

Capstone Project: Task 1 Solution

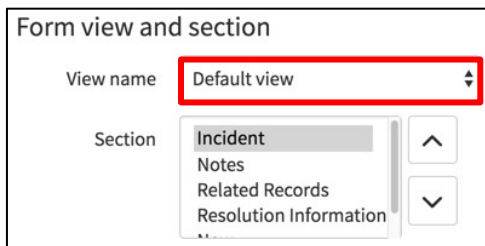
Update Incident Management

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.



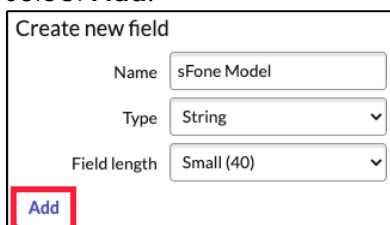
Form view and section

View name: Default view

Section: Incident

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

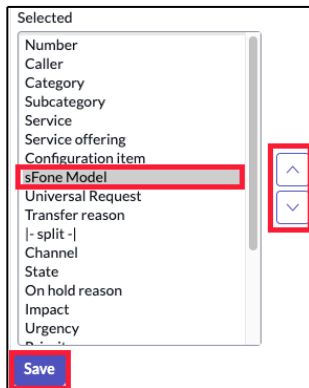
Name: sFone Model

Type: String

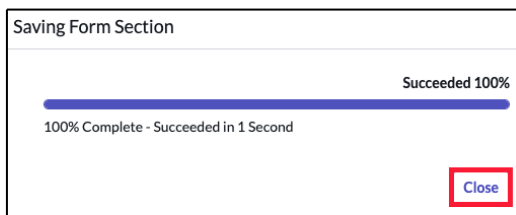
Field length: Small (40)

Add

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



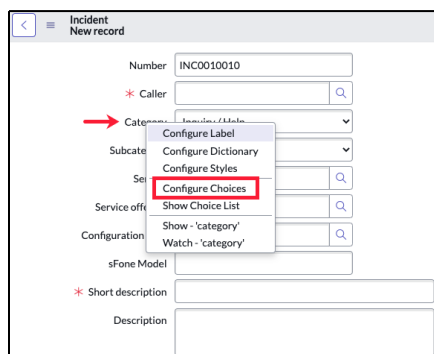
8. Select **Save**.
9. Select to **Close** the Saving Form Section message.



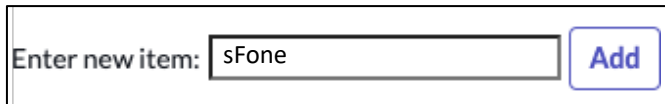
B. Add a Choice Field Option

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

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

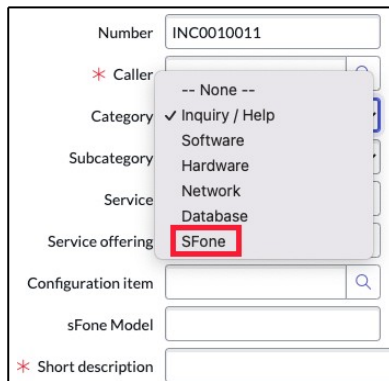


3. Type **sFone** into the **Enter new item** field.



Enter new item:

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.



Number:

* Caller:

Category:

- ✓ Inquiry / Help
- Software
- Hardware
- Network
- Database
- sFone**

Subcategory:

Service:

Service offering:

Configuration item:

sFone Model:

* Short description:

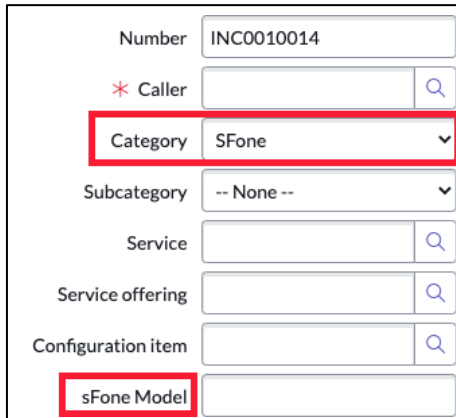
C. Create a Non-P1 sFone Incident

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 displays the Incident form interface. The 'Number' field contains 'INC0010014'. The 'Caller' field is marked with a red asterisk. The 'Category' dropdown menu is open, showing 'SFone' as the selected option, and this entire row is highlighted with a red border. Below it, the 'Subcategory' dropdown shows '-- None --'. The 'Service', 'Service offering', and 'Configuration item' fields are empty and each has a search icon. At the bottom, the 'sFone Model' label and its corresponding input field are highlighted with a red border.

Number	INC0010014
* Caller	<input type="text"/>
Category	SFone
Subcategory	-- None --
Service	<input type="text"/>
Service offering	<input type="text"/>
Configuration item	<input type="text"/>
sFone Model	<input type="text"/>