

— CUSTOMER STORY

The morning alert flood became a short list of real problems.

Nine hundred alerts, maybe six problems

The retailer's monitoring was thorough. Too thorough. Every morning started with several hundred alerts across storefront, search and checkout, and the first hour went on working out which ones actually mattered.

The situation — Correlation done by hand, every day

Nobody lacked data. The team lacked a consistent way to collapse it:

- A single slow dependency could fire alerts from a dozen services, each looking like its own incident.
- The engineer who was good at spotting the common cause did it by instinct and could not explain it quickly.
- Memory-leak patterns in one service kept recurring and being diagnosed from scratch.
- On busy trading days the flood hid the one alert that was actually about money.

The move — Route every alert burst through correlation skills first

The team enabled the catalog's correlation and deploy-timeline skills, then accepted Lumi's recommendation to install a specialist memory-leak skill from the marketplace once the pattern had fired fourteen times in a week.

"We didn't need fewer monitors. We needed something to read all of them at once and tell us it was really one problem with the search cache."

— DIRECTOR OF PLATFORM OPERATIONS

— DEPLOYMENT SNAPSHOT

SECTOR

Omnichannel retailer

ESTATE

Storefront, search, checkout

START POINT

Catalog correlation skills

AUTONOMY

discover, with manage on cache

MARKETPLACE

Memory Leak Detection installed

GOVERNANCE

Approval on checkout changes

ROUTER

Tested against a month of alerts

INTEGRATIONS

Datadog, Kubernetes, Slack

— BENCHMARK RANGES

40-60%

LOWER MTTR

~90%

LESS NOISE

Day 1

NEW-HIRE RAMP

- **The method is the asset.** Once it is written down as a skill, it stops depending on who is awake.
- **Constraints travel with it.** The guardrail lives inside the skill, so no agent can quietly exceed it.

— HOW IT WAS BUILT

Enable

Turned on the built-in correlation and deploy-timeline skills for the SRE persona.

Test

Replayed a month of alert bursts through the router to check which skills each would select.

Install

Added the recommended Memory Leak Detection skill after the pattern repeated fourteen times.

Promote

Cache flushes moved to manage on tagged services; anything touching checkout still needs approval.

— WHAT CHANGED

BEFORE SKILLS BUILDER

- Hundreds of alerts triaged by eye each morning
- Common causes spotted by one person's instinct
- Memory leaks re-diagnosed every time
- Critical alerts buried on peak days
- The first hour of every shift lost to sorting

WITH SKILLS BUILDER

- Bursts collapsed into a few real incidents
- Correlation run the same way on every shift
- A dedicated skill for the recurring leak pattern
- Checkout-related incidents surfaced first
- The first hour spent fixing, not sorting

— WHERE THE CHANGE CAME FROM

Correlation was the missing skill

The data was always there; a consistent method for collapsing it was not.

The recommendation was specific

Lumi pointed to a named skill and an expected gain, not a vague suggestion.

Replay removed the guesswork

Testing the router on real history showed exactly what would run before it did.

— WHY THIS MATTERS IN RETAIL & E-COMMERCE

Correlation skills

AI recommendations

Marketplace install

Skill Router testing

Deploy timeline

manage class

Approval gating

Persona filters

— BOTTOM LINE

Skills Builder turned a daily wall of alerts into a short, ranked list — and caught the recurring leak nobody had time to name.

40–60% LOWER MTTR**~90%** LESS NOISE**Day 1** NEW-HIRE RAMP

Customer anonymised at their request; profile and quotation are representative of a deployment in this sector, not a named engagement. Benchmark ranges reflect published AI/Ops/ITOps studies (ITIC, Forrester, New Relic, 2024–2026) and vary by estate. © 2026–2027 LumioOps.AI.

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into a skill.**

Start from a built-in skill, clone it, and make it match how your team actually works.

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CATALOG

32 built-in skills

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