Creating Incidents with Template

Smart Recorder reduces the amount of time that it takes to register incidents. It also suggests templates, which can be used to create tickets. The template pre-populates information in the ticket and saves details in a structured way.

Smart Recorder	Create
@ <u>Training User</u> Ifrozen iPad	
"froze" matches 1 templat	es
Frozen iPad	nt Templa

Training User !froze	n iPad
Priority	Low >
Status	Assigned >
CATEGORIZATION	
Use a different com LAUSD to select ca	pany from tegories
	J
Operational Category	Click here for Tiers
Operational Category Product Category	Click here for Tiers > Click here for Tiers >
Operational Category Product Category ASSIGN	Click here for Tiers > Click here for Tiers >

1. Press on the menu icon **E** to open the dashboard menu

2. Click on Smart Recorder

3. Search for your customer by name, email or employee number; preceded by an '@' symbol

4. Select the customer from the list of suggested matches.

5. Type in a keyword or phrase preceded by an '**!**' mark to describe the issue or interruption of service your customer is experiencing.

6.Pick a Template from the options available.

- 7. Click on **Create**
- 8. Choose Incident

*A new INC# generates and displays on top

9.Set a Priority and Status

10. Use the **Tier** options available to customize the **Operational** and **Product Categories**.

11. Select the **Auto-Assign** option to automatically select a Support Group or search for an individual Assignee

12. Click Submit

Remedy with Smart IT for Android