

WhaTap AI

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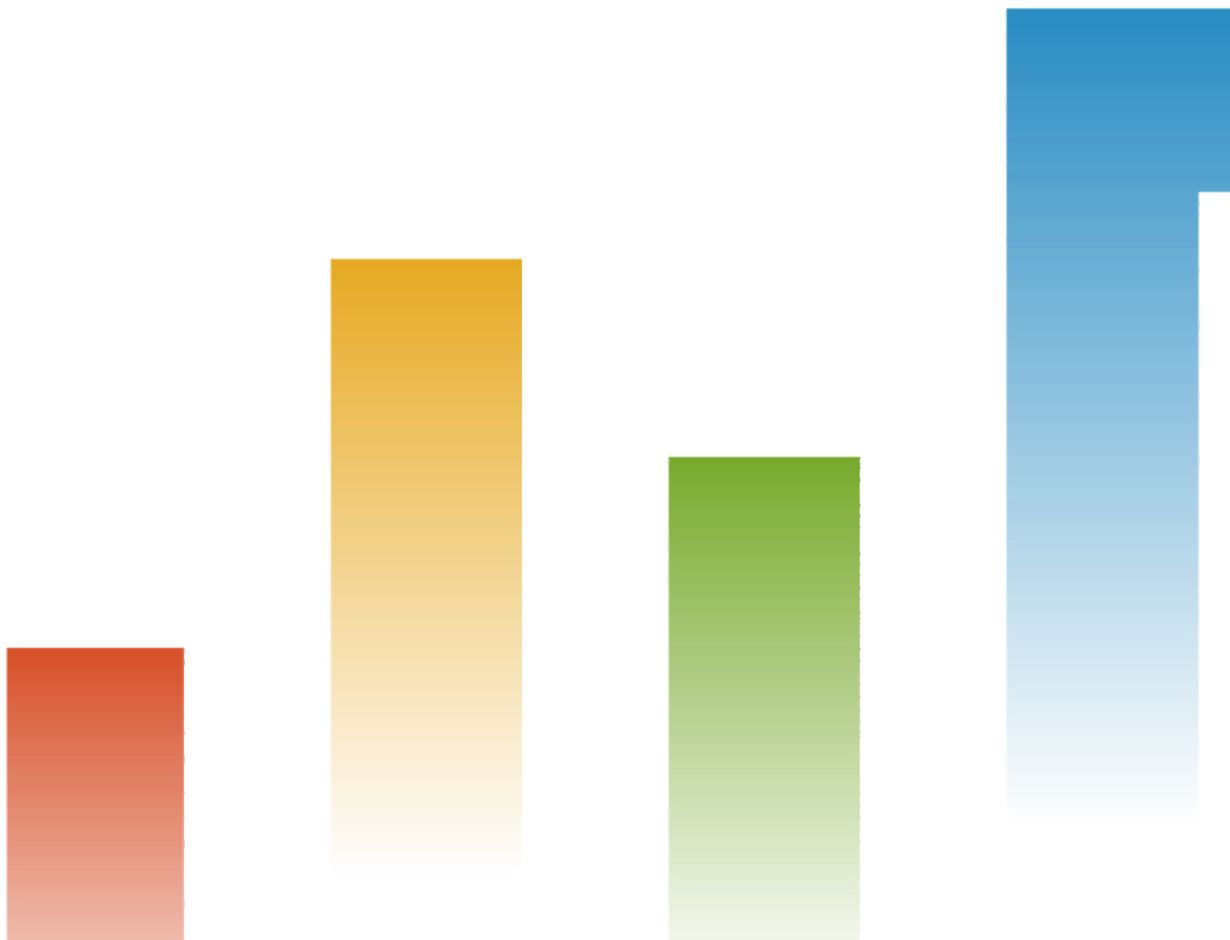


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WhaTap AI

WhaTap AI is an AI chatbot that lets you ask about APM and infrastructure status in natural language and get answers within the WhaTap screen. Without dashboard search or query learning, it retrieves metrics and builds charts and dashboards based on the context of the screen you are viewing. For tasks that require configuration, such as alert rules, it suggests an appropriate rule and settings and guides you to the relevant configuration screen. Even users unfamiliar with monitoring tools can leverage WhaTap data with minimal learning.

Value of WhaTap AI

Reach data without memorizing screens, filters, or queries

WhaTap collects various observability data such as transactions, infrastructure, databases, and Kubernetes. To find the metrics you want, you need to know screen locations, filters, and how to use queries. WhaTap AI retrieves data with a natural language question alone, such as "Show me the transactions with the slowest response times in the past hour." It reduces the time users spend learning the screens and lets you quickly check the information you need.

Recognizes the screen you are currently viewing

Even for the same question, the answer should differ depending on which screen you are viewing. WhaTap AI automatically recognizes the screen you currently have open, the widgets shown on it, and the time range you selected, and provides answers that match that context. You can keep asking based on what you are viewing, without closing the screen and re-explaining the conditions from scratch.

Automatically creates dashboards aligned with analysis intent

Visualizing operational data normally requires steps such as choosing a widget type, selecting metrics, and configuring the chart. WhaTap AI directly picks charts that match the intent of your question and attaches them to the response, and when needed, automatically assembles a dashboard layout that groups multiple widgets. When you want to view the status of multiple projects on one screen, it creates an integrated Flex Board (a dashboard that combines multiple projects on a single screen). The output can be saved and reused as is.

Suggests alert rules and guides you to the configuration screen

A monitoring tool is both a tool for viewing data and a tool for configuring operational behavior. For a request such as "I want a Critical alert when server disk usage exceeds 90%," WhaTap AI suggests an appropriate alert rule and settings and guides you to the relevant event configuration screen. It tells you step by step which items to set and what values to use, reducing the time spent figuring out how to configure the rule.

Supports Korean, English, and Japanese

WhaTap AI automatically detects the user's language and responds in Korean, English, or Japanese. Teams in multilingual environments can use WhaTap AI together, asking and receiving answers in their preferred language, without needing separate tools or translation steps.

Automatically explains metric units and meaning

It is sometimes unclear what unit or meaning a number shown on a dashboard represents. WhaTap AI automatically shows the name of the metric used in the answer along with its unit, type, and a brief description. This reduces situations where numbers are misinterpreted or decisions are misaligned due to unit differences.

Key features of WhaTap AI

Natural language queries and real-time responses

Enter your question in the chat input in your everyday language, and receive the response in a streaming format. You can read the content as it is being written, without waiting for the full response to complete.

Current screen awareness

It automatically recognizes the currently open screen, widgets, and time range, and provides answers that match the context. The same question yields different answers depending on the screen you are viewing, and you do not need to separately describe conditions such as "on this screen" or "with the current time range."

Data analysis

Based on the metrics shown on the screen, it analyzes trends, anomalies, and even suggested improvements. The response also displays the name, unit, and a brief description of the metrics used, reducing situations where you guess the meaning from numbers alone.

Dashboard creation

It picks charts that match the analysis intent of the question and attaches them to the response, and when needed, automatically assembles a dashboard layout that groups multiple widgets. You can receive visualizations aligned with the analysis flow without placing widgets yourself.

Integrated Flex Board creation

When you want to view the status of multiple projects or multiple products on a single screen, WhaTap AI automatically creates an integrated Flex Board. You can grasp the overall operational status in one place without opening each project-level dashboard one by one.

Alert configuration guidance

For items that require configuration within WhaTap, such as alert rules, it suggests a rule and settings that match your intent and guides you to the relevant event configuration screen. You can register the rule on the configuration screen using the suggested items and thresholds as a reference.

Applying and reverting event rules

You can apply an event rule suggested by WhaTap AI directly from the response. When the applied result differs from your intent, you can revert the most recent application and restore the state before it was applied.

Screen and event analysis

When you enter the target you want to analyze in the input box at the top of the console, WhaTap AI analyzes the cause and suggests next steps based on the context of the screen you are currently viewing and the events that occurred.

Multilingual responses

It recognizes the user's input language and responds in Korean, English, or Japanese. It can be used as is, with no separate configuration, to match the team's language environment.

Response feedback

You can send feedback by clicking the **Like** or **Dislike** button on a response. Selecting **Dislike** lets you also choose a reason such as accuracy, relevance, or length, and the feedback you provide is used to improve WhaTap AI response quality.

Next steps

- [Getting started](#): Check the flow and prerequisites for using WhaTap AI for the first time.
- [UI guide](#): Check each area of the WhaTap AI screen and how to use it.
- [Usage guide](#): Check question examples and usage by scenario.

Getting Started With WhaTap AI

WhaTap AI is available directly in the WhaTap console without agent installation or SDK integration. This document guides first-time WhaTap users on how to enter WhaTap AI and send their first question.

Prerequisites

To use WhaTap AI, the following items must be in place.

- **WhaTap account:** Create a WhaTap monitoring service account on the [Sign up](#) page. For detailed steps, refer to [Account management > Sign up](#).
- **Project under monitoring:** You must be using at least one WhaTap monitoring product such as APM, Server, Database, or Kubernetes. WhaTap AI generates answers based on the data of projects in operation.
- **Login session:** You must be logged in to the WhaTap console. WhaTap AI uses the existing WhaTap session as is, without a separate login.

Opening WhaTap AI

WhaTap AI is provided in the common area at the top of the console. You can use it on any screen as soon as you log in to the [WhaTap monitoring service](#), even without selecting a specific project. There are two ways to enter.

Ask directly from the top input box

Enter a question in natural language in the input box of the common area at the top of the console and send it. WhaTap AI opens a panel on the right side of the screen along with the answer. You can ask directly from the screen you are viewing without clicking a separate button.

Open the panel with the WhaTap AI button

Click the **WhaTap AI** button at the top of the console to slide the WhaTap AI panel open on the right side of the screen. Enter a question in the panel's input box to start a conversation.

The top of the panel includes the following buttons.

- **New chat** button (+): Clears the current conversation and starts a new session.
- **Conversation history** button: Loads and shows previous conversation records.
- **Expand** button: Switches the panel to full screen size.
- **Close** button (×): Closes the panel.

Sending your first question

Once the panel is open, enter your question in natural language in the input box and send it.

1. Enter your question in the input field. Write it in natural language that matches the screen you are viewing or your analysis intent.
 - Screen data analysis: Analyze the state of the currently running threads.
 - Dashboard creation: Build a dashboard with database resource and RAC-related metrics.
 - Alert configuration: Configure a Critical alert when server disk usage exceeds 90%.
 - Integrated Flex Board: Show me the status of all projects.
2. Click the **Send** button (↑ icon) at the bottom right of the input box, or press **Enter** to send the question.
3. WhaTap AI displays the response character by character in a streaming format. You can read the content as it is being written, even before the response is complete.

✓ WhaTap AI automatically recognizes the time range and widget information of the currently open screen. You can ask questions in the context you are viewing without separately describing the time range or target screen.

⚠ AI responses may not be accurate. Always verify important decisions yourself.

For how to use the diagnostic cards, follow-up question chips, charts, dashboards, and alert rule apply buttons included in a response, refer to the [Usage guide](#).

Managing sessions

WhaTap AI operates with the following policies so that it carries the user's analysis context forward.

- **Session persistence:** Even if you close and reopen the panel, or move to a different screen, the previous conversation context is preserved within the same browser tab.
- **Start a new session:** Click the **New chat** button (+) at the top of the panel to clear the current conversation and start a new session.
- **Conversation history retention:** Conversation history is retained for the last 3 days.

Sending response feedback

You can directly rate the quality of WhaTap AI responses. The feedback is used as material to improve response quality.

1. Click the **Like** button (👍) or **Dislike** button (👎) at the bottom of the response.
2. Selecting **Dislike** opens a reason selection screen. Choose the closest reason from the following.
 - **Not accurate**
 - **Not the answer I wanted**
 - **Insufficient content**
 - **Too long**
 - **Other** (Enter additional comments directly)
3. Click the **Send** button to submit the feedback.

To copy the response as is, click the **Copy** button at the bottom of the response; to save it as a file, click the **Download** button.

Next steps

- **UI guide:** Check each area of the WhaTap AI screen and how to use it in detail.

- [Usage guide](#): Check question examples and usage by scenario.
- [WhaTap AI introduction](#): Check the problems WhaTap AI solves and the features it provides.

WhaTap AI UI Guide

WhaTap AI operates as a separate widget within the WhaTap console. This document explains what role each area of the WhaTap AI screen plays and how to use it.

WhaTap AI main screen: the input field and entry button at the top of the console, and the right panel

Screen layout

The WhaTap AI screen consists of the following areas.

- **Top input box:** The input box in the common area at the top of the console (Global Header). Enter a question directly in natural language to start WhaTap AI.
- **Entry button:** The **WhaTap AI** button in the common area at the top of the console, which is the entry point that opens the right panel.
- **Panel header:** Controls the panel state, such as starting a new chat, conversation history, expanding the panel, and closing it.
- **Response area:** Where WhaTap AI displays answers, charts, follow-up question chips, and diagnostic cards.
- **Response action area:** Provides feedback, copy, and download functions for the response.
- **Input field:** The area for entering and sending questions in natural language.

WhaTap AI can be used on any screen from the common area at the top of the console, even without selecting a specific project.

Top input box

The common area at the top of the console has an input box for entering natural language questions directly. When you enter a question and send it, WhaTap AI opens the right panel along with the answer. You can ask directly from the screen you are viewing without opening the panel first.

Entry button

The **WhaTap AI** button is located in the common area at the top of the console. It is a purple rounded button displayed with a diamond icon and the **WhaTap AI** label.

Click the **WhaTap AI** button to slide the WhaTap AI panel open on the right side of the screen. Because WhaTap AI automatically recognizes information about the currently open screen, the answer varies depending on the screen from which you click the button.

Panel header

The top of the panel shows a diamond icon and the **WhaTap AI** label on the left, and four buttons that control the panel state on the right.

- **New chat** button (+): Clears the current conversation and starts a new session. The previous conversation context is no longer reflected in responses.
- **Conversation history** button (clock icon): Opens the list of past conversations. You can search the list and reload a past conversation by its title and elapsed time. While the conversation list is open, this button changes to a **Back** (←) button to return to the current conversation. A conversation is deleted 3 days after the last conversation ended.
- **Expand** button: Switches the panel to full screen size. Use it to view charts or tables in the response in a wider layout.
- **Close** button (×): Closes the panel. Within the same browser tab, the previous conversation is preserved even after reopening.

Response area

Responses are composed of various visual elements in addition to text.

Diagnostic summary card

Displays the key conclusion of the analysis result as a card. The following colors are used based on severity.

- **Critical:** A critical state that requires immediate action.
- **Warning:** A state that requires attention.
- **Info:** Reference information.

The card also shows the metric values that support the conclusion (e.g., APDEX, unsatisfactory transaction ratio).

Follow-up question chip

WhaTap AI suggests additional questions worth asking as chips below the response. For example, beneath a response analyzing response delays, it shows chips such as `SQL bottleneck analysis` , `External HTTP call (HTTPC) analysis` , `GC / Heap memory analysis` , and `Active transaction detail analysis` . Clicking a chip sends the corresponding question directly, so you can continue the analysis without typing it yourself.

Progress indicator

While WhaTap AI is collecting or analyzing data, it shows the progress as `n steps completed` at the top of the response. Expanding the toggle reveals the step-by-step activity, allowing you to trace which data was queried.

Charts and dashboards

Charts attached to the response can be clicked to expand for viewing or saved to a dashboard. WhaTap AI may also suggest a dashboard layout that groups multiple widgets, or an integrated Flex Board that combines the status of multiple projects.

Response action area

The bottom of the response includes action buttons that let you rate the response quality and reuse the output.

Sending feedback

- **Like button** (👍): Click when the response was helpful.
- **Dislike button** (👎): Click when the response was not satisfactory. Clicking lets you choose one of the

following reasons.

- **Not accurate**
- **Not the answer I wanted**
- **Insufficient content**
- **Too long**
- **Other** (Free input)

After selecting a reason, click the **Send** button to submit the feedback. Submitted feedback is used to improve WhaTap AI response quality.

Copying and downloading the response

- **Copy** button: Copies the response body to the clipboard. Use it when you want to paste the response content as is into a report, messenger, or email.
- **Download** button: Saves a single answer or the entire conversation as a file. Once you choose a file format, a menu for selecting the save scope opens next.

Follow these steps to save a response as a file.

1. Click the **Download** button at the bottom of the response.
2. Select **Markdown**, **PDF**, or **HTML** as the file format.

- File format

Format	Description
Markdown	Saves as editable text. Use it to move the answer body into another document
PDF	Saves as an image exactly as shown on the screen
HTML	Saves as a web document exactly as shown on the screen

3. Select **This answer** or **Entire conversation**.

- Save scope

Scope	Description
This answer	Saves only the selected answer
Entire conversation	Saves all questions and answers in the current conversation in order

Saving the **Entire conversation** as **Markdown** records the questions and answers in order with role labels. Saving as **PDF** or **HTML** captures the conversation screen as is, and the copy, download, and rating buttons attached to each answer are excluded from the document. The file name is created from the save scope and the save time, such as `whatap-ai-answer-20260821-143000.md`.

Input field

At the bottom of the panel is the field for entering questions in natural language.

1. Click the input field and enter your question in your everyday language.
2. Click the **Send** button (↑ icon) at the bottom right of the input box, or press `Enter` to send the question.
3. WhaTap AI displays the response character by character in a streaming format.

ⓘ The following disclaimer is always shown below the input field.

AI responses may not be accurate. Always verify important decisions yourself.

Next steps

- [Getting started with WhaTap AI](#): Check the flow and prerequisites for using WhaTap AI for the first time.
- [Usage guide](#): Check question examples and usage by scenario.
- [WhaTap AI introduction](#): Check the problems WhaTap AI solves and the features it provides.

WhaTap AI Usage Guide

This document guides you, by scenario, on how to use WhaTap AI in real operational situations. For an overview of WhaTap AI features, refer to [WhaTap AI introduction](#); for the first-time flow, refer to [Getting started](#); and for the screen layout, refer to [UI guide](#).

How to ask effectively

WhaTap AI understands natural language questions as they are, but the more specific your question, the more accurate the answer you receive. Including the following three elements in your question helps.

- **Target.** Specify which metric or resource you want to view. For example, specify response time, CPU usage, or a particular transaction.
- **Period.** Include the time range to query, such as "the past hour" or "this morning." If you do not specify a period, it follows the time range of the screen you are currently viewing.
- **Condition.** Adding the condition you want, such as "slowest," "exceeding 90%," or "with errors," lets you narrow down the results.

✓ WhaTap AI automatically recognizes the screen and widgets you currently have open and the time range you selected. You can keep asking based on the context you are viewing, without describing conditions such as "on this screen" or "with the current time range" every time.

Usage by scenario

! The responses below are examples to aid understanding. Actual responses vary depending on the screen you are viewing, the time range you selected, and the collected data.

Quickly diagnose performance anomalies

When you suspect performance degradation, ask directly in natural language instead of moving between screens to find metrics. Based on the metrics shown on the screen, WhaTap AI analyzes trends, anomalies, and even improvement directions.

"Show me the transactions with the slowest response times in the past hour"

It organizes the transactions with slow response times based on the past hour and shows a response time trend chart of the slowest transaction. The answer also displays the name, unit, and a brief description of the metrics used.

You can also ask like this.

- "Which service had the most errors this morning"
- "Analyze the point where CPU usage spiked on the current screen"

Build the dashboard you want

Without choosing widget types and metrics yourself, just state your analysis purpose and WhaTap AI picks charts and attaches them to the response, and when needed, assembles a dashboard layout that groups multiple widgets. The output can be saved and reused as is.

"Build a chart that shows response time and TPS together for the last 24 hours"

It picks a chart that shows response time and TPS together over the last 24 hours and attaches it to the response. If your intent is to view multiple metrics on one screen, it assembles a dashboard layout that groups the widgets, and the output can be saved as is.

You can also ask like this.

- "Gather this service's CPU, memory, and network usage on one screen"

View multiple projects on one screen

When you want to check the status of multiple projects or multiple products together, WhaTap AI automatically creates an integrated Flex Board. You can grasp the overall operational status in one place without opening each project's dashboard one by one.

"Compare the response times of all projects in operation on one screen"

It creates an integrated Flex Board that gathers the response times of multiple projects in one place. You can compare the overall status side by side without opening each project's dashboard separately.

Configure alert rules

WhaTap AI suggests an appropriate rule and settings for an alert request and guides you to the relevant event configuration screen. You can apply the suggested rule directly from the response, and if the applied result differs from your intent, you can revert the most recent application and restore the previous state.

"I want a Critical alert when server disk usage exceeds 90%"

It suggests a Critical alert rule and settings with disk usage exceeding 90% as the condition, and guides you to the relevant event configuration screen. You can apply the suggested rule directly from the response, or revert to the previous state after applying it.

You can also ask like this.

- "Send an alert when a transaction with a response time over 3 seconds occurs"

Check the meaning and unit of a metric

When the unit or meaning of a number shown on a dashboard is unclear, you can ask about it directly. WhaTap AI provides the name, unit, and type of the metric used in the answer along with a brief description.

"What does Working Set memory mean"

It explains the meaning, unit, and type of the metric with a brief description. The metric used in the answer is shown with its name and unit, so you do not have to guess the meaning from numbers alone.

You can also ask like this.

- "What unit are the values in this chart"

Analyze screens and events

When you enter the target you want to analyze in the input box at the top of the console, WhaTap AI analyzes the cause and suggests next steps based on the context of the screen you are currently viewing and the events that occurred.

"Tell me the cause of the event that just occurred"

It recognizes the context of the screen you are currently viewing and the events that occurred, and analyzes the cause and suggests next steps. You can continue receiving analysis based on what you are viewing, without closing the screen and re-explaining the conditions.

You can also ask like this.

- "Analyze the current screen"

Using the response

In addition to the text answer, a response may include diagnostic cards, follow-up question chips, charts, dashboards, and alert rule apply buttons.

- **Diagnostic summary card:** WhaTap AI organizes the analysis result as a card. It shows the key conclusion and severity (**Critical** / **Warning** / **Info**) using color.
- **Follow-up question chip:** Additional questions worth asking are suggested as chips below the response. Clicking a chip sends the corresponding question directly.
- **Chart:** Charts attached to the response can be expanded for viewing or saved to a dashboard as is.
- **Dashboard layout:** When WhaTap AI suggests a layout that groups multiple widgets, you can save it as is and reuse it.
- **Integrated Flex Board:** When you want to view the status of multiple projects on one screen, WhaTap AI suggests an integrated Flex Board. Saving it lets you use it as an entry screen for operational status checks.
- **Alert rule apply:** When an alert rule apply button appears in the response, review the rule content and apply it with a single click.

Usage tips

- **Keep asking based on the screen you are viewing.** Without closing the screen and re-explaining the conditions, you can continue your questions based on the open screen and time range.
- **Use it in multiple languages.** It recognizes the input language among Korean, English, and Japanese and responds in the same language. A multilingual team can use it together, each in their preferred language.
- **Send feedback on responses.** You can send feedback with the **Like** or **Dislike** button on a response. Selecting

Dislike lets you also choose a reason such as accuracy, relevance, or length, and the feedback you provide is used to improve response quality.

Related documents

- [WhaTap AI introduction](#). Check the value and key features of WhaTap AI.
- [Getting started](#). Check the flow and prerequisites for using WhaTap AI for the first time.
- [UI guide](#). Check each area of the WhaTap AI screen and how to use it.