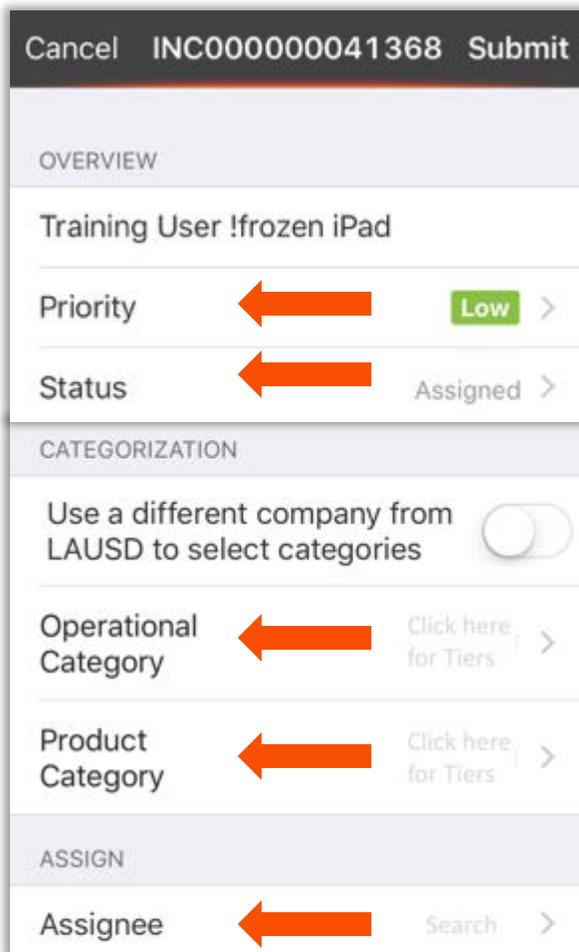
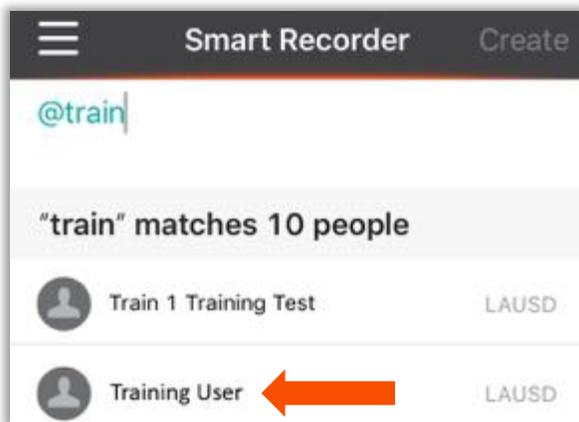


Creating Incidents Without Template

Smart Recorder takes the information you enter and runs background text searches to help identify customers. The results of these searches are presented on-screen which allows for easy association with a single click.



1. Press on the menu icon  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 that describes the issue or interruption of service your customer is experiencing.

6. Click on **Create**

7. Choose **Incident** from the options available

*A new INC# generates and displays on top

8. Set a **Priority** and **Status**

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

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

11. Click **Submit**