

# 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

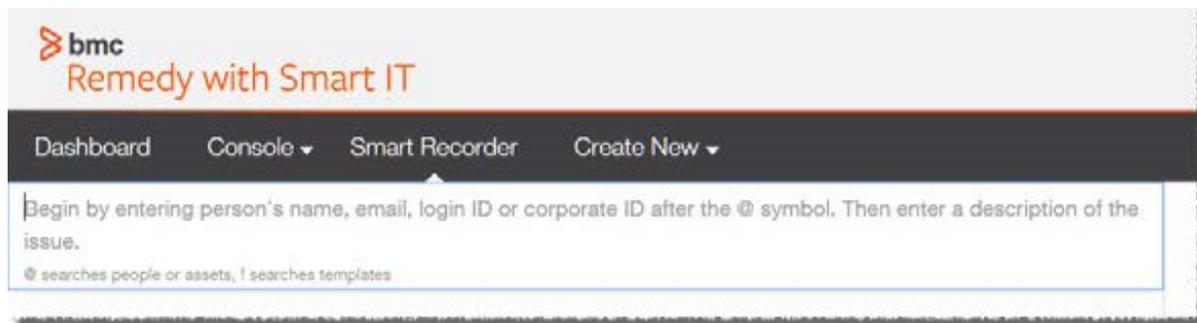
Smart Recorder uses a free-form text entry field to help you focus on what the customer is saying, instead of filling out fields in a structured form. This way of creating a ticket helps you to capture information in real time, directly from the customer and in their own words. Smart Recorder helps you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

### SEARCH SYMBOLS

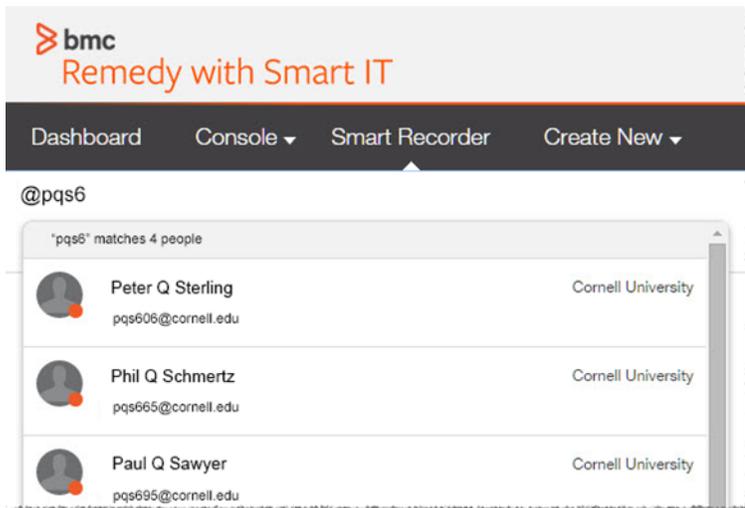
» To help Smart Recorder recognize keywords on which it will run searches, type a special character in front of the keyword.

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

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

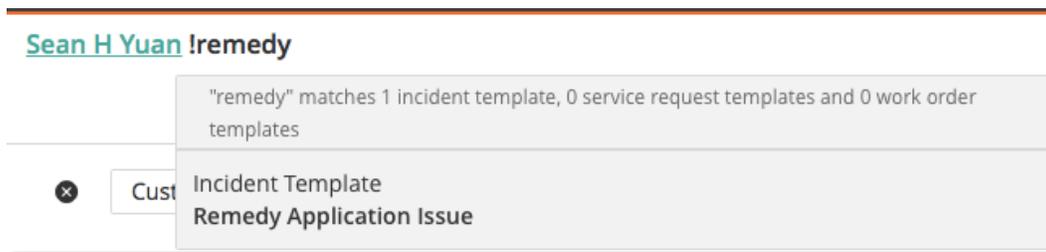


2. Beginning with the @ symbol and a letter, enter the beginning of the customer's name, Employee ID, or email address, then select the customer from the list of all possible matches that pops up.

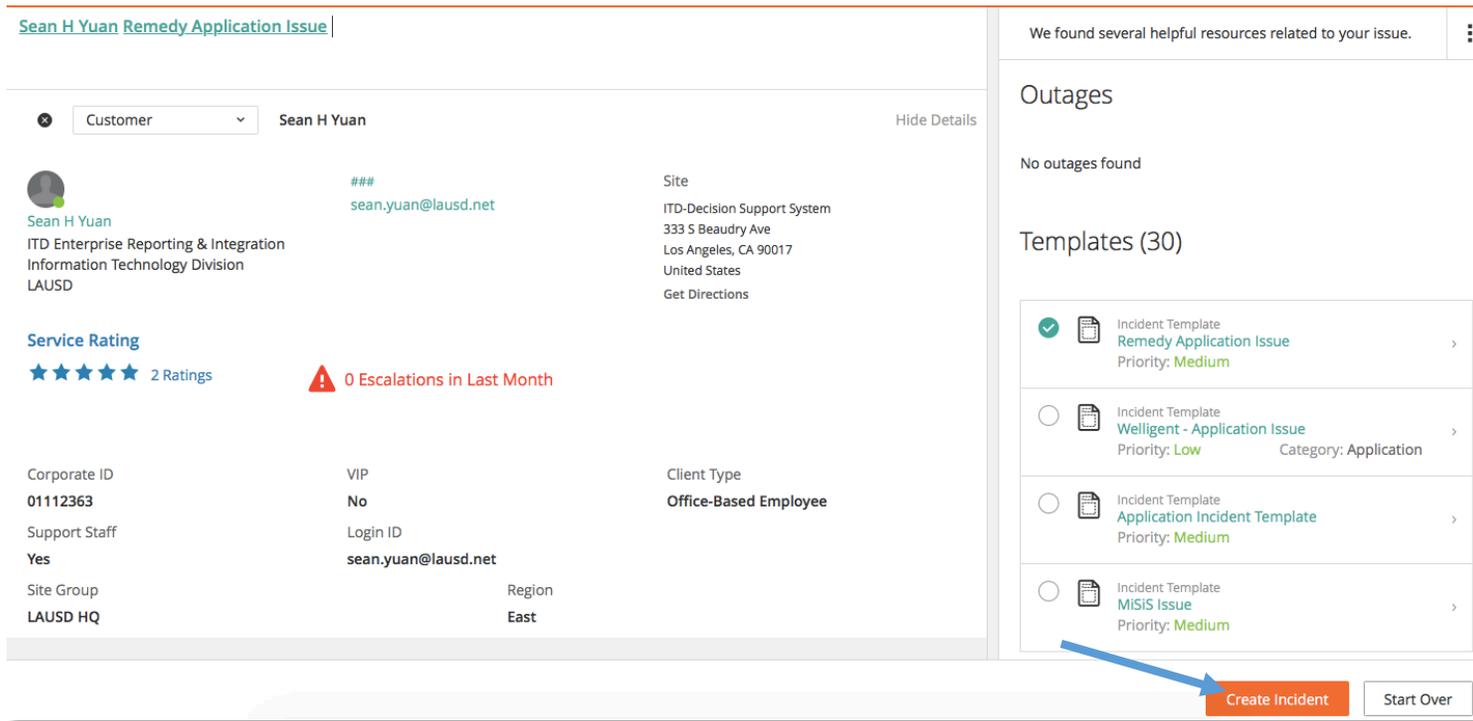


(Optional) Identify additional people by using the @ symbol again. Using the menu next to each person's name, identify one (and only one) person as the customer, and all others as contacts or persons mentioned in the issue.

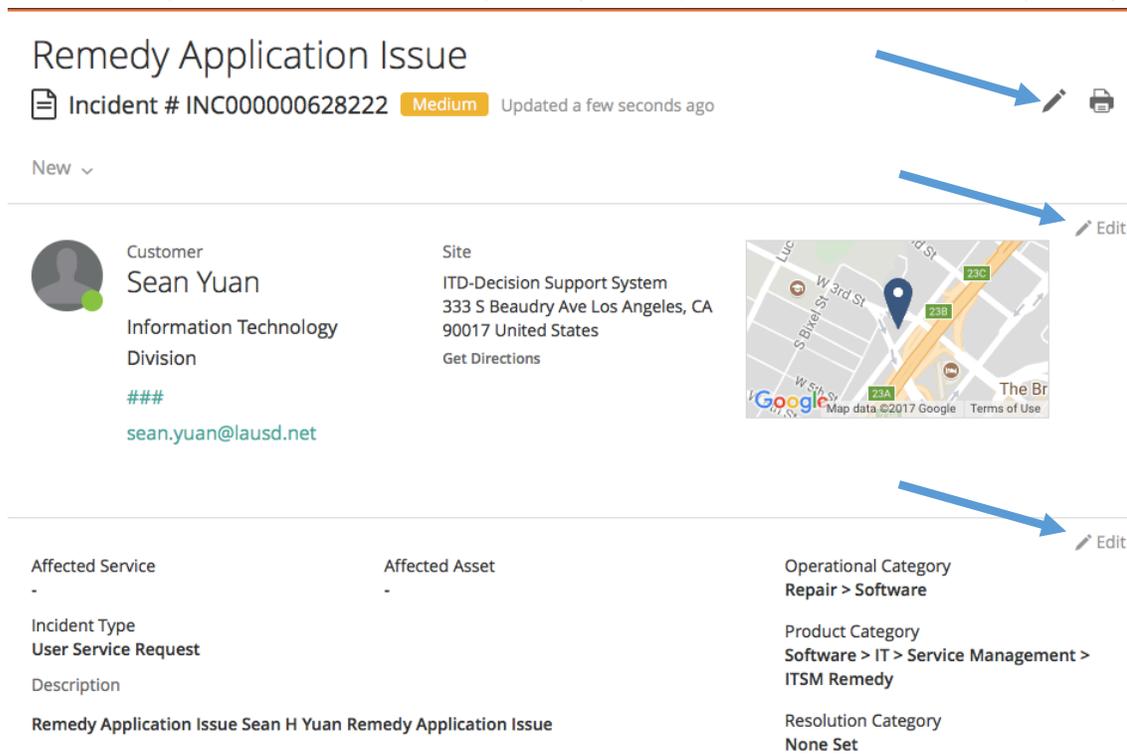
3. Start describing the issue by typing the ! symbol and then entering an issue type, term, or phrase. The system will search for suggested resources. Select the appropriate Incident Template from the drop-down list.



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



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



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

Assigned to: None Yet | Support Group: Remedy | [Assign to me](#) | [Edit](#)

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Additional Info | [Edit](#)

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

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Tasks (0)	Related Items (0)
<p><b>+ Add Task</b></p> <p>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</p>	

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✓ All Required fields complete!

[Confirm + Save](#) | [Cancel](#)

### 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