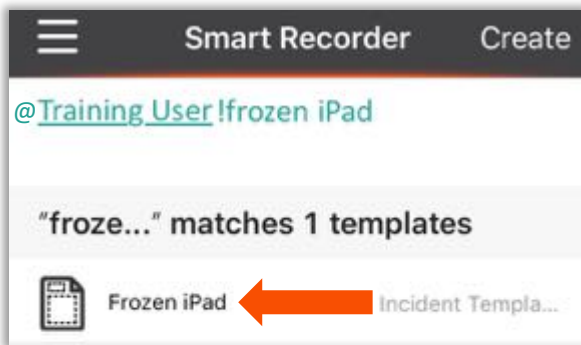



Creating Incidents with Template

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.



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 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**

