home Page** and it will redirect you to the **Sign in** page.

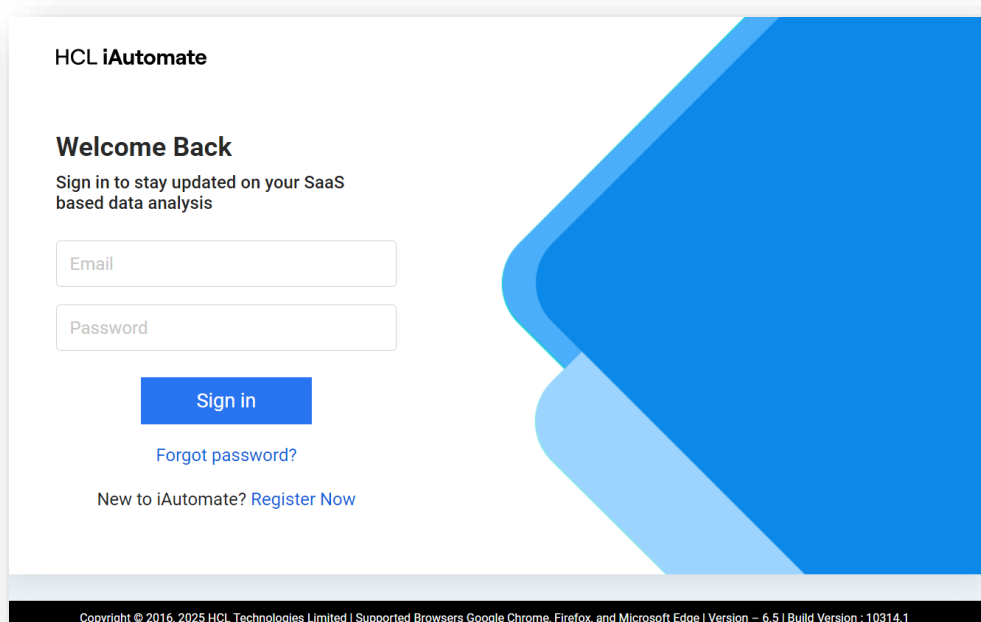


Figure 6 – SaaS based Ticket Analysis – Sign In Page

4.2 Perform Ticket Analysis

iAutomate helps in identifying the automation candidates by ingesting, processing and analyzing the nature of tickets generated in the IT Service Management tool. To perform the analysis, it is imperative that the user has access to the ticket dataset which needs to be uploaded to the system. To do that, perform the following steps:

1. Launch the web browser and provide the HCL iAutomate Web Portal URL.

HCL iAutomate instance URL - <https://demo-iautomate-analysis.dryicelabs.com/>.

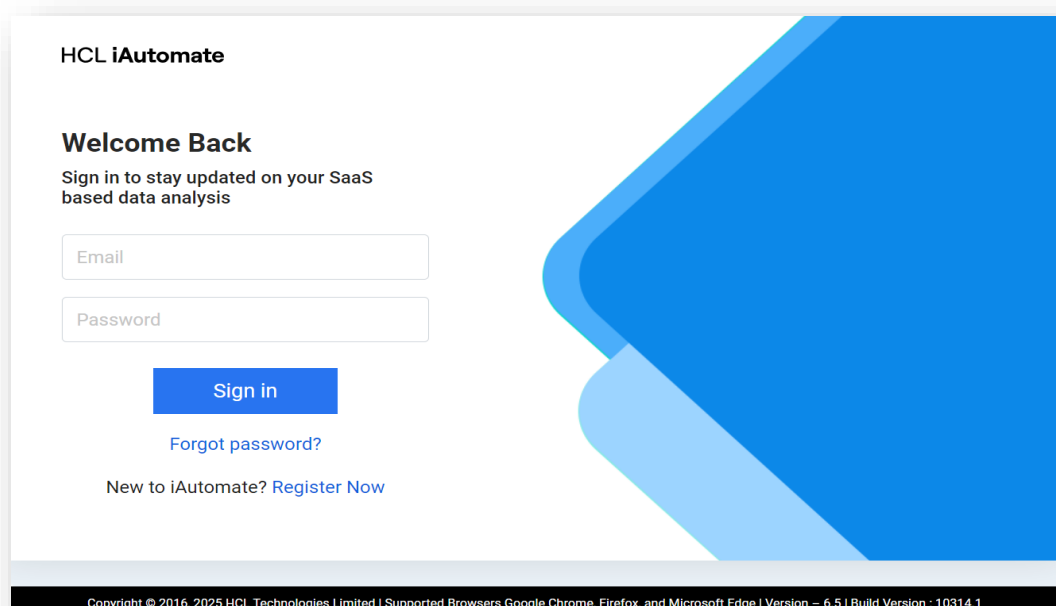


Figure 7 - SaaS based Ticket Analysis – Sign in Page

2. Enter the registered **Email Id** and **Password** and click **Sign In**. The following screen appears:

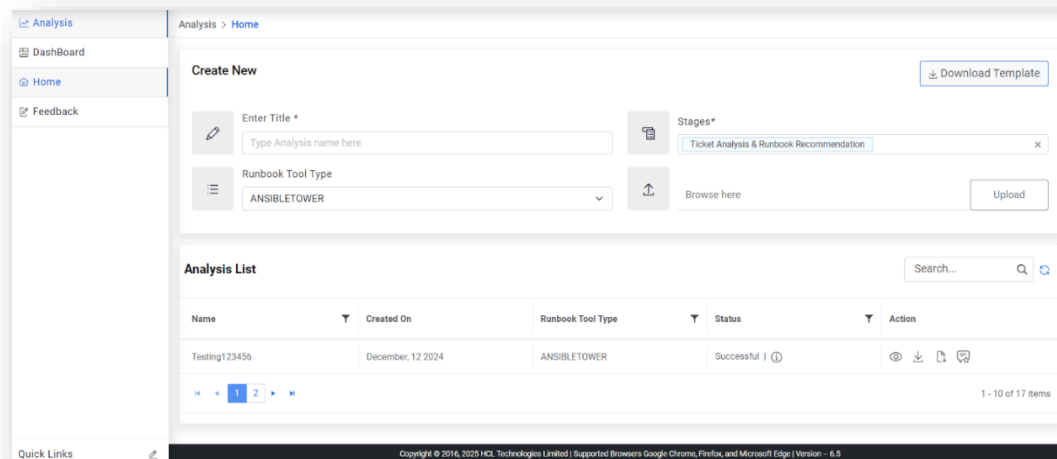


Figure 8 - SaaS based Ticket Analysis – Analysis Page (SAAS-Analysis User View)

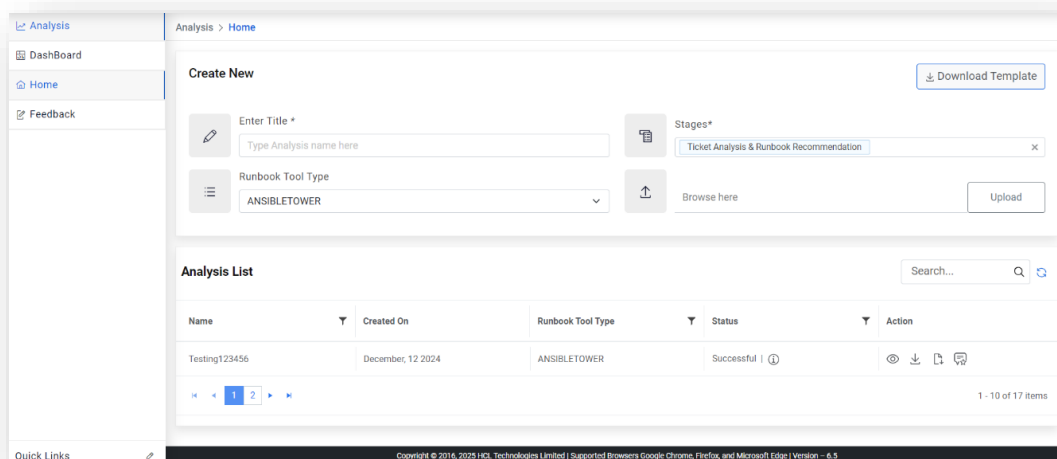


Figure 9 - SaaS based Ticket Analysis – Analysis Page (SAAS-SME User View)

3. Under the **Analysis** tab, the user has two options-
 - a. Create Analysis
 - b. Analysis List

4.2.1 Create New

Create a new analysis.

1. To create a new analysis, enter **Title**.
2. Select Runbook Tool type.
3. Click **Download Template**, to download the template in which the data needs to be provided to the system. Ensure that the ticket data from the IT Service Management tool is extracted in the same format.
4. Upload the ticket dataset in the form of a .csv file.
5. Select the stages from the **Stages** dropdown. **Ticket Analysis and Runbook Recommendation** is selected by default.

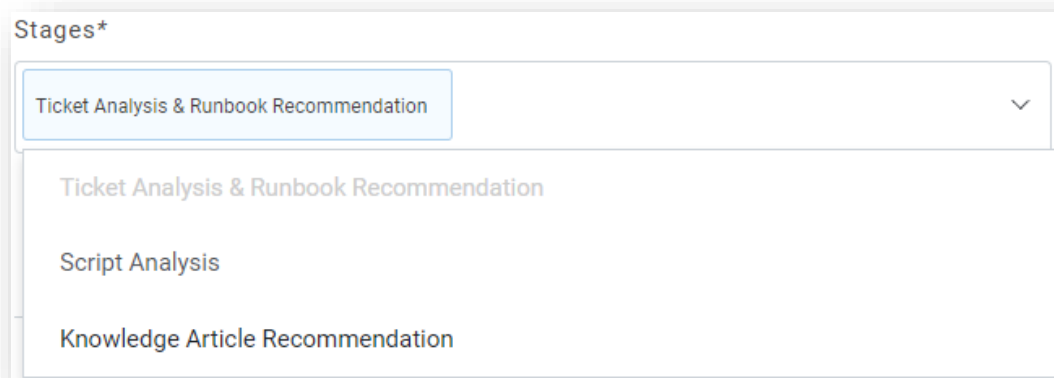


Figure 10 – SaaS based Ticket Analysis – Select Stages

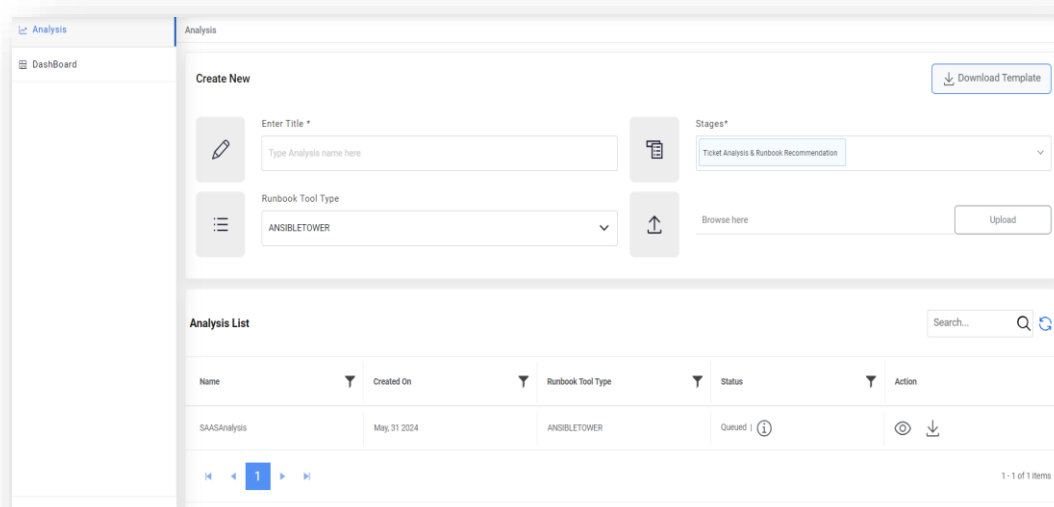


Figure 11 – SaaS based Ticket Analysis – Create New Analysis

- Click **Upload** to start the analysis. A message appears confirming the same.

4.2.2 Analysis List

View the ongoing and previous analysis details.

- The status of the ongoing analysis and outcomes of the previous analysis are available under the **Analysis List** section.

















































Analysis List					Search... 
Name	Created On	Runbook Tool Type	Status	Action	
Test1000tickets	February, 3 2025	ANSIBLETOWER	Successful 	   	
testsingleticket	January, 31 2025	ANSIBLETOWER	Successful 	   	
Qsecondmodel2	January, 29 2025	ANSIBLETOWER	Successful 	   	
Qsecond1	January, 29 2025	ANSIBLETOWER	Successful 	   	
Qsecond	January, 29 2025	ANSIBLETOWER	Successful 	   	
testOneTicketRB	January, 28 2025	ANSIBLETOWER	Successful 	   	
testudinc2	January, 13 2025	ANSIBLETOWER	Successful 	   	
testudinc1	January, 10 2025	ANSIBLETOWER	Successful 	   	
test2prob1	January, 9 2025	ANSIBLETOWER	Successful 	   	

Figure 12 – SaaS based Ticket Analysis – Create New Analysis (cont.) (SAAS-Analysis User View)

- Click  icon to filter out the analysis based on name.
- Click  under **Status**, to view the real-time stage-wise progress status of the analysis.





Analysis List

Search...

Name	Created On	Runbook Tool Type	Status	Action
Test1000tickets	February, 3 2025	ANSIBLETOWER	Successful ⓘ	<div><div></div><div></div><div></div><div></div></div>
Stages	Ticket Analysis & Runbook Recommendation			
	Ticket Clustering			
	100.00%			
Process Step And Progress	Runbook Recommendation			
	100.00%			
Overall Status	Completed			

Note - CSV Output Analysis can be downloaded after completion of "Ticket Analysis & Runbook Recommendation" stage.

Figure 13 – SaaS based Ticket Analysis – Status

- Click  to view the details. It takes the user to the **Dashboard** page.
- Click  to download the ticket data that was used to perform the analysis.
- Click  to download the CSV report. The icon appears only when the Ticket Analysis and Runbook Recommendation stage is completed.
- If the logged in user is a SAAS SME, then there's one more option for the user to provide feedback. Click on  to provide feedback on the recommendations on the corresponding analysis.
- To view the analysis report, click **View Report**. The user is available with different sets namely-

4.2.3 Summary View

Provides a high-level summary of the analysis

1. **Ticket Types (Unique Clusters)** – Distinct number of ticket categories identified based on the nature of tickets from the overall ticket dataset uploaded.
2. **Runbooks Available** – Ticket categories for which the runbooks are available based on system driven recommendations.
3. **Knowledge Base Available** – Number of Knowledge Articles, sourced from various web-based datasets, available for reference by end users.
4. **Scripts Available** – Number of scripts available for use, to create automation, which are not available in the out-of-the box runbook repository.
5. **No Content Available** – Number of ticket categories for which no runbooks, KB articles or scripts are available.
6. **Invalid Ticket Description** – Number of ticket categories which has not enough information for system to understand for processing.

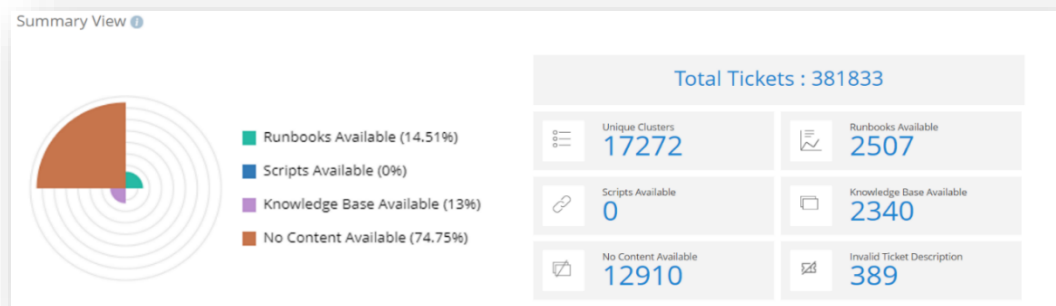


Figure 14 – SaaS based Ticket Analysis – Summary View

7. **Top 10 Ticket Types** - Provides a view of the top 10 unique ticket categories sorted by count and is indicative of the most voluminous issues in the environment.

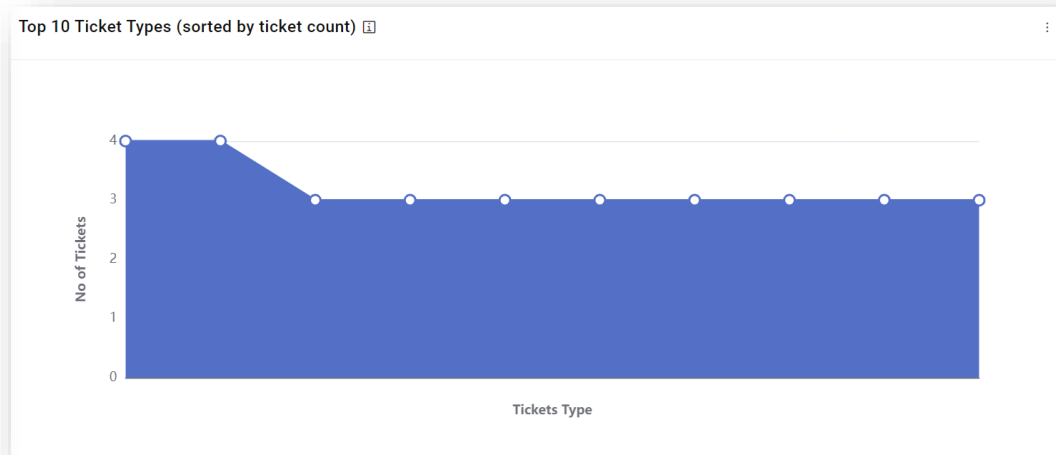


Figure 15 – SaaS based Ticket Analysis – Top 10 Ticket Types (Chart View)

BucketDescription	Total Tickets
[EN] Citrix issue	4
[EN] Admin ID Password Reset - A471991x	4
[JP]Global Protect: can not access to GP	3
Nimsoft[judgotn0315i] SPOT Track VolvoIT.PnM.DIS.WindowsService - Expected state running, found state stopped (service description: VolvoIT.PnM.DIS.WindowsSe	3
[EN] Facing issue with Adobe	3
[EN] I am unable to access teams	3
Unable to open pdf files on Adobe	3
Unable to login the UD Citrix.	3

Figure 16– SaaS based Ticket Analysis – Top 10 Ticket Types (Tabular View)

- Top 10 Ticket Types with Automation Content Available (sorted by ticket count)** – Provides a view of the top 10 unique ticket categories sorted by count for which automations are available within iAutomate. It also presents a view of available runbooks, scripts, and documents / knowledge articles.

BucketDescription	Total Tickets	Runbook Available	Script Available	Document Available
Please reboot the server PEPWAP18966 on high priority also check cpu utilisation in server	4	10	0	0
Host Parent Partition CPU Utilization high	2	10	0	0
High CPU utilisation usage on I2 SCP China PROD Server PEPWS71259 (30.153.0.83)	2	10	0	0
PEPWAP15537 server inaccessible check cpu utilisation	2	10	0	0
PEPWAP19365-windows Server Reboot - check cpu utilisation and update in sheet	2	10	0	0
Server PEPWDS34189 check cpu utilisation on this linux server	2	10	0	0
User cannot start the job. Check cpu utilisation	2	10	0	0
Threshold triggered – SWITCH – DCRICHARTXSW07 – Hypervisor CPU Utilization – Average Utilization CPU Utilization is > 80 Percent.Device IP is 137.146.124.	1	10	0	0

Figure 17 – SaaS based Ticket Analysis – Top 10 Ticket Types with Automation Content Available

- Top 10 Ticket Types with No Content Available (sorted by Ticket Count)** – Provides a view of the top 10 unique ticket categories sorted by count for which automations are not available within iAutomate.

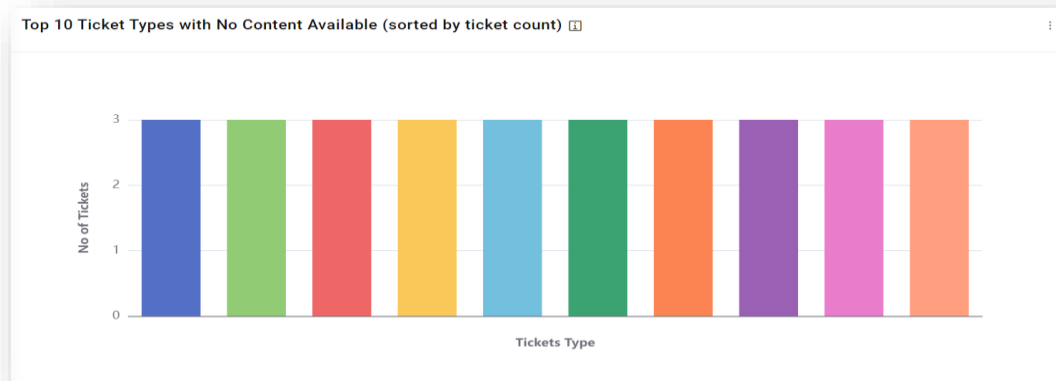


Figure 18 – SaaS based Ticket Analysis – Top 10 Ticket Types with No Content Available (Chart View)

Top 10 Ticket Types with No Content Available (sorted by ticket count)

BucketDescription	Total Tickets
Nimsoft\judgotn0315\ SPOT Track \ VolvoIT.PnM.DIS.WindowsService - Expected state running, found state stopped (service description: VolvoIT.PnM.DIS.WindowsSe	3
[EN] Facing issue with Adobe	3
[EN] I am unable to access teams	3
Unable to open pdf files on Adobe	3
[JP]New PC: setup request	3
[JP]Global Protect: can not access to GP	3
Nimsoft\judgotn0189-n2\ Resource group 'Cluster Group' is Partial Online. 'Cluster IP Address' :Offline \Mooogsoft_situation_ID:19524037	3
[JP]teams: cannot start up	3

Figure 19 – SaaS based Ticket Analysis – Top 10 Ticket Types with No Content Available (Tabular View)

10. **Tiles View Dashboard** – This widget highlights the top unique tickets which are automatable in nature (considering similarity score > 60), the recommended runbook and the potential effort savings which can be achieved through their automated remediation.

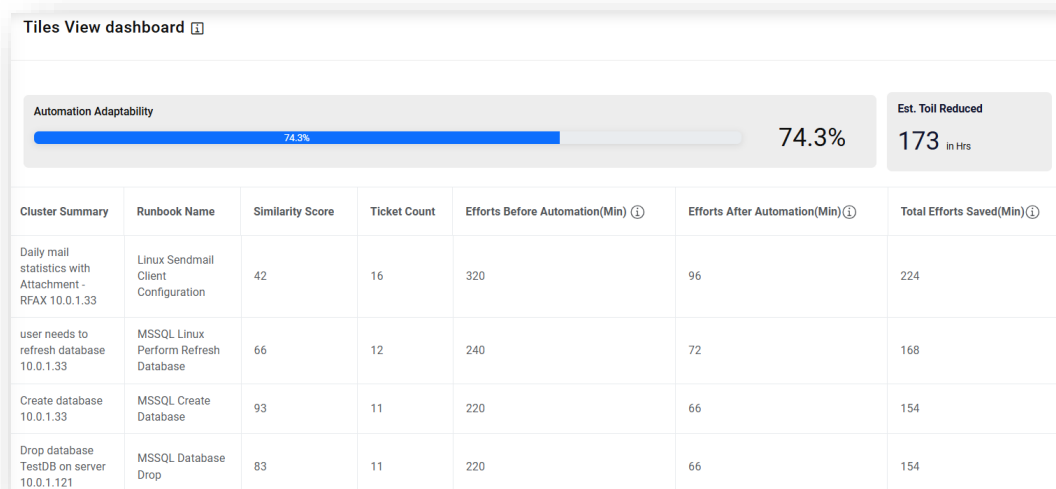


Figure 20 - Tiles View Dashboard

11. Click **Download PDF** to download the pdf report or click **Download CSV** to download the CSV file with the detailed ticket analysis which can be used to arrive at the automation percentage. Click **Download Invalid Ticket Details** to download the CSV file which has no valid description for processing.

In the CSV file, all the ticket variations with Similarity score greater than 0.6 can be considered as potential automation candidates.

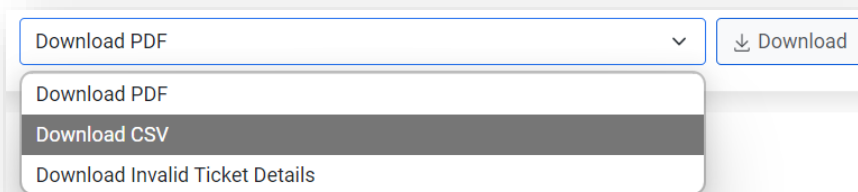



Figure 21– SaaS based Ticket Analysis – Download Report

– Feedback

To provide the feedback on the recommendations obtained for an analysis, click on  corresponding to the analysis, it will take you to Feedback Menu. The feedback feature is to enhance the recommendation results where SME can provide his feedback on whether the correct recommendation is received for a cluster and if not then he can **VOTE FOR** the right runbook for that cluster.


The feedback option is only available if the logged in user belongs to SAAS-SME group. To map USERS to SAAS-SME group, login with super admin and on Group Management page, Add User to SAAS-SME group.

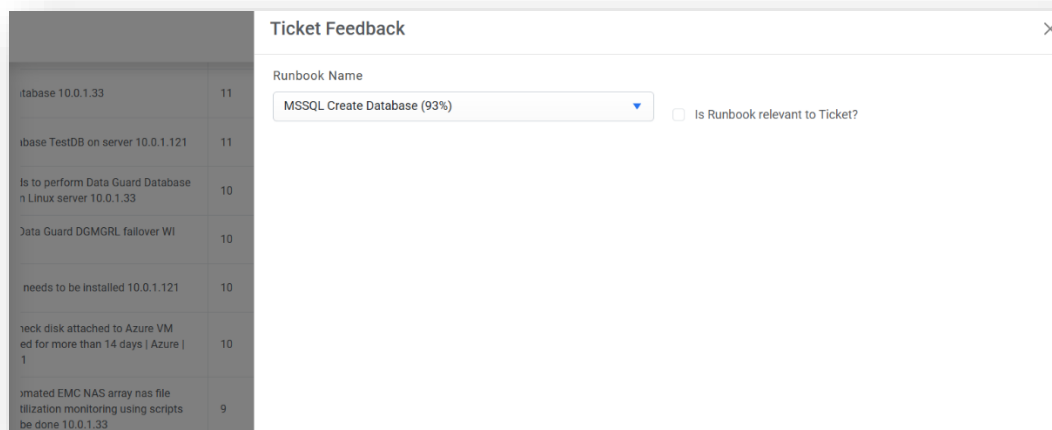
The feedback page opens as below:

<div> <div>Analysis Name</div> <div>Test1000tickets</div> <div>Download CSV</div> <div>Download</div> </div>							
<div> <div>Available Tickets</div> <div>Select Column</div> <div>Select Score</div> <div>Filter</div> <div>Reset</div> <div>Mark Neutral</div> </div>							
<input type="checkbox"/>	Description	Ticket Cou...	Recommended Runbook	Voted Runbook	Predicted Runbook	IsNeutral	Cumulative Ri
<input type="checkbox"/>	Daily mail statistics with Attachment - RFAX 10.0.1.33	16	Linux Sendmail Client Configuration (42%)	NA	NA	Y	NA
<input type="checkbox"/>	user needs to refresh database 10.0.1.33	12	MSSQL Linux Perform Refresh Database (66%)	MSSQL Linux Perform Refresh Database (66%)	MSSQL Linux Perform Refresh Database (100%)	N	MSSQL Linux Refresh Datal
<input type="checkbox"/>	Create database 10.0.1.33	11	MSSQL Create Database (93%)		MSSQL Create Database (100%)	N	MSSQL Creat Database (95
<input type="checkbox"/>	Drop database TestDB on server 10.0.1.121	11	MSSQL Database Drop (83%)		MSSQL Database Drop (100%)	N	MSSQL Datal (87%)
<input type="checkbox"/>	user needs to perform Data Guard Database Add WI on Linux server 10.0.1.33	10	Linux Add Remove User (75%)		Linux User Modify (100%)	N	Linux Add Rei (79%)

Figure 22 - SaaS based Ticket Analysis – Feedback

12. There are 3 kinds of runbook columns available in the grid:
 - c. **Recommended Runbook:** The runbook recommended by the recommendation engine.

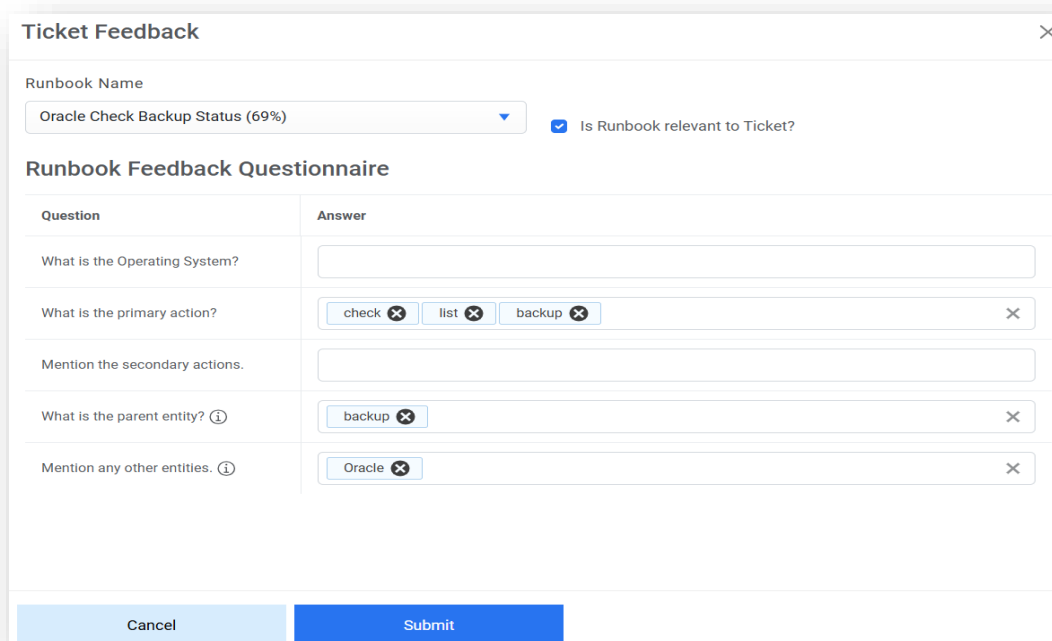
- d. **Voted Runbook:** The runbook voted by SME, in case the runbook recommended by the recommendation engine is not accurate.
 - e. **Predicted Runbook:** The runbook which is predicted by the feedback model out of the top recommended runbooks once the feedback model is built with sufficient data based on the votes provided by SME earlier.
- For any description, if the recommended runbook is not accurate as per SME, then he can vote for the correct one for the same. For that, click on  corresponding to a description. The slide opens as shown below:



Ticket Description	Score
Database 10.0.1.33	11
Database TestDB on server 10.0.1.121	11
Is to perform Data Guard Database on Linux server 10.0.1.33	10
Data Guard DGMGRL failover W	10
needs to be installed 10.0.1.121	10
Check disk attached to Azure VM for more than 14 days Azure 1	10
Formatted EMC NAS array nas file utilization monitoring using scripts be done 10.0.1.33	9

Figure 23 - SaaS based Ticket Analysis – Ticket Feedback

- The SME will select the runbook that he finds suitable for the description and checks ‘**Is Runbook relevant to Ticket?**’ checkbox. It will then open a Runbook Feedback Questionnaire.



Question	Answer
What is the Operating System?	
What is the primary action?	check ✕ list ✕ backup ✕ ✕
Mention the secondary actions.	
What is the parent entity? ⓘ	backup ✕ ✕
Mention any other entities. ⓘ	Oracle ✕ ✕

Figure 24 – SaaS based Ticket Analysis – Runbook Feedback Questionnaire

- The SME will provide answers to this questionnaire and click **Submit**.

Ticket Feedback

Runbook Name
Oracle Check Backup Status (69%) ☒ Is Runbook relevant to Ticket?

Runbook Feedback Questionnaire

Question	Answer
What is the Operating System?	Linux
What is the primary action?	check list backup
Mention the secondary actions.	activate
What is the parent entity? ⓘ	backup
Mention any other entities. ⓘ	Oracle

Cancel Submit

Figure 25 – SaaS based Ticket Analysis – Runbook Feedback Questionnaire Submitted

- The runbook voted by SME will now be visible under **'Voted Runbook'** column in the grid.

Analysis Name: Testing123456 [Download CSV](#) [Download](#)

Available Tickets [Select Column](#) [Select Score](#) [Filter](#) [Reset](#) [Mark Neutral](#)

<input type="checkbox"/>	Description	Ticket Co...	Recommended Runbook	Voted Runbook	Predicted Runbook	IsNeutral	Cumulative Runbo...	Action
<input type="checkbox"/>	% Free Space is too low\lv-use-tpsrt1d.axaltacs.net\vu01	1	Windows Disk Cleanup (51%)	Windows Disk Cleanup (51%)		N	Not Available	
<input type="checkbox"/>	Windows Login - Password Reset	1	Windows Password Reset of Local Account (77%)			N	Not Available	
<input type="checkbox"/>	Windows Serverpepwt02901.corp.pep.pvt is experiencing slow , check cpu utilisation	1	Windows High CPU Utilization (100%)			N	Not Available	
<input type="checkbox"/>	password reset axalta	1	SailPoint Password Reset (99%)			N	Not Available	

1 - 4 of 4 items

Figure 26 – SaaS based Ticket Analysis – List of Voted Runbook

Once sufficient feedback is received, the user can login with super admin credentials and navigate to build models screen and build the Feedback Model to obtain values under 'Predicted Runbook' column.

Once the feedback model is built successfully with sufficient data, then user can see the data under predicted runbook. The predicted runbook is the outcome of feedback model where SME has given sufficient feedback in the environment and based on that feedback the model has predicted a runbook.

For all those descriptions which are not valid and the recommendations on those tickets are invalid as well and we don't have the valid recommendation for such descriptions in our system, we can mark those descriptions as Neutral.

- To mark one or more descriptions as neutral, check all those descriptions and click on '**Mark Neutral**'. An alert will be generated:

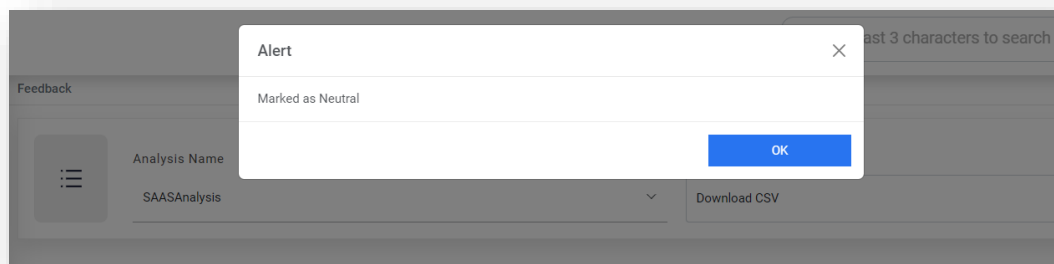



Figure 27 - Alert Message

- For the description(s) that has been marked as neutral, the voted and predicted runbook columns become NA and IsNeutral column will now display Y.

 A screenshot of a web application interface showing a table of 'Available Tickets'. The table has columns: Description, Ticket Co..., Recommended Runbook, Voted Runbook, Predicted Runbook, IsNeutral, Cumulative Runbo..., and Action. The first row shows a ticket for '% Free Space is too low\jv-use-tps\rht1d.axaltacs.net\vu01' with a recommended runbook of 'Windows Disk Cleanup (51%)' and 'Voted Runbook' of 'Windows Disk Cleanup (51%)'. The second row shows a ticket for 'Windows Login - Password Reset' with a recommended runbook of 'Windows Password Reset of Local Account (77%)' and 'Voted Runbook' of 'NA'. The third row shows a ticket for 'Windows Server\pep\wts02901.corp.pep.pvt is experiencing slow, check cpu utilisation' with a recommended runbook of 'Windows High CPU Utilization (100%)' and 'Voted Runbook' of 'NA'. The fourth row shows a ticket for 'password reset axalta' with a recommended runbook of 'SailPoint Password Reset (99%)' and 'Voted Runbook' of 'NA'. The 'IsNeutral' column shows 'N' for the first and third rows, and 'Y' for the second and fourth rows. The 'Cumulative Runbo...' column shows 'Not Available' for all rows. The 'Action' column has a speech bubble icon for each row. The table is filtered by 'Select Column' and 'Select Score'. The 'Filter' button is active. The 'Reset' and 'Mark Neutral' buttons are also visible. The 'Download CSV' button is at the top right. The 'Analysis Name' is 'Testing123456'. The 'Download' button is at the bottom right. The table shows 1 - 4 of 4 items.

Figure 28 - SaaS based Ticket Analysis – Marked Neutral

- If, in future, if the SME feels that either the description has been wrongly marked as neutral or we might now have valid recommendation in our system later, we can again provide feedback on such descriptions.

To provide feedback on the descriptions that have been marked as neutral, click on  corresponding to that description and perform the steps to provide feedback. The description will now be marked **IsNeutral** as 'N' and now **Voted Runbook** will be visible corresponding to this.

Analysis Name		Testing123456		Download CSV		Download	
Available Tickets							
Select Column		Select Score		Filter		Reset	
Mark Neutral							
<input type="checkbox"/>	Description	Ticket Co...	Recommended Runbook	Voted Runbook	Predicted Runbook	IsNeutral	Cumulative Runbo...
<input type="checkbox"/>	% Free Space is too low\jv-use-tpsrt1d.axaltacs.net\uo01	1	Windows Disk Cleanup (51%)	Windows Disk Cleanup (51%)		N	Not Available
<input type="checkbox"/>	Windows Login - Password Reset	1	Windows Password Reset of Local Account (77%)	NA	NA	Y	NA
<input type="checkbox"/>	Windows Serverpepws02901.corp.pep.pvt is experiencing slow , check cpu utilisation	1	Windows High CPU Utilization (100%)			N	Not Available
<input type="checkbox"/>	password reset axalta	1	SailPoint Password Reset (99%)			N	Not Available

1 - 4 of 4 items

Figure 29 - SaaS based Ticket Analysis – Feedback on Neutral Marked Descriptions

The data on the feedback screen can also be filtered based on ‘**Recommended Runbook**’, ‘**Voted Runbook**’ or ‘**Predicted Runbook**’. Select any of these from ‘**Select Column**’ dropdown. Then apply filter on ‘**Select Score**’ dropdown and click filter. It will filter the data in the grid based on the chosen filters.

Select Column

Select Column
Recommended Runbook
Voted Runbook
Predicted Runbook

Figure 30 – SaaS based Ticket Analysis – Filter

To get the detailed report of the data on feedback screen, Download CSV for any analysis. The downloaded CSV will contain the description, Runbook Name which has been recommended with the similarity score, the runbook voted by SME with the score, no. of tickets under the cluster, Efforts Before Automation (Min), Efforts After Automation (Min) and Total Efforts Saved (Min).

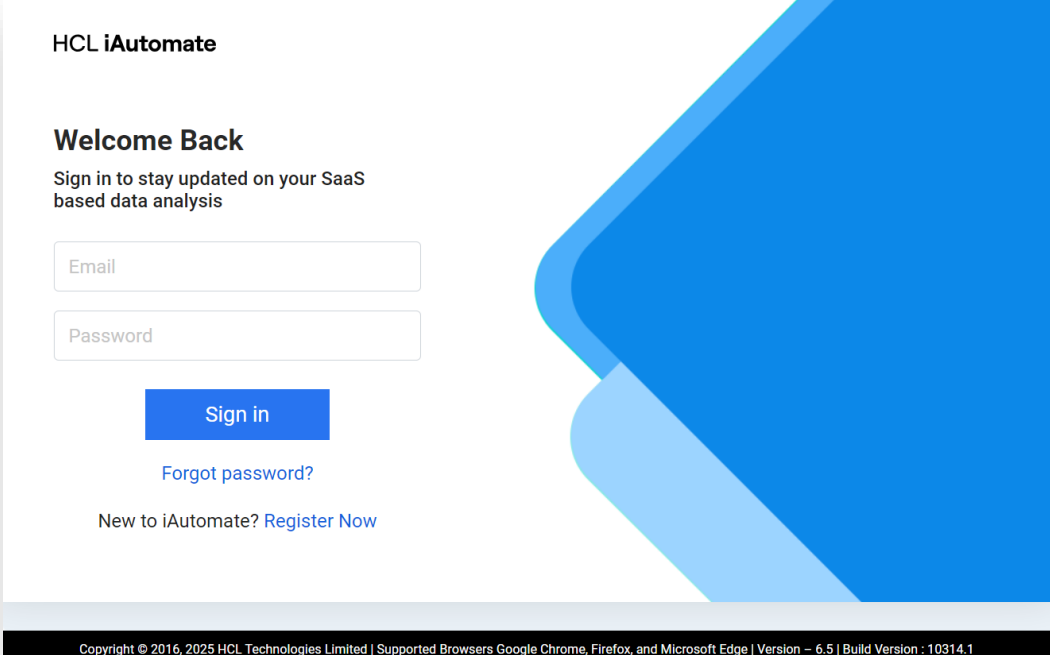
Download CSV
Download

Figure 31 – SaaS based Ticket Analysis – Download CSV

4.3 Forgot Password

In case you forget the password, please perform the following steps to receive a temporary password -

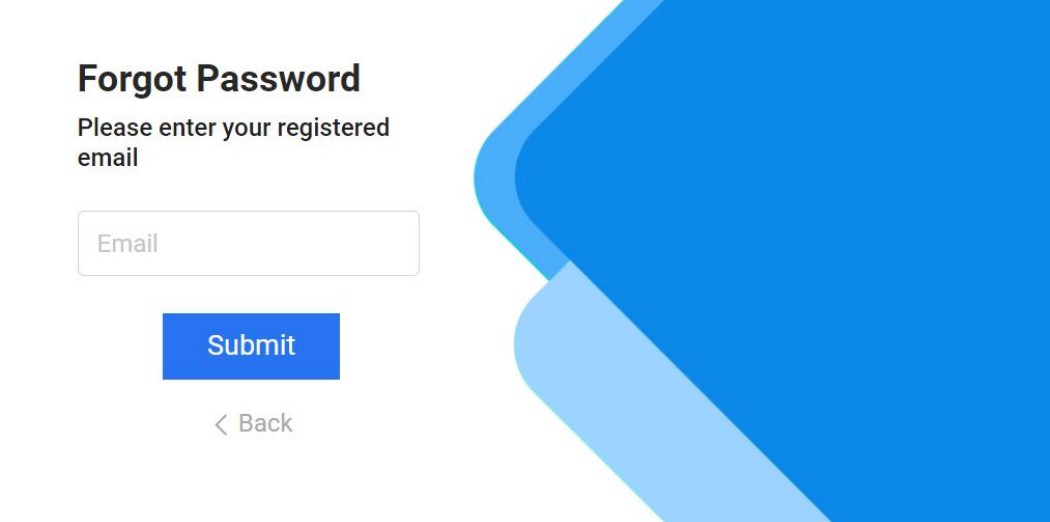
1. Launch the web browser and provide the iAutomate Web Portal URL.



The screenshot shows the HCL iAutomate Sign in page. It features a white login box on the left with the HCL iAutomate logo at the top. Below the logo is the heading "Welcome Back" followed by the text "Sign in to stay updated on your SaaS based data analysis". There are two input fields: "Email" and "Password". Below these is a blue "Sign in" button. Under the button are two links: "Forgot password?" and "New to iAutomate? Register Now". To the right of the login box is a large blue abstract graphic. At the bottom of the page is a black footer bar with white text: "Copyright © 2016, 2025 HCL Technologies Limited | Supported Browsers Google Chrome, Firefox, and Microsoft Edge | Version – 6.5 | Build Version : 10314.1".

Figure 32 – SaaS based Ticket Analysis – Sign in Page

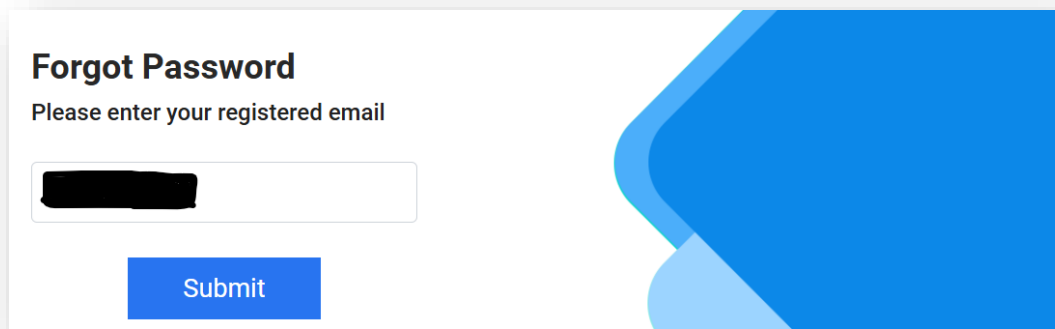
2. Click on the **Forgot Password** link.



The screenshot shows the HCL iAutomate Forgot Password page. It features a white form box on the left with the heading "Forgot Password" and the text "Please enter your registered email". There is a single "Email" input field. Below the field is a blue "Submit" button. Under the button is a link with a left arrow and the text "Back". To the right of the form box is a large blue abstract graphic.

Figure 33 – SaaS based Ticket Analysis – Forgot Password

3. Enter the **Email ID** on which the temporary password needs to be sent.



Forgot Password

Please enter your registered email

Submit

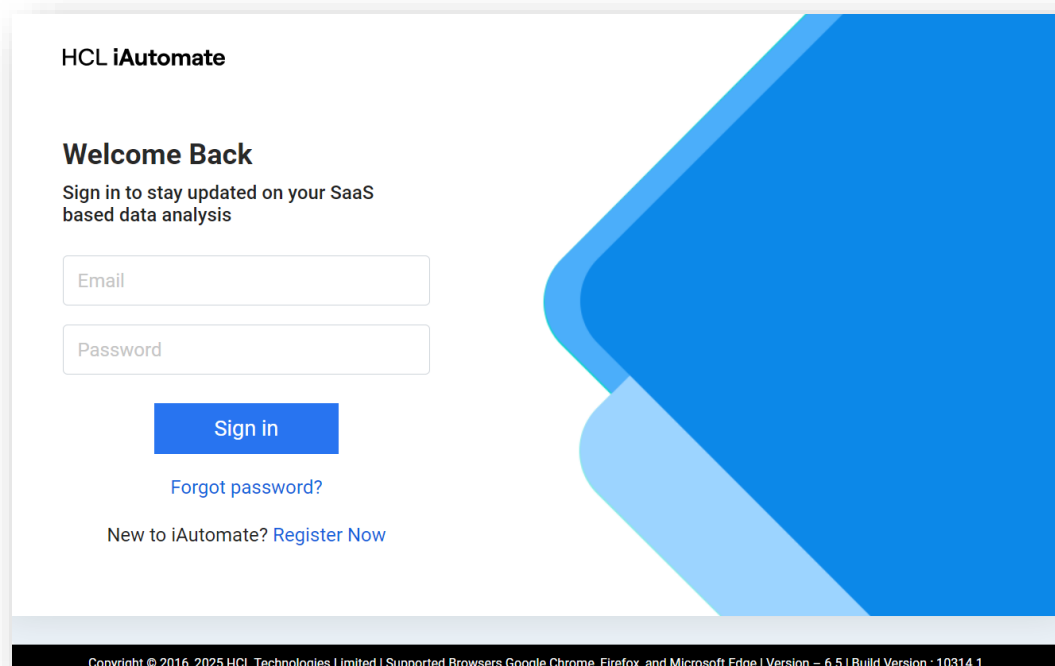
Figure 34 – SaaS based Ticket Analysis – Forgot Password (Cont.)

4. Click **Submit**.
5. A temporary password will be sent to the registered email id.
6. Please use that password to login into iAutomate.

4.4 Change Password

To reset the password, perform the following steps -

1. Launch the web browser and provide the iAutomate Web Portal URL.



HCL iAutomate

Welcome Back

Sign in to stay updated on your SaaS based data analysis

Sign in

[Forgot password?](#)

New to iAutomate? [Register Now](#)

Copyright © 2016, 2025 HCL Technologies Limited | Supported Browsers Google Chrome, Firefox, and Microsoft Edge | Version – 6.5 | Build Version : 10314.1

Figure 35 – SaaS based Ticket Analysis – Sign in Page

2. Enter the **Email Id** and **Password** and click **Sign into** login.
3. Expand the panel on the top right corner and click on **Change Password**.

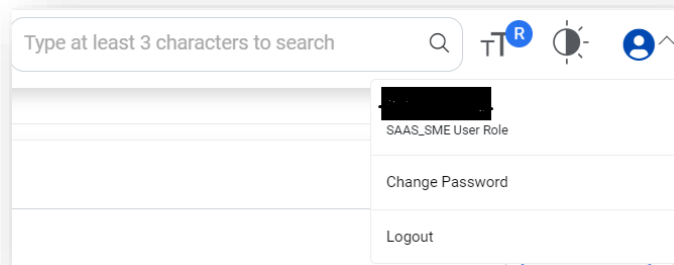


Figure 36 – SaaS based Ticket Analysis – Reset Password

4. Enter the User Email, Old Password, New Password and Confirm Password details.

 A screenshot of a "Change Password" form. The form has four input fields arranged in two rows. The first row contains "User Email *" and "Old Password *". The second row contains "New Password *" and "Confirm New Password *". Below the input fields are two buttons: "Cancel" (light blue) and "Submit" (dark blue). At the bottom of the form, there is a "Note:" section with two bullet points:

- Password must contain at least 1 capital letter, 1 small letter, 1 number and 1 special character and 8-15 characters length. Space not allowed.
- Only !,@,#,\$,% Special characters are allowed.

Figure 37 – SaaS based Ticket Analysis – Reset Password (Cont.)

5. Click **Submit**. A confirmation message is displayed.

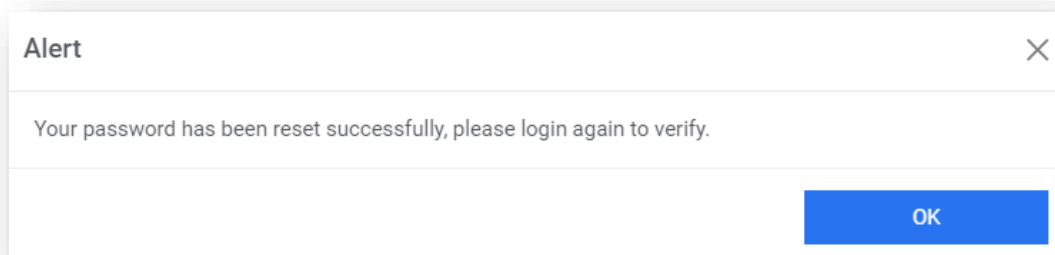


Figure 38 – SaaS based Ticket Analysis – Reset Password (cont.)

6. Click **OK** and the user will be redirected to the **Sign in** page.

5 Support

To get support for this product, go to <https://support.hcl-software.com/csm>

For any additional queries, please reach out to us at aiops-pmg-team@hcl-software.com

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