



- Your AI Assistant for Turning IT Complexity into Clarity**
- Intelligent Recommendations**
- Persona and Context Aware Insights**
- Human-Readable Summaries**
- Self-Learning**

Say Hello to GrokGuru

GrokGuru empowers IT operations with AI-enriched, context-aware insights—transforming noisy detections and incidents into human-readable summaries and actionable recommendations.

As a critical complement to Grok’s predictive and causal AI capabilities, GrokGuru helps accelerate the shift to proactive, self-healing IT Operations.

WHAT IS GROKGURU?

GrokGuru uses Generative AI to synthesize complex detections and historical incident data, turning them into easy-to-understand summaries with probable root cause, recommended fix actions, and relevant context drawn from your IT environment.

With GrokGuru, your teams gain:

- Persona-based, context-aware insights tailored to each operator's role and knowledge level
- Real-time, AI-enriched summaries of detections, incidents and problems
- Human-readable narrative overviews with recommended actions
- Relevant, institutional knowledge—direct links to the knowledge articles and resources

WHAT SETS GROKGURU APART

GrokGuru is designed to elevate your IT operations by transforming raw data into actionable insights that empower every operator to focus on innovation and higher-value activities.

GrokGuru equips your team to:

- Accelerates investigations and reduces time to resolution
- Enhances ticket quality and escalation processes
- Empowers L1-L2 operators to investigate and resolve issues without immediate escalation
- Reduces Mean Time to Investigate (MTTI) and Mean Time to Resolve (MTTR)
- Frees operators from relying on specialized knowledge—reducing escalations and increasing efficiency
- Fully GDPR-compliant summaries for secure enterprise operations



KEY CAPABILITIES

Here's how GrokGuru supports modern IT operations with AI-driven insights and personalized guidance:

GrokGuru delivers comprehensive detection and incident summaries that include detailed descriptions, timelines, narrative overviews, and probable root causes with recommended fix actions drawn from resolution notes and historical tickets. This context-rich approach ensures that tickets are more complete, actionable, and easier to escalate when needed.

The GrokGuru AI Assistant offers on-demand Q&A capabilities, empowering operators to ask critical questions such as: "Why did you form this detection?", "Are these detections related to the same cause?", and "Is the customer impact likely to grow if this detection isn't resolved quickly?". The assistant also directs users to relevant knowledge articles and provides personalized, context-aware insights based on both team knowledge and industry best practices.

GrokGuru also seamlessly integrates into collaboration platforms like Slack for incident response, enabling collaborative incident management directly within your team's preferred communication tool. It shares detection summaries, recommended actions, and root cause insights directly in collaboration channels—empowering teams to coordinate, triage, escalate and resolve issues faster than ever.

HOW IT WORKS

GrokGuru combines a specialized large language model (LLM) trained on Grok's detection and incident knowledge with your organization's own data, including change, incident, problem, and customer data, to provide the most relevant, personalized insights possible.

It is further enriched with knowledge from knowledge management systems, KBR articles, and troubleshooting procedures—ensuring that every recommendation is rooted in your unique operational context.

Additionally, GrokGuru seamlessly integrates with a generalized LLM to strike the perfect balance of speed, accuracy, and breadth of knowledge.



ABOUT GROK - DISCOVER THE POWER OF AI LEARNING WITHOUT RULES

Grok’s Cognitive AI Learning Architecture combines neuroscience principles with advanced machine learning to autonomously adapt to modern IT environments—whether hybrid, multi-cloud, or on-premise. By continuously observing and synthesizing telemetry, it groups related symptoms by root cause and learns to label patterns in human-friendly terms.

Over time, Grok refines its prioritization based on user actions, shifting IT operations from reactive firefighting to AI-driven prevention and enabling self-healing IT Operations. GrokGuru is an integral part of the Grok platform—accessible across different views and user roles—bringing personalized, context-aware insights and intelligent recommendations to every operator.

Together, they form a powerful, unified system that continuously learns and adapts to your unique environment, delivering a truly autonomous, self-learning IT operations platform.

