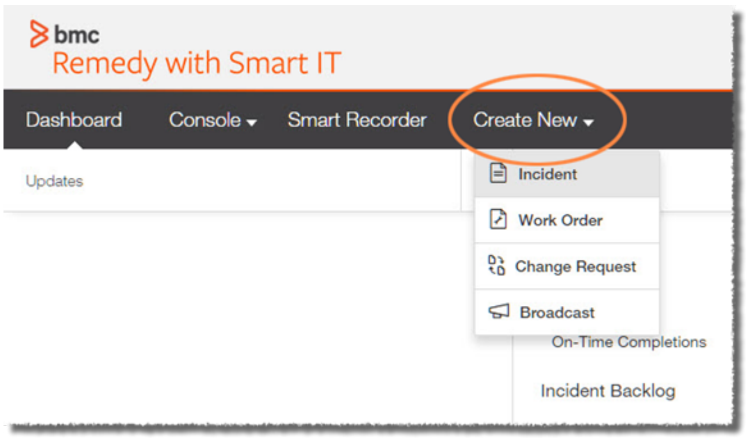
Creating Incidents using Incident Templates

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

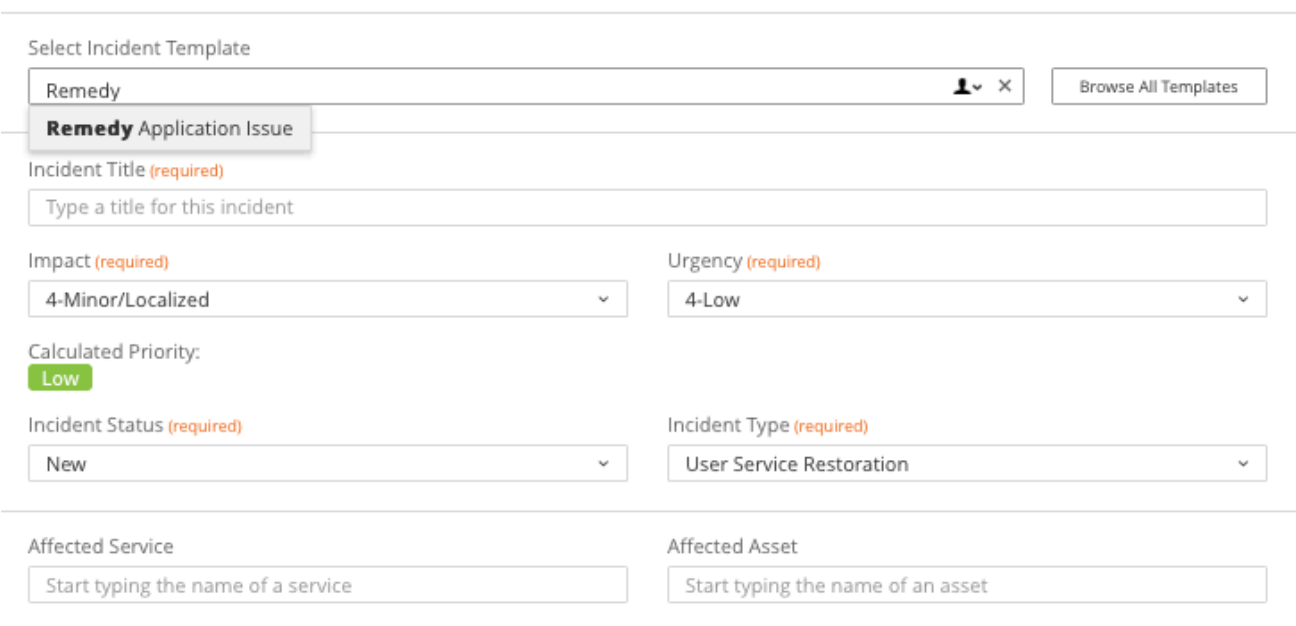
Console View

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.



- 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.