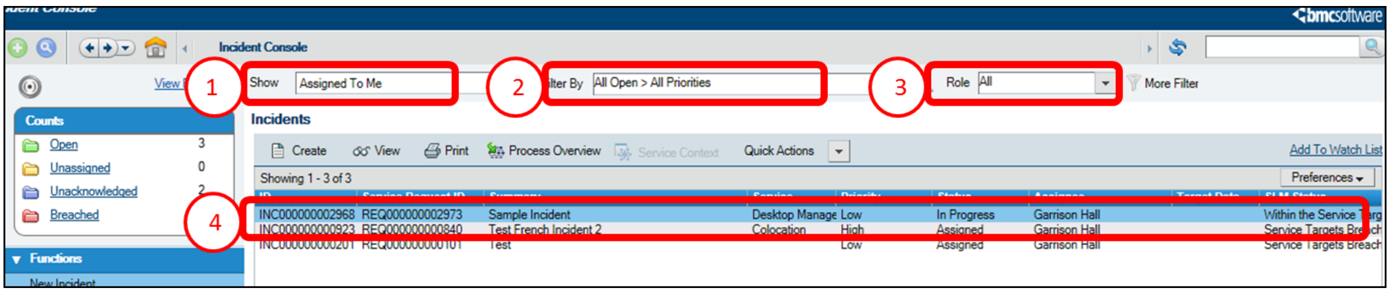
INCIDENT MANAGEMENT
UPDATING AN INCIDENT RECORD

RETREIVING INCIDENT

Within the Incident Management Console:

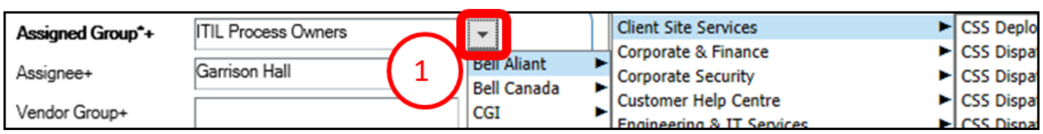
1. Select the **Show** drop down to filter on Incidents submitted by you, assigned to you, or Incidents assigned to your selected groups.
2. **Filter By** allows to filter on Incidents by priority
3. **Role** will display Incidents based on Assignment or ownership
4. To open an Incident double click the record.

NOTE: If using the Search Incident Screen. You must specify the **Company+** if you wish to search the **Service+** Field



REASSIGNING INCIDENT

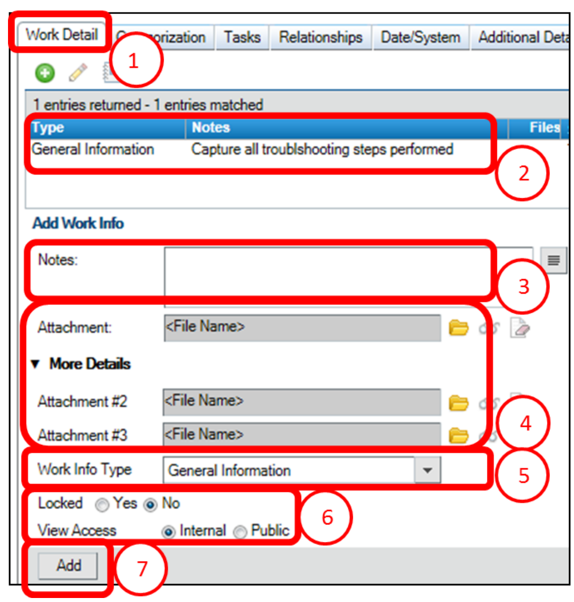
1. Select the Drop Down to the right of Assigned group. Select the **Company**; Choose the **Support Organization** and Select the **Support Group** to assign the Incident too.



*NOTE: **Assigned Group+** is a searchable field, you can quickly find groups with partial name searches*

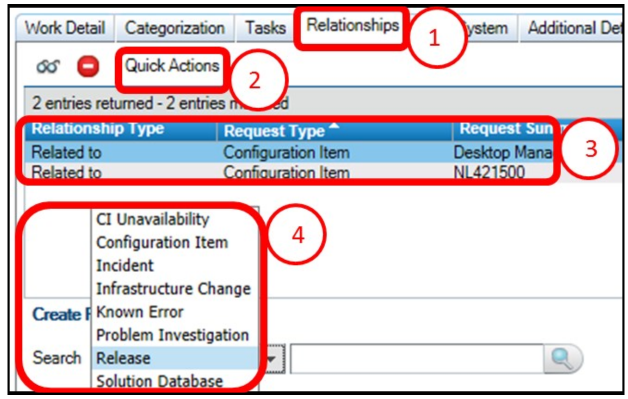
ADDING WORK DETAIL

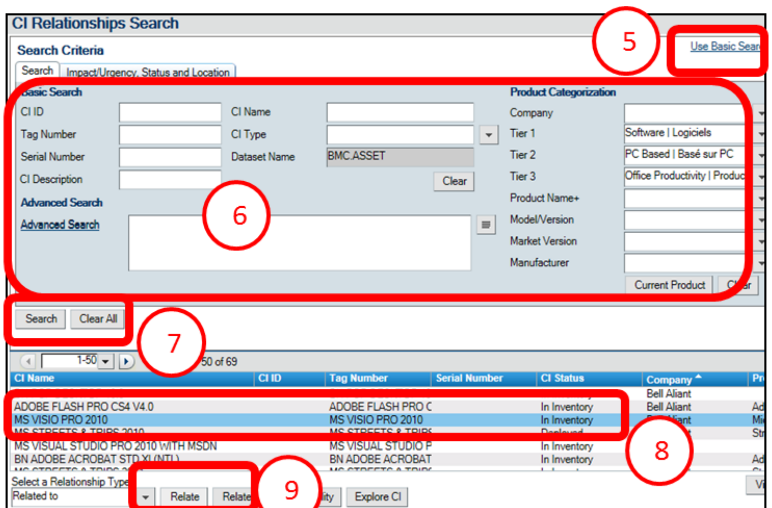
1. Select the **Work Detail** tab on the Incident
2. View existing Work Detail records
3. This is where you capture new **Work Detail**
4. You can add multiple **Attachment**
5. **Work Info Type** must be selected based on logical type of work you are documenting (i.e.: Customer Follow-up tracking)
6. **Locked** will not allow modifications to the work log when added. **View Access** if set to Internal will block Customers who access the record from seeing that entry (only for read only/non-support customers)
7. Select **Add** to add the new Work Detail record



INCIDENT REALATIONSHIPS

1. On the Incident record select the **Relationships** tab
2. **Quick Actions** is a drop down menu that contains a number of actions to perform against the Related record. (i.e.: Get Product or Operational Categories; create CI Unavailability; view relationship types, etc…)
3. This area will display all Related records to the Incident record.
4. The **Search** menu will allow you select a record type to begin a Search

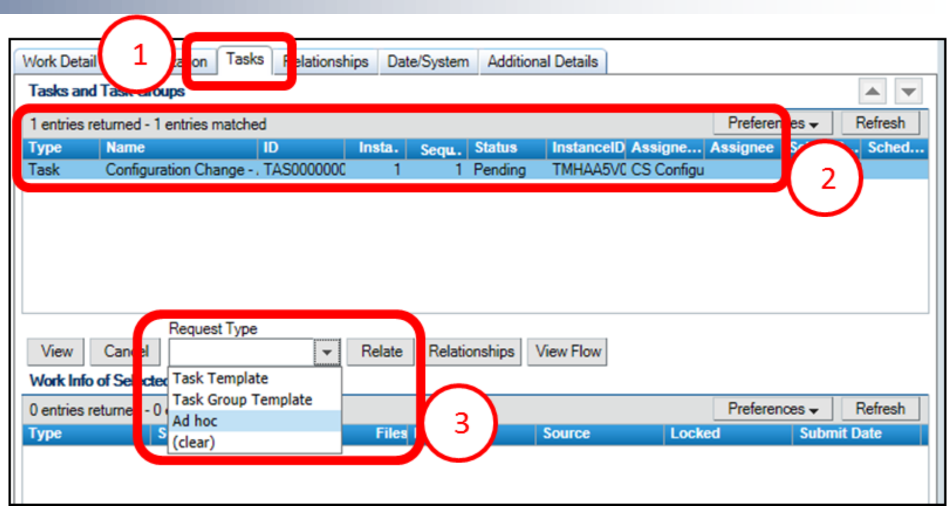




5. Select **Use Advanced Search**
6. Specify Search Criteria, be as specific as possible to limit number of records returned
7. Select **Search**
8. Once the search completed it will display all matches in this window, highlight the record you want to realte
9. Select **Relate**

INCIDENT TASKING

Tasking Capability is available in Incident Management and will replace the WorkLog assignment feature of ITSP.



1. Within the Incident Record, select the **Task** tab
2. This area will display all Tasks that are associated to the Incident Record
3. To create a Task record, select the **Request Type** drop down menu and select either **Task Template; Task Group Template;** or **Ad hoc**, then choose **Relate**. This will launch a either the template selection menu or a new blank task. To learn how to submit and work a task please see the Task Management Quick Reference Guides.

remedy

Bell Aliant