Coding Agents for Reporting and Incident Investigation

Modal



Modal

AI Infrastructure that developers love

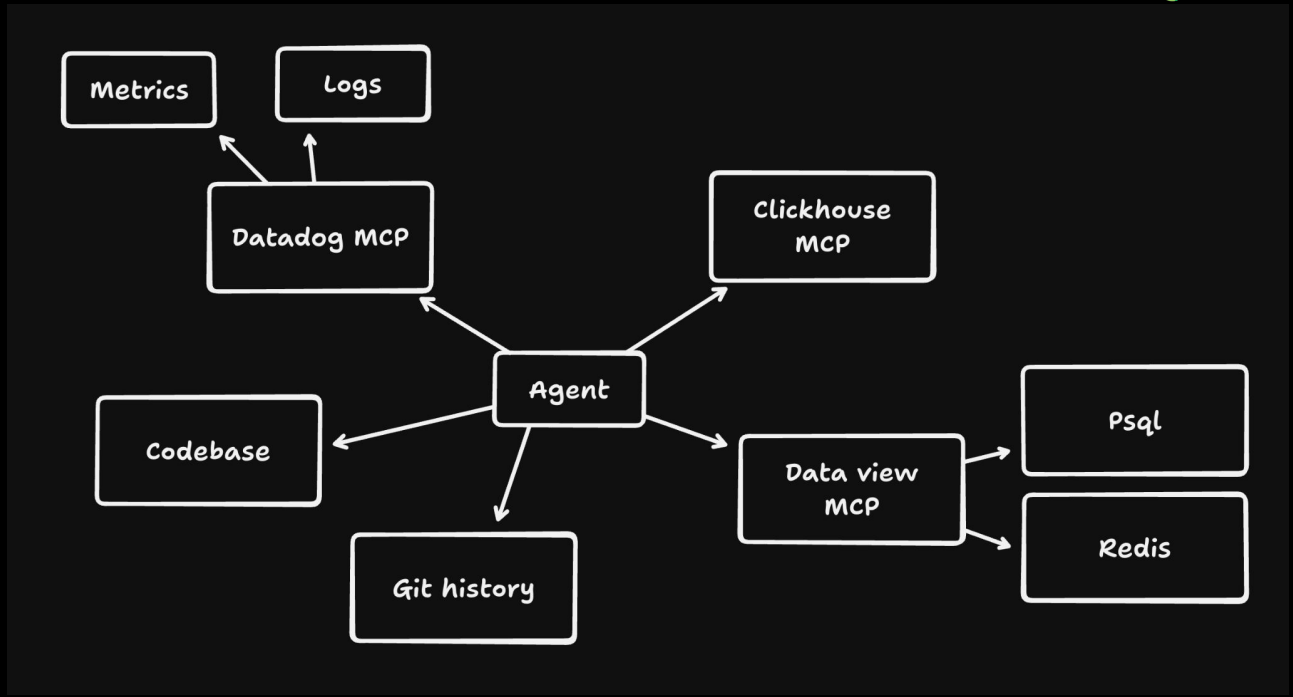
Agents can do more than write code!

Using agents for non-code tasks



- A customer encountered this error. Find the root cause.
- Create a markdown report on CPU reservation vs. actual utilization across application X.
- Write a script to collect all of the IPs assigned to our fleet from 1pm to 2pm yesterday.
- What git commit caused the regression that resulted in this error.

Making it work



Data Sources

- Datadog / Clickhouse MCP servers
- Custom MCP server for read-only view of DB data
  - Not raw SQL!
- Codebase + git cli



Prompting

- Write long prompts!
- Include context, error logs, hint at a sequence to follow.
- Encourage writing bespoke scripts.



Produce artifacts

- “Write your findings to RESULTS.md. Reference source data.”
  - Describe specifically what you want! Tables, charts, code snippets, etc.
  - “Include queries that you run”
- General rule: this document should contain enough information that you can validate it by hand.
- “Create a script called generate_report.py that creates a report...”



Red herrings

- At a certain log volume, you can find evidence for basically any theory.
- Challenge the agent to justify the theory.
  - E.g. did the suspected “root cause” occur at the same time as the symptoms? Or has it been happening all along?



We are hiring for lots of roles!

- Forward Deployed Engineer
  - Systems
- Member of Technical Staff
  - Cloud Substrate
  - Systems
  - Security Engineer
- A ton more non-Engineering roles!



Thanks!

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