

# 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.

## Smart Recorder

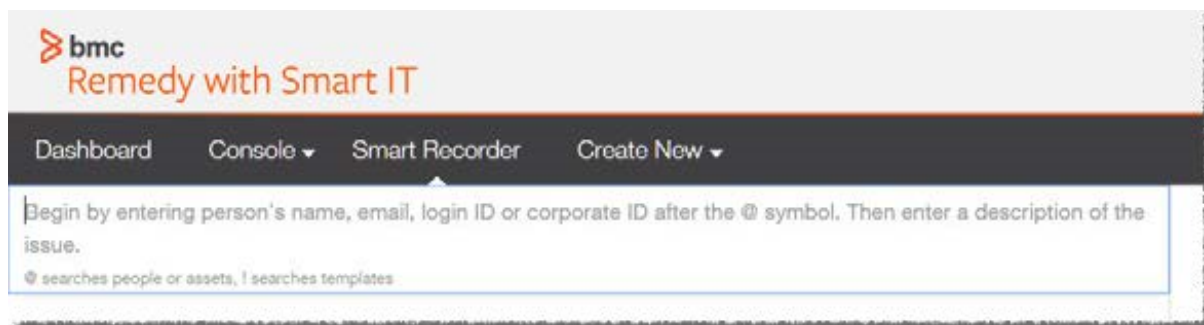
Smart Recorder uses a free-form text entry field to help you focus on what the customer is saying, instead of filling out fields in a structured form. This way of creating a ticket helps you to capture information in real time, directly from the customer and in their own words. Smart Recorder helps you to create tickets of all kinds more quickly and with greater accuracy.

### SEARCH SYMBOLS

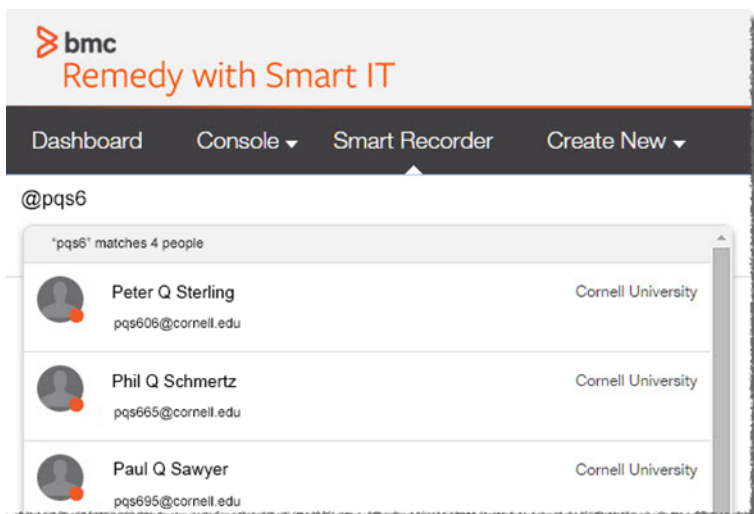
» To help Smart Recorder recognize keywords on which it will run searches, type a special character in front of the keyword.

Symbol	What follows is...
@	A person or asset
!	A template

1. Click **Smart Recorder** in the Remedy toolbar.



2. Beginning with the @ symbol and a letter, 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.



(Optional) Identify additional people by using the @ symbol again. Using the menu next to each person's name, identify one (and only one) person as the customer, and all others as contacts or persons mentioned in the issue.

3. Start describing the issue by typing the ! symbol and then entering an issue type, term, or phrase. The system will search for suggested resources. Select the appropriate Incident Template from the drop-down list.

Sean H Yuan

!remedy

"remedy" matches 1 incident template, 0 service request templates and 0 work order templates

✕

Incident Template

Remedy Application Issue

4. After selecting the appropriate Incident Template from the drop-down list, click on the **Create Incident** button.

Sean H Yuan

Remedy Application Issue

Customer

Sean H Yuan

Hide Details

Sean H Yuan

ITD Enterprise Reporting & Integration  
Information Technology Division  
LAUSD

###

sean.yuan@lausd.net

Site

ITD-Decision Support System  
333 S Beaudry Ave  
Los Angeles, CA 90017  
United States  
Get Directions

Service Rating

★★★★★ 2 Ratings

0 Escalations in Last Month

Corporate ID

01112363

Support Staff

Yes

Site Group

LAUSD HQ

VIP

No

Login ID

sean.yuan@lausd.net

Client Type

Office-Based Employee

Region

East

We found several helpful resources related to your issue.

Outages

No outages found

Templates (30)

✓

Incident Template

Remedy Application Issue

Priority: Medium

○

Incident Template

Welligent - Application Issue

Priority: Low Category: Application

○

Incident Template

Application Incident Template

Priority: Medium

○

Incident Template

MISIS Issue

Priority: Medium

Create Incident

Start Over

5. If necessary, edit ticket information by clicking on the **pencil** icon next to the corresponding section.

Remedy Application Issue

Incident # INC000000628222 Medium Updated a few seconds ago

New

Customer

Sean Yuan

Information Technology  
Division

###

sean.yuan@lausd.net

Site

ITD-Decision Support System  
333 S Beaudry Ave Los Angeles, CA  
90017 United States  
Get Directions

Affected Service

-

Affected Asset

-

Operational Category

Repair > Software

Product Category

Software > IT > Service Management > ITSM Remedy

Resolution Category

None Set

Incident Type

User Service Request

Description

Remedy Application Issue Sean H Yuan Remedy Application Issue

6. Click the **Confirm+Save** button to save the ticket.

?

Assigned to  
None Yet

Support Group  
Remedy

Assign to me

Edit

Additional Info

Edit

This section is currently empty. You may edit the section to fill in additional fields.

Tasks (0)

Related Items (0)

+ Add Task

Tasks are ordered within each section by sequence (first to last). Tasks can't be moved into or out of task groups.  
You have not saved any task yet

Recommended Knowledge (15)

Search for knowledge resources

KBA00004801  
Remedy On-Boarding Policies and Procedures  
Updated: Aug 8, 2017  
0% 14 views 0 linked tickets

KBA00004813  
BMC Remedy - Report Request Process  
Updated: Aug 8, 2017  
0% 2 views 0 linked tickets

KBA00005004  
BMC Remedy - Incident Management Process D...  
Updated: Aug 7, 2017  
0% 4 views 0 linked tickets

✓ All Required fields complete!

Confirm + Save

Cancel