

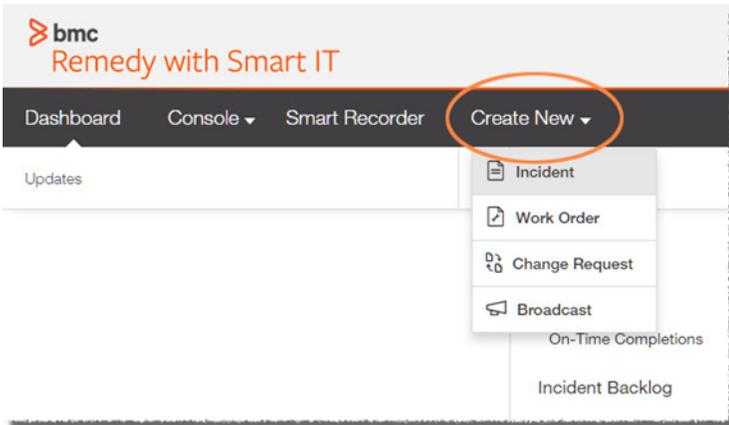
# Creating Incidents using Incident Templates

**Incident Templates** are used for request types that report the interruption of services with the purpose of restoring such services as briefly as possible.

## Console View

In addition to using Smart Recorder, tickets can also be created from the Create New menu. The Create New menu offers a more traditional, form based way to create tickets.

1. Open SmartIT.
2. Click **Create New**, then select **Incident**.



3. In the **Affected Customer(s)** field, enter the beginning of the customer's name, Employee ID, or email address, then select the customer from the list of all possible matches that pops up. **The Affected Company** field will auto-populate based on your selection.
4. (optional) Click **Add person** to add additional customers.
5. In the **Select Incident Template** field, enter a relevant issue, phrase, or term to see if there is a template for that issue. Select the desired template from the list that appears. If no list appears, no relevant template was found.

Select Incident Template

Remedy

**Remedy** Application Issue

Incident Title (required)

Impact (required)  Urgency (required)

Calculated Priority: **Low**

Incident Status (required)  Incident Type (required)

Affected Service  Affected Asset

- You can also click **Browse All Templates** to open a pane where you can browse by template category or search.
- When using a template, some or all of the fields will be populated.

6. Add a more detailed title in the **Incident Title** field.
7. Enter an **Incident Description**.
8. Fill in any additional fields that would help the assigned Support Group/Member fulfill the request.
9. Click the **Save Ticket** button.

Create Incident Complete fields and "Save" to open incident

Affected Customer(s) (required)  Customer × Add person

Affected Company (required)

Select Incident Template  ⌵ ×

Incident Title (required)  24 / 100

Impact (required)  Urgency (required)

Calculated Priority: Medium

Incident Status (required)  Incident Type (required)

Affected Service  Affected Asset

Use a different company from LAUSD to select categories

Operational Category  ×

[Browse Categories | Recommendations](#)

Product Category  ×

[Browse Categories | Recommendations](#)

Resolution Category

[Browse Categories | Recommendations](#)

Resolution Product Category

All Required fields complete!

