

Capstone Project: Task 1 Solution

Update Incident Management

Instructions: Modify the Incident form so that it can support a new process for troubleshooting technical issues reported by Strawberry sFone users. To enable this, you will need to create a new field, configure the default view of the Incident form, and add a new choice (sFone) to the Category field.

Note: Refer to Module 3: Configure Applications for Business

A. Create a New Form Field

1. Create a new field and add it to the Default view of the Incident form.
2. Navigate to **All > Incident > Create New**.
3. Select the **Additional Options Menu**, then select **Configure > Form Layout**.
4. Ensure Default view is selected in the View name choice field under the Form view and section.

Form view and section

View name: Default view

Section: Incident

Notes
Related Records
Resolution Information

5. Under the **Create new field** section, populate the properties as follows:
 - Name: **sFone Model**
 - Type: **String**
 - Field length: **Small (40)**

6. Select **Add**.

Create new field

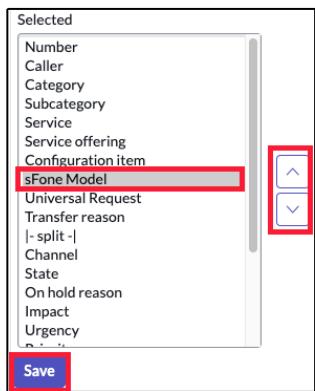
Name: sFone Model

Type: String

Field length: Small (40)

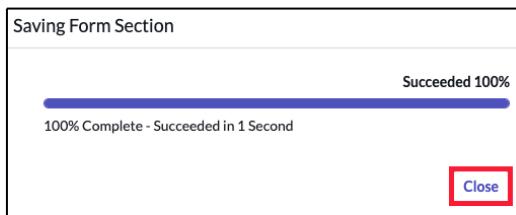
Add

7. Move the **sFone Model** field up under **Configuration item** in the **Selected** column.



8. Select **Save**.

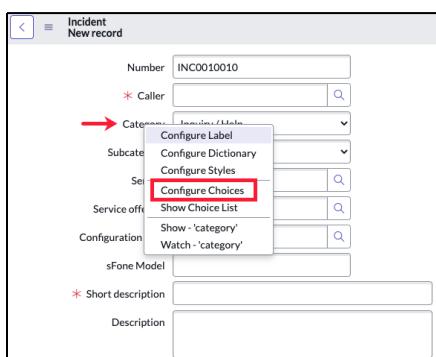
9. Select to **Close** the Saving Form Section message.



B. Add a Choice Field Option

Add a new choice value to the **Category** field.

- From the Incident record, right-click on the **Category** field label.
- Select **Configure Choices**.



3. Type **sFone** into the **Enter new item** field.

The screenshot shows a search interface with a single input field labeled "Enter new item:" containing the text "sFone". To the right of the input field is a blue rectangular button with the word "Add" in white.

4. Select **Add**.
5. Select **Save** to return to the incident record. Confirm the **sFone** choice appears last on the list for the **Category** field.

The screenshot shows an incident creation form with various fields. The "Category" field has a dropdown menu open, listing several options: "-- None --", "Inquiry / Help", "Software", "Hardware", "Network", "Database", and "sFone". The "sFone" option is highlighted with a red rectangle. Other fields visible include "Number" (INC0010011), "Caller" (Megan Burke), "Service offering" (sFone), and "Short description".

C. Create a Non-P1 sFone Incident

Create a Non-P1 sFone Incident to put your form changes into action.

1. Navigate to **All > Incident > Create New**.
2. Populate the form with the following properties:
 - Caller: **Megan Burke**
 - Category: **sFone**
 - Short Description: **My sFone will not turn on.**
3. Select **Submit**.

TASK VERIFICATION

1. Verify that the new sFone category choice and sFone Model field appear on the Default View of the Incident form.

The screenshot shows the 'Default View' of an Incident form. The fields are arranged vertically:

- Number: INC0010014
- * Caller: (empty input field with search icon)
- Category: SFone (highlighted with a red box)
- Subcategory: -- None --
- Service: (empty input field with search icon)
- Service offering: (empty input field with search icon)
- Configuration item: (empty input field with search icon)
- sFone Model: (highlighted with a red box)