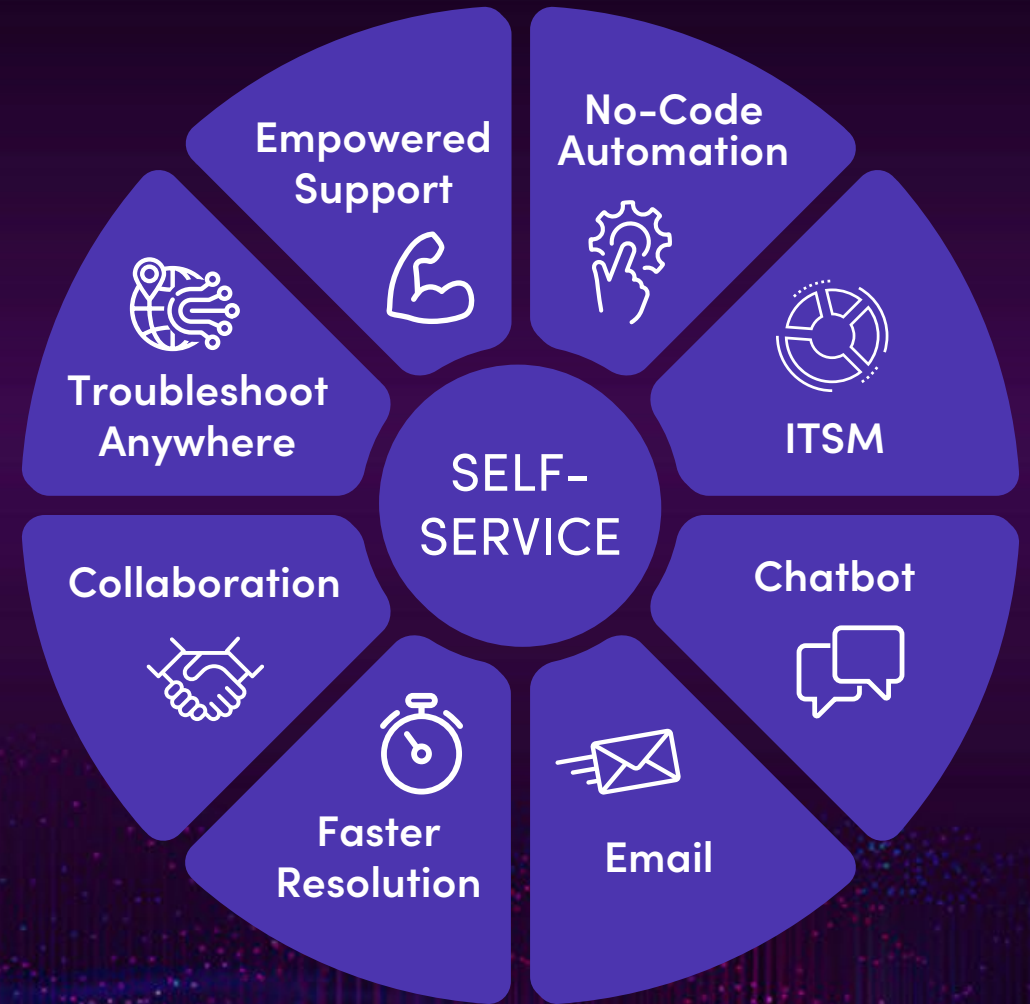


SOLUTION BRIEF

Self-Service Automation



Self-Service

Access powerful NetBrain automation on-demand from third-party apps for support teams of all tiers



Unlock potent new workflows to advance your network operations with Self-Service Automation!



Take advantage of the efficiency of collaborative, company-wide network support anywhere from any device!



No-Code Automation

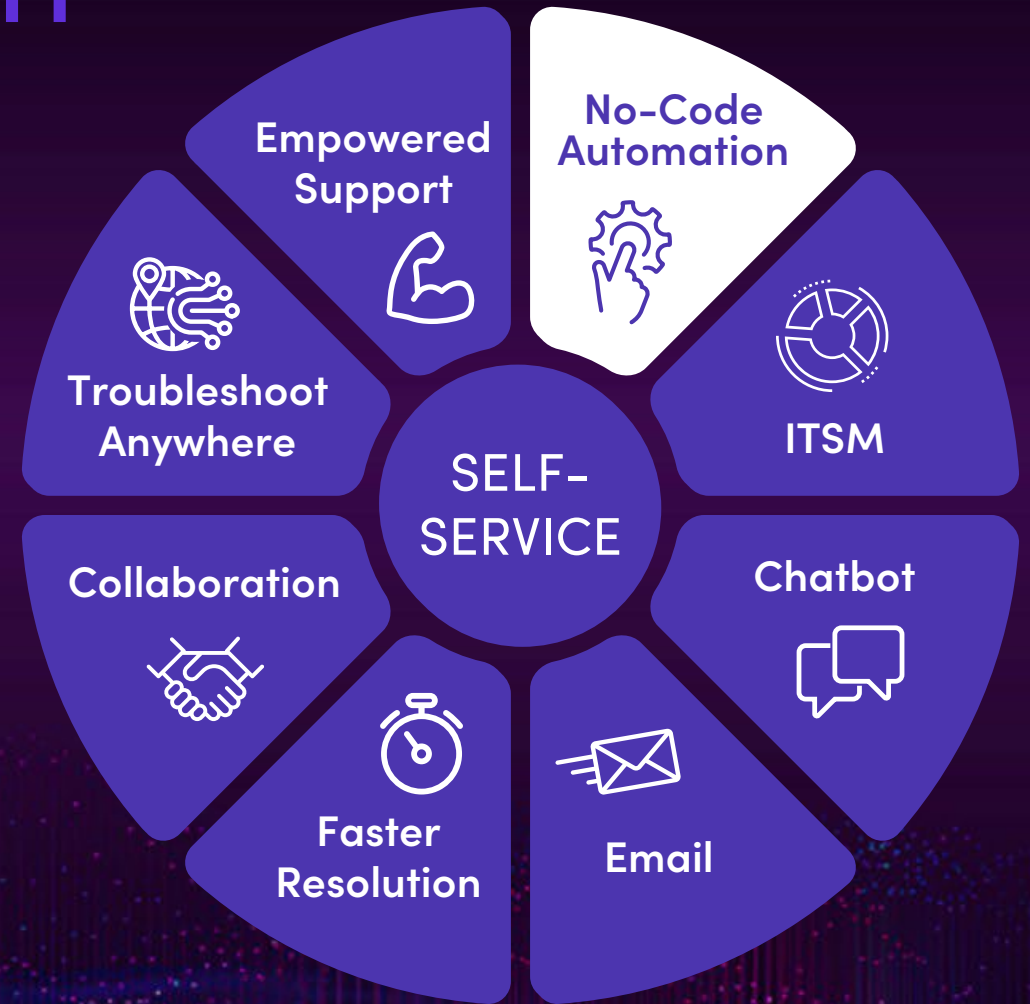
Robust & powerful automation right out of the box with no coding needed



Make automation available immediately to support staff with built-in automation from our IBA Center!



Expand your library of Intents by capturing expert know-how during troubleshooting and sharing with your team via Self-Service!



Empowered Support

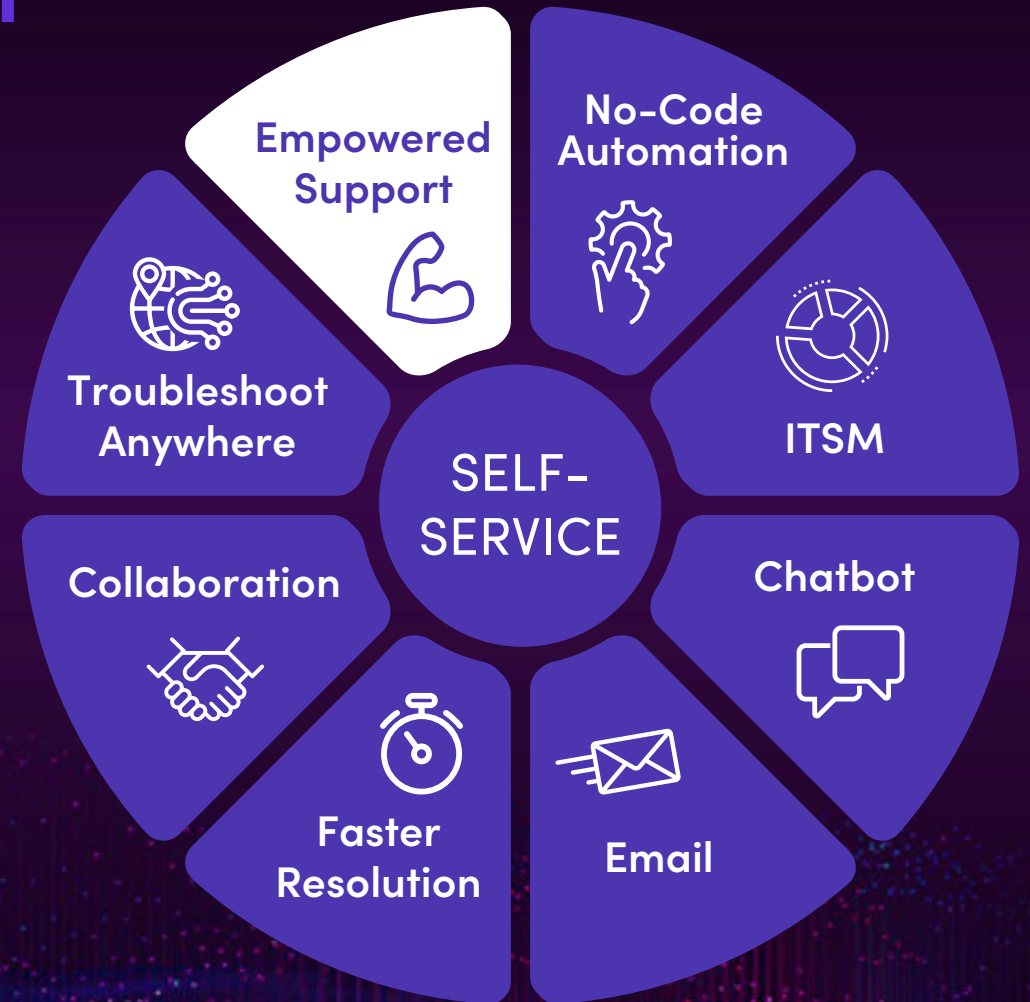
Expand access to NetBrain automation with safe, controlled, & customizable Self-Service



Empower helpdesk and level-1 support team to troubleshoot without need to escalate to senior network engineers.



Allow engineers from other disciplines (applications, security, etc.) to directly query the network for root cause before engaging the network team.



Troubleshoot Anywhere

Troubleshoot with automation even when the NetBrain console is not available

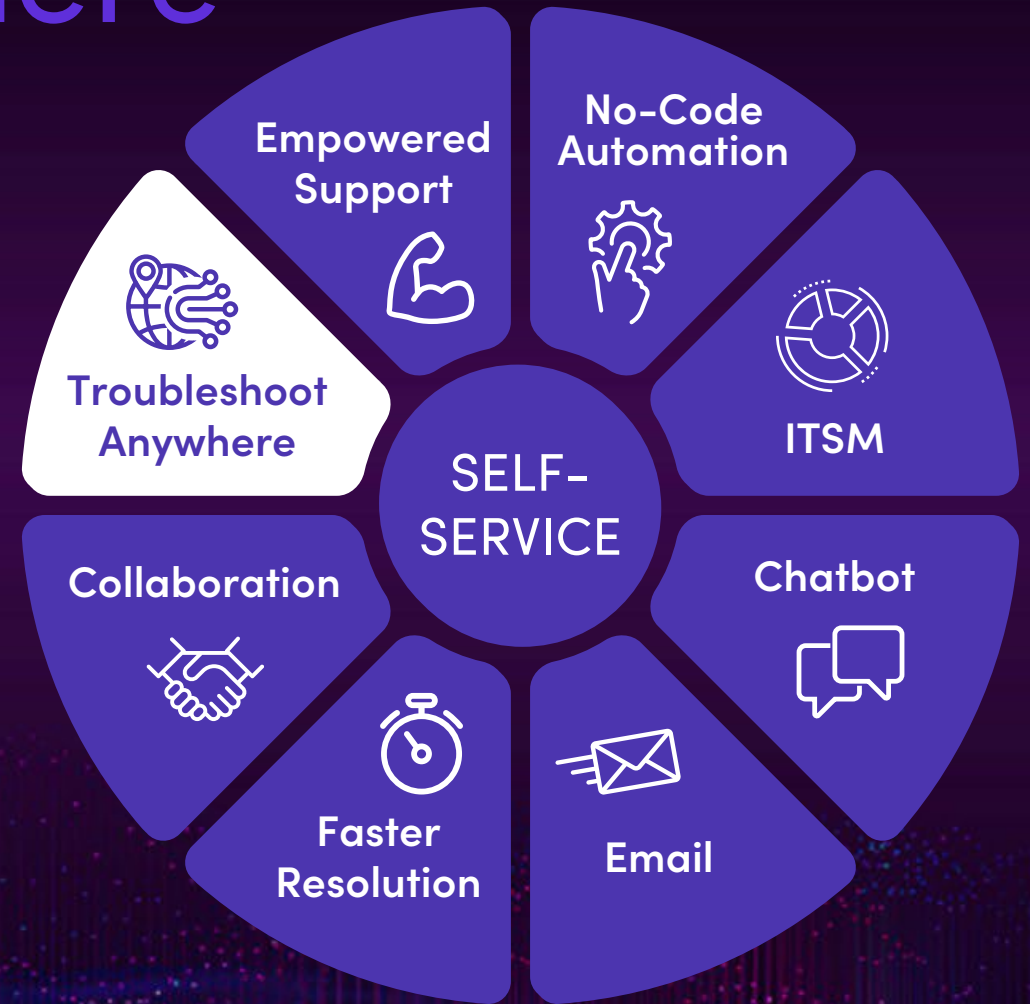


Away from the office with no VPN or little bandwidth? NetBrain's powerful automation is still available via Self-Service.

Trigger diagnoses from third-party apps like [ITSM](#), [chat](#), or [email](#)!



Away from your laptop? Self-Service apps from your mobile device give you access to NetBrain automation!



Collaboration

Troubleshoot as a team with NetBrain's Self-Service Automation!

According to Gartner, leaders and professionals responsible for IT and cloud operations focused on incident management should:

Improve incident communication and collaboration by integrating incident workflow processes with ChatOps tools, such as Slack or Microsoft Teams.

Source: Hype Cycle for Business Continuity Management and IT Resilience, 2021
Published 12 July 2021 - ID G00747421 | <https://www.gartner.com/document/4003437?toggle=1>



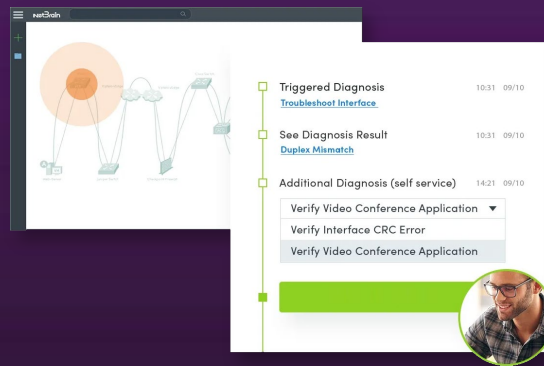
Share automated diagnosis functions with junior or non-network team members directly from [ITSM](#), [chat](#), or [email](#). NetBrain console access not needed.



Obtain diagnostic results on Incident Portal, where multiple team members—and even customers—can participate in collaborative troubleshooting without messy hand-offs or escalations.

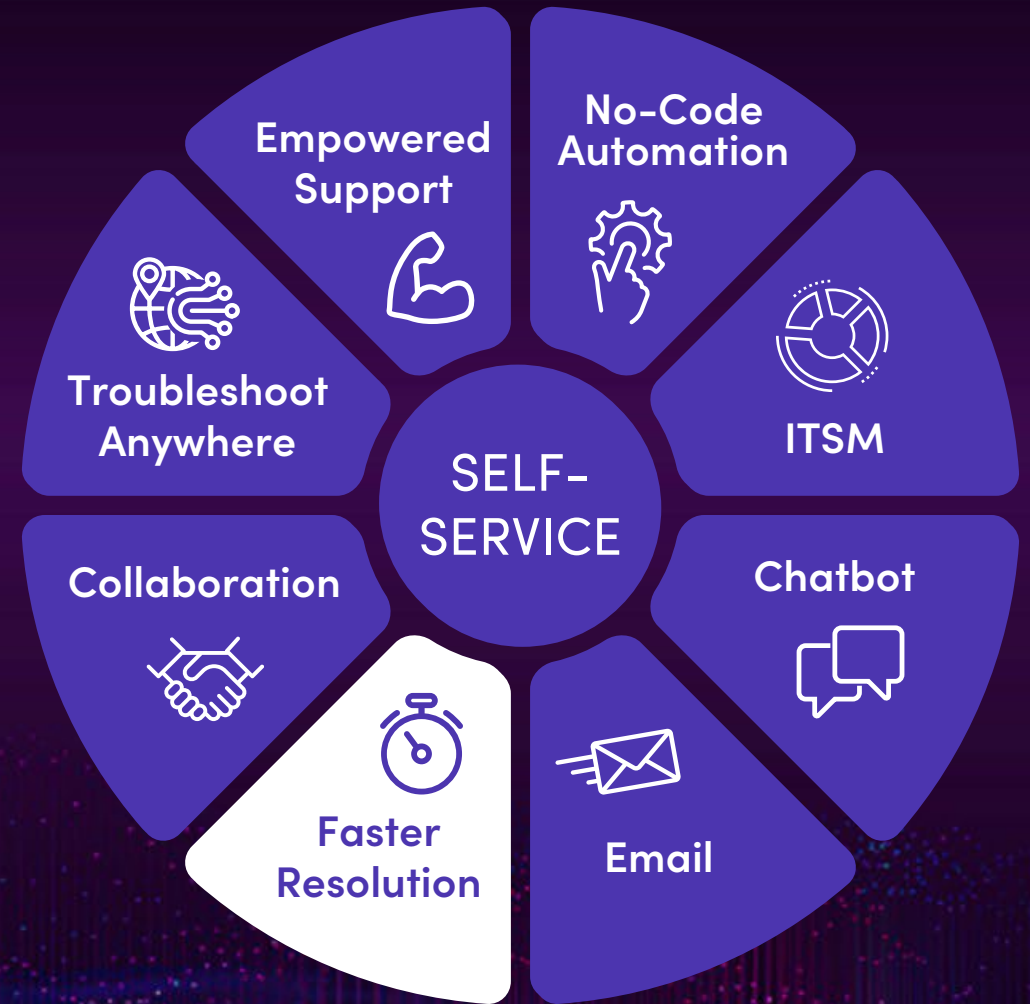
Faster Resolution

Remediate network problems immediately with Self-Service automation for initial responders



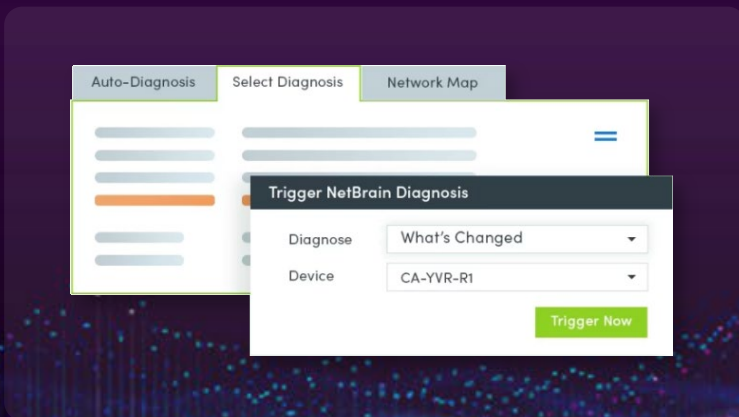
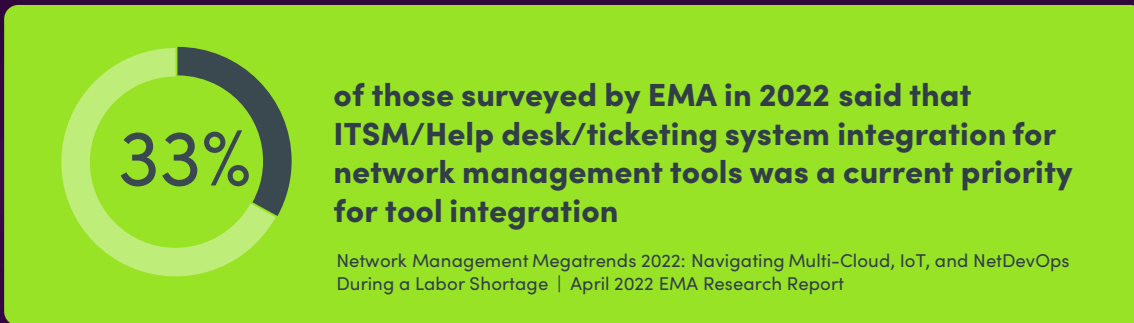
Initiate machine intelligence to automatically diagnose the network and skip laborious data gathering.

Self-Service provides expertise at your fingertips even when the expert is not around. Determine root cause without time-wasting escalations.

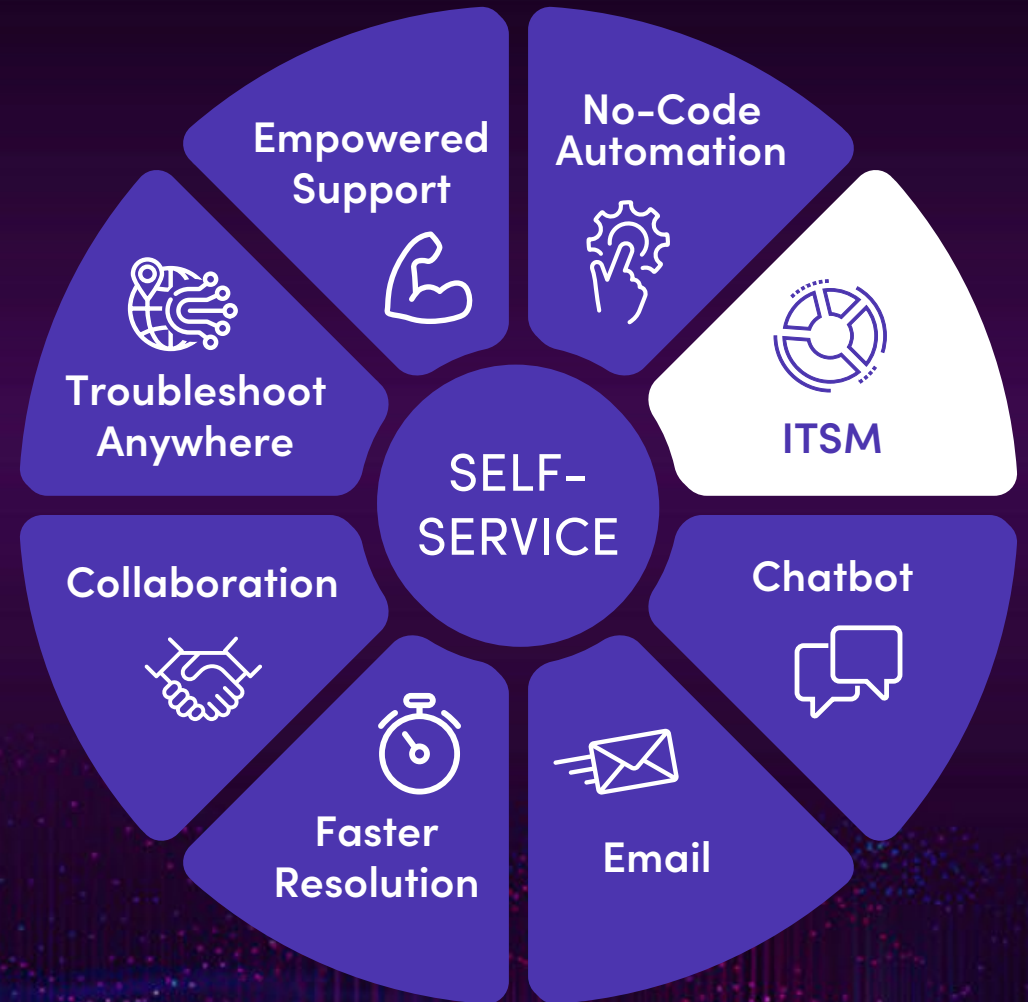


ITSM Integration

Launch problem diagnoses from within integrated ITSM tools like ServiceNow!



ITSM users can initiate automation to remediate network issues in a fraction of the typical NetOps response time!



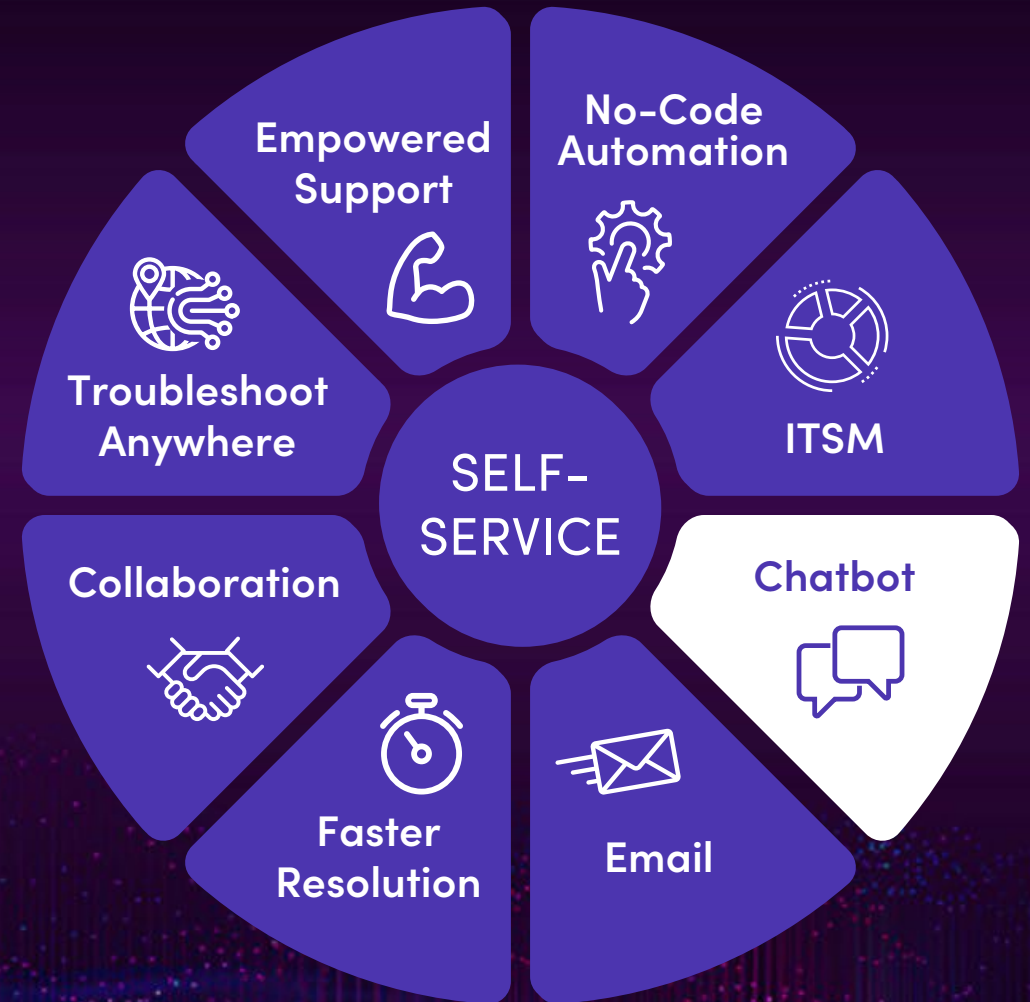
Automation Chatbot

For conversation-driven, self-service NetOps!

The screenshot shows a chatbot interface for a 'Troubleshoot Application'. At the top, there are buttons for 'Check BGP', 'Check OSPF', and 'Check Core Devices'. The interface is annotated with five numbered steps:

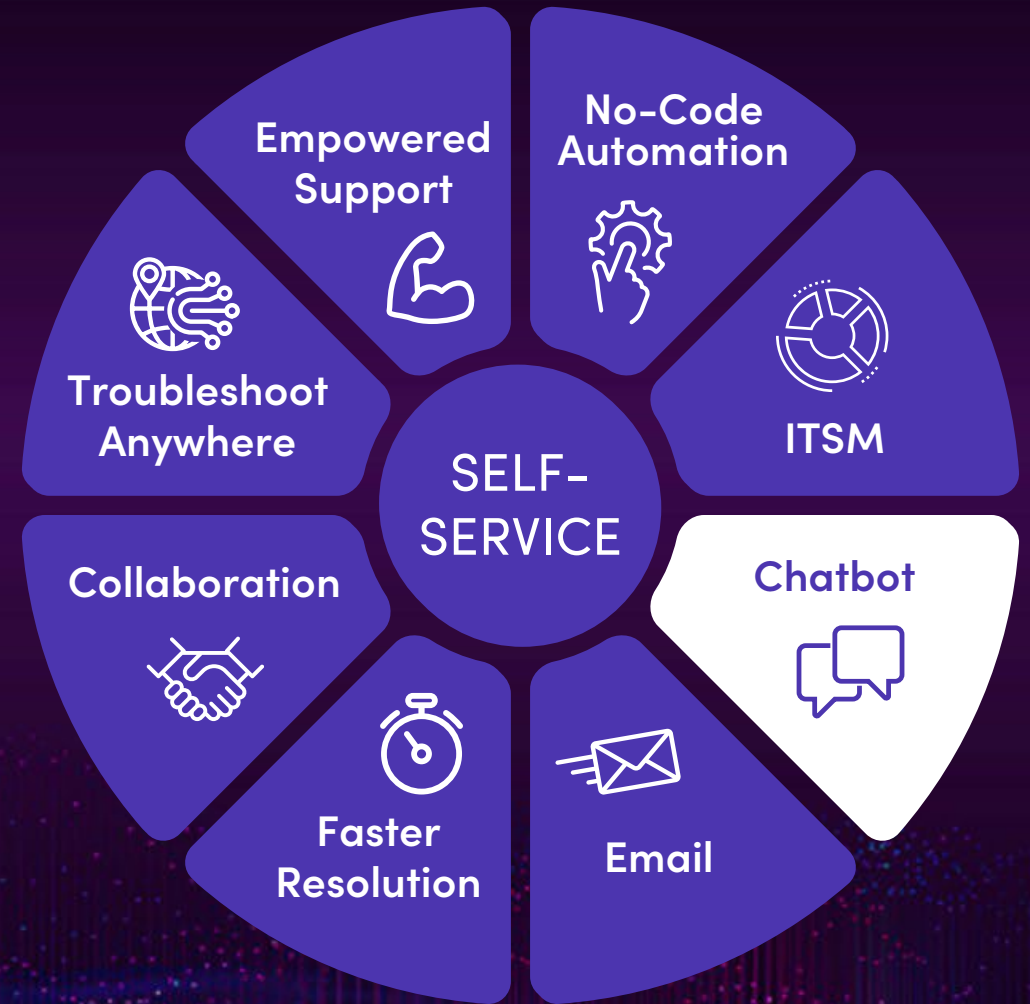
- 1 Click to follow the flow**: A button labeled 'Check BGP' is highlighted.
- 2 Select input data**: A dropdown menu with the text 'Please select devices' and a 'Submit' button is highlighted.
- 3 Type input data or issue built-in command**: A text input field with a 'Send' button is highlighted.
- 4 Support multiple sessions**: A chat message from a user with a profile picture is highlighted.
- 5 Share findings via session**: A chat message from the bot with a profile picture is highlighted.

The chat history shows a user asking to check BGP, selecting devices, and providing a destination IP. The bot then returns an execution result: 'Diagnosed 10 devices, found 3 error messages on 2 devices'. Below the result are buttons for 'View Status Code', 'Intent Map', and 'Diagnosis Tree'.



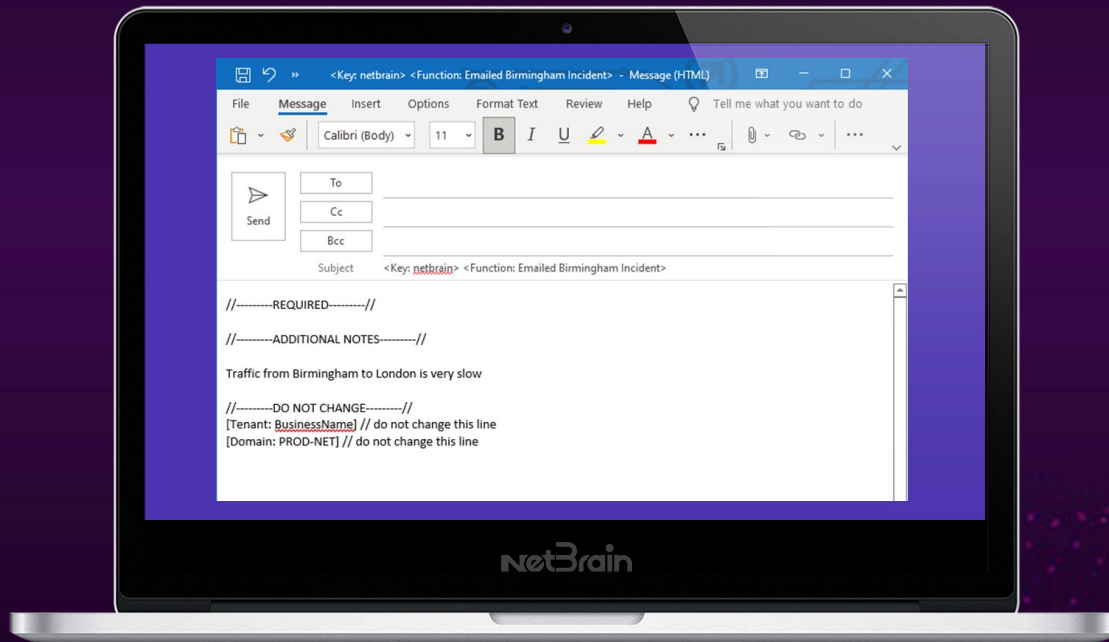
Automation Chatbot

1. **Deliver dynamic maps** for specific IT objects, such as:
 - System maps, e.g., Path, Site, Device Group maps
 - Critical network asset maps, e.g., Failover, HSRP, Core Service, Critical Design maps, etc.
2. **Execute network diagnoses** by following a simple chat conversation, such as:
 - Application path diagnosis, verification, anti-drift and trend analysis
 - Draw a multicasting tree and run diagnosis
 - Verify impact after a network change
3. Prompt users and share findings with others, even non-users, for collaboration, to speed troubleshooting, compliance tasks and change management.



Email Bot

No access to ITSM or Teams? No problem. Access Self-Service automation via email!



With easy formatting and keyword commands, users can trigger the same kind of automation available with Teams and ITSM. Results received via email reply!





About NetBrain Technologies

Founded in 2004, NetBrain is the market leader for NetOps automation, providing network operators and engineers with dynamic visibility across their hybrid networks and low-code/no-code automation for key tasks across IT workflows.

Today, more than 2,500 of the world's largest enterprises and managed service providers use NetBrain to automate network problem diagnosis, generate real-time documentation, accelerate troubleshooting, and enforce enterprise architectural rules.