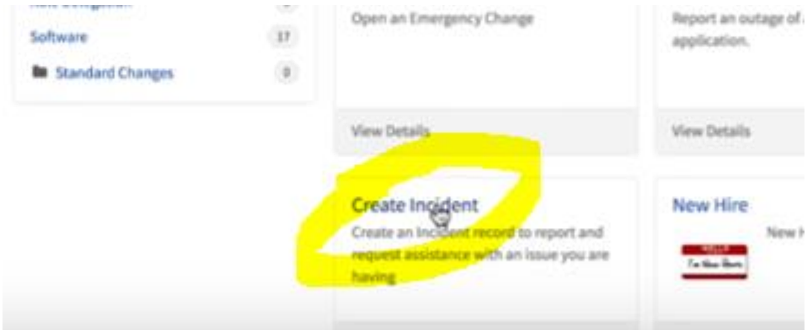
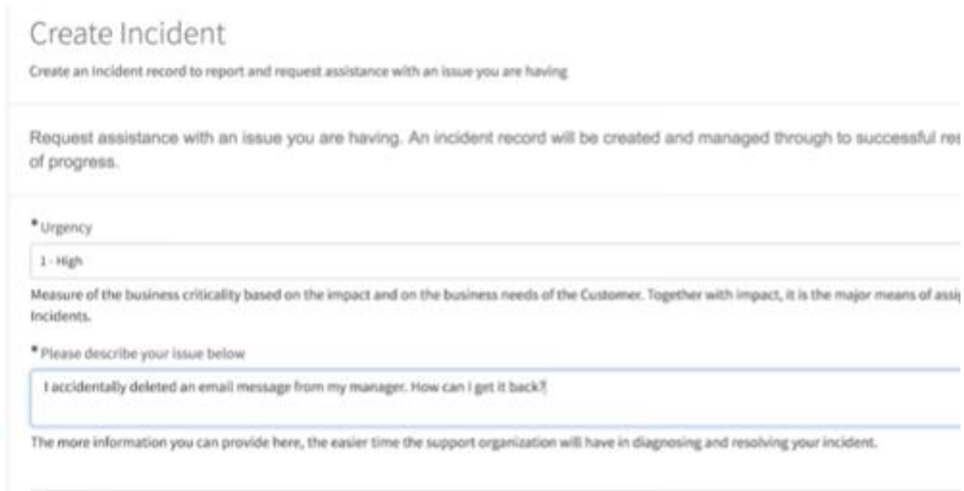
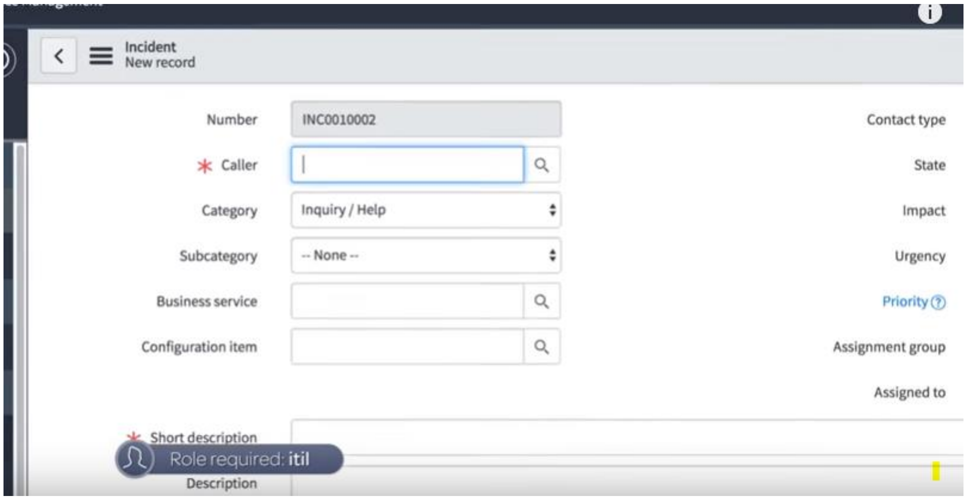
Let's say Joe Employee is logged in to the Service Portal:



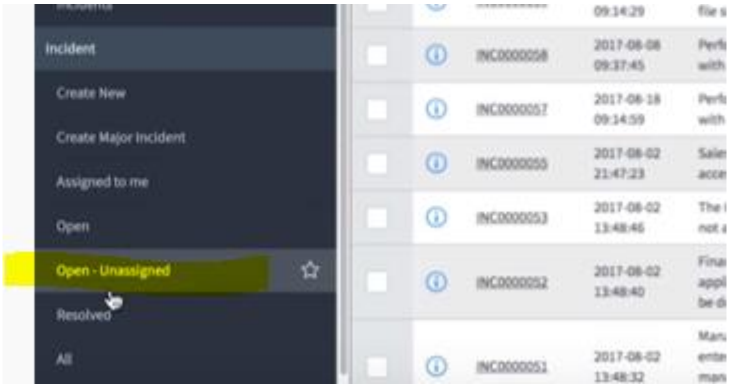
...he accidentally deleted an important email from his boss and desperately needs to get it back:



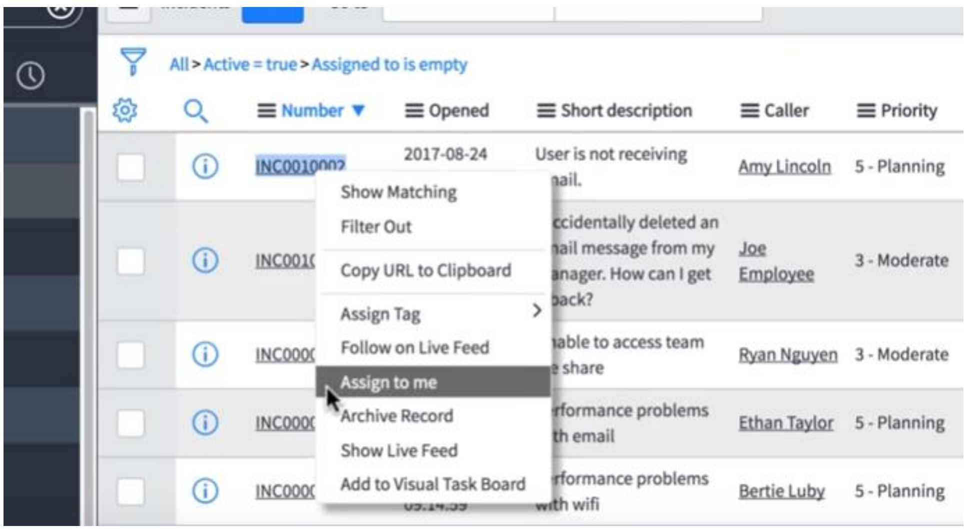
Awad, the Customer Service Agent, helps Joe by filling out an Incident form for him:



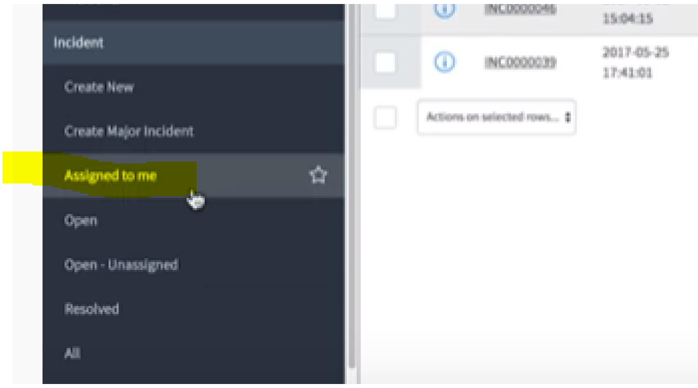
Suddenly, Awad receives Notification of new Incidents:



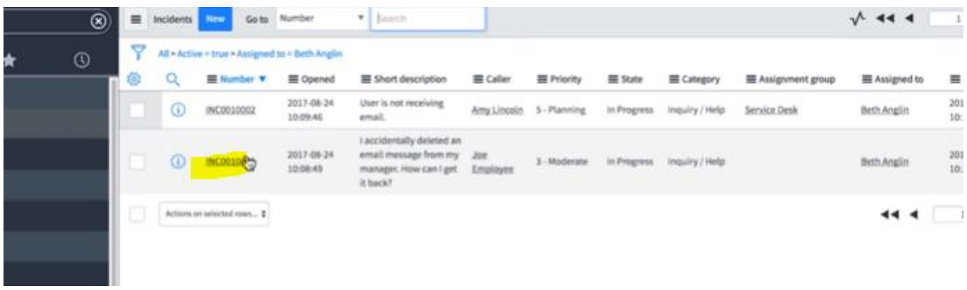
...he assigns them to himself:



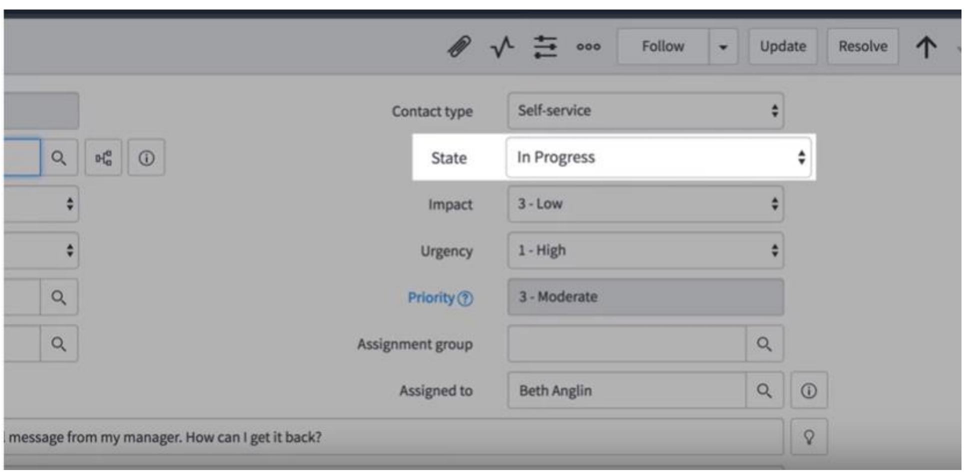
Now he gets to work on Incidents assigned to him:



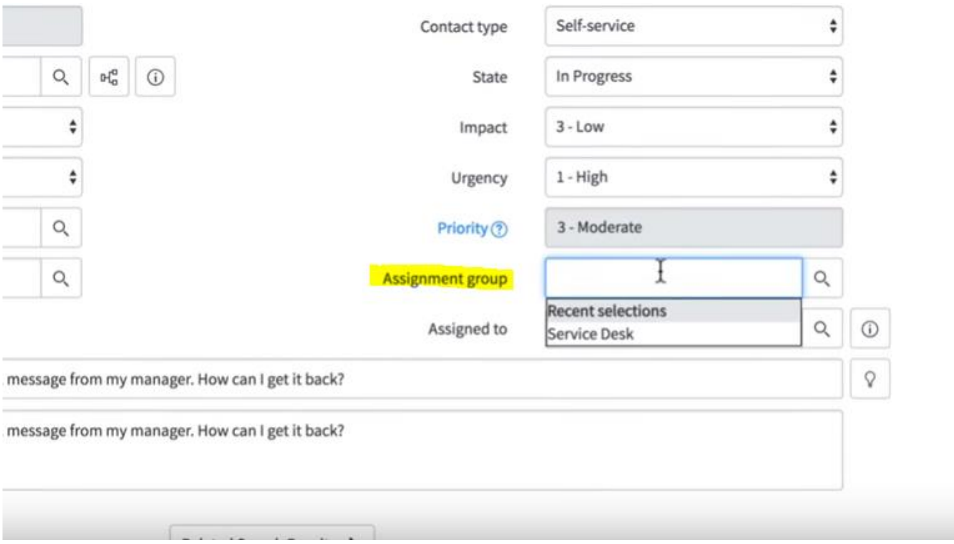
...and starts with Joe Employee’s email mishap:

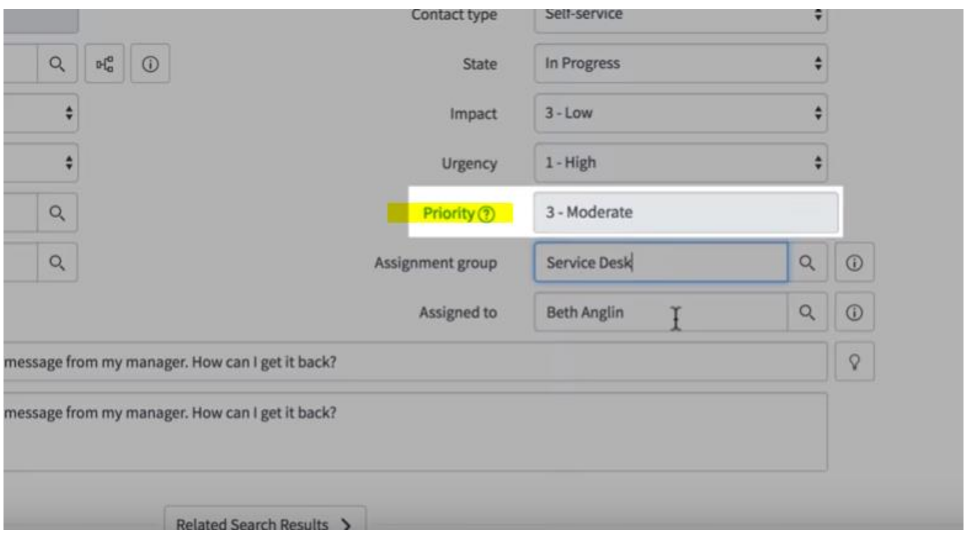


...when an Incident is inserted into the system its **State** is **New**; but when it’s assigned to a user or group, its State is automatically set to **In Progress**:



As we begin working the Incident, we verify it's assigned to the right User or Group, and the Priority is set accordingly:





We can’t set the Priority field; its value comes from Impact and Urgency:

ITIL incident order

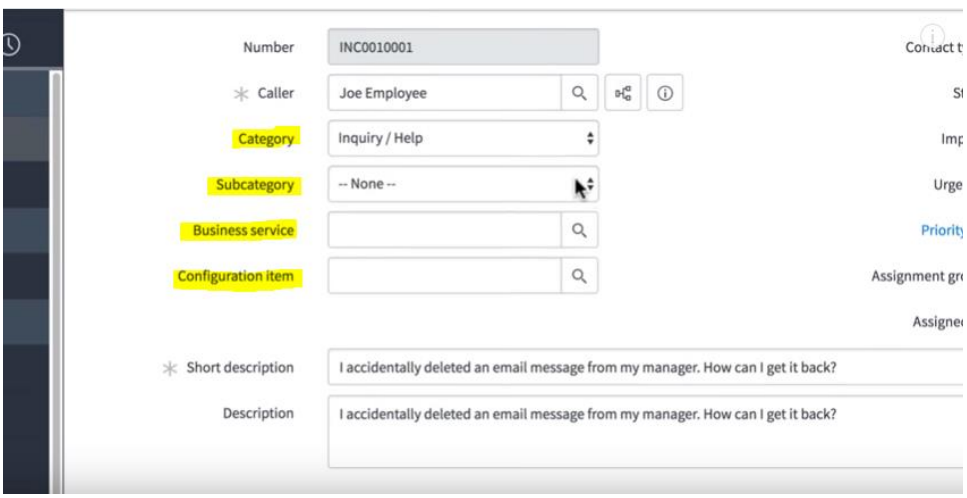
Field	Definition
Impact	The effect that the task has on business.
Urgency	The extent to which the task resolution can be delayed.
Priority	How quickly the service desk should address the task.

Priority is calculated according to the following data lookup rules:

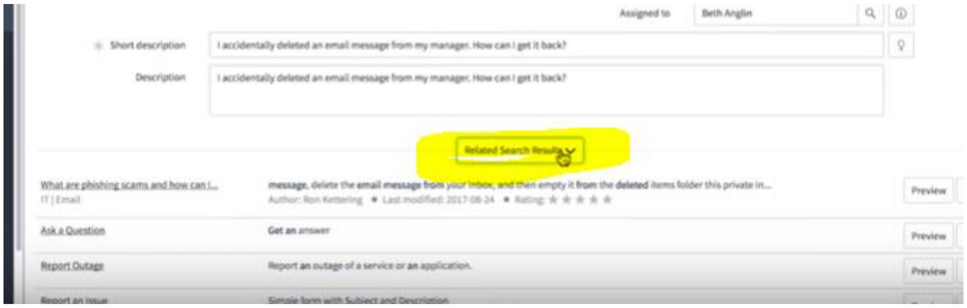
Data lookup rules

Impact	Urgency	Priority
1 - High	1 - High	1 - Critical
1 - High	2 - Medium	2 - High
1 - High	3 - Low	3 - Moderate
2 - Medium	1 - High	2 - High
2 - Medium	2 - Medium	3 - Moderate
2 - Medium	3 - Low	4 - Low
3 - Low	1 - High	3 - Moderate
3 - Low	2 - Medium	4 - Low
3 - Low	3 - Low	5 - Planning

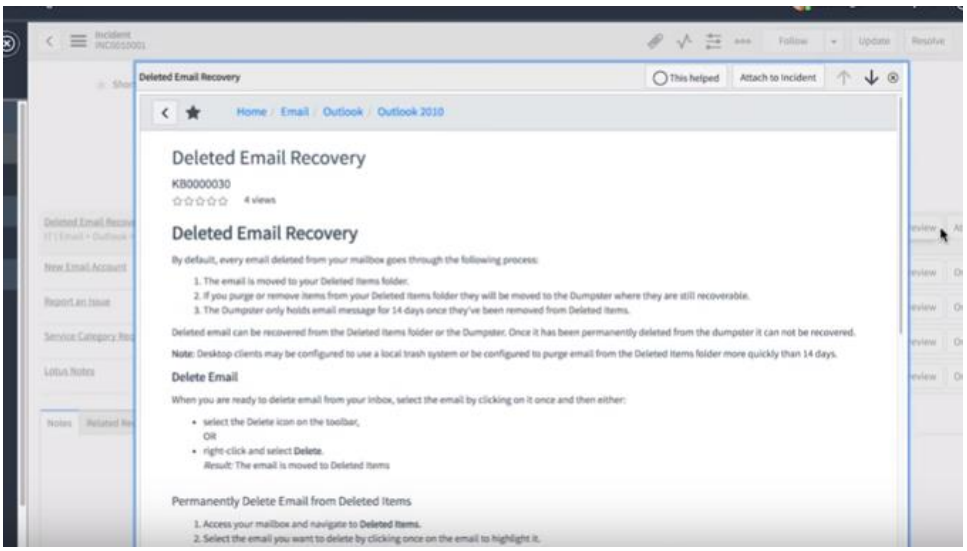
Then we select the Category and, if applicable, Subcategory, Business and Configuration Item:



...after we save it, we see if there is a Knowledge Article as a reference point to solve the Incident:

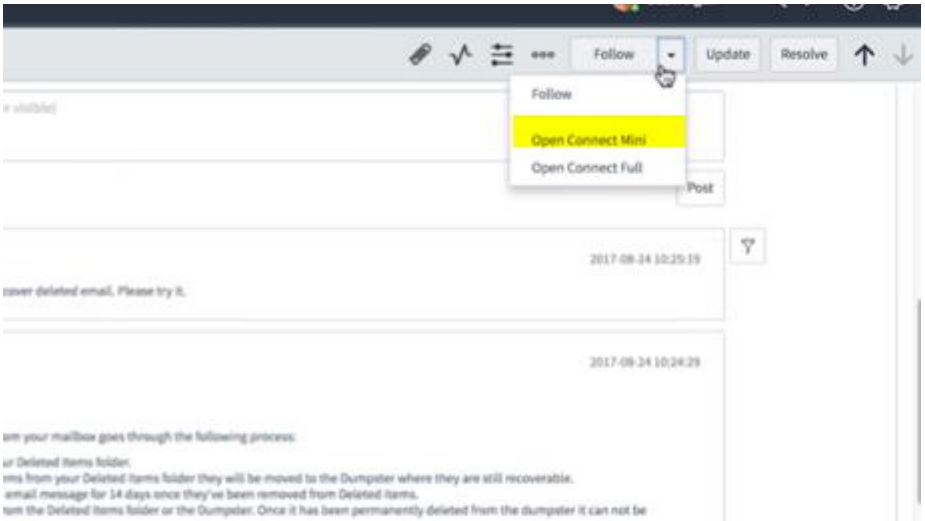


...generally, a short, concise search keywords yield more relevant KB Articles. When we find it, we Preview and attach it to the Incident:

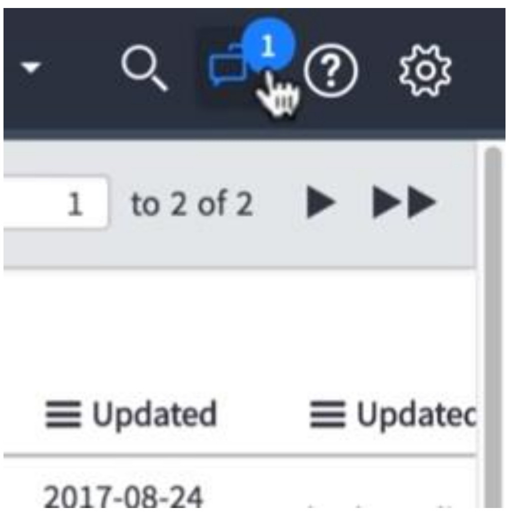


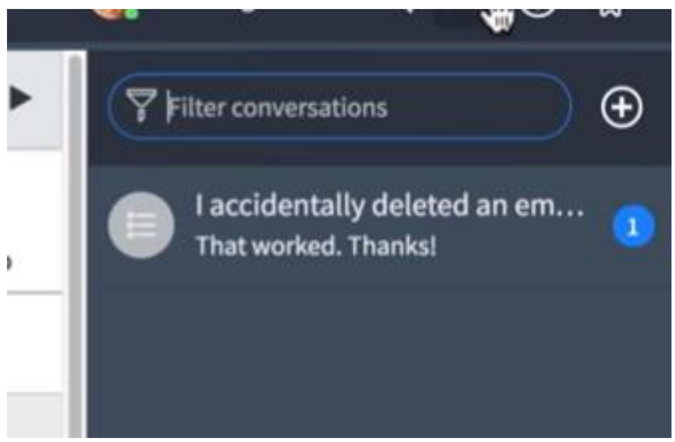
...when it is attached, it is initially in HTML, but after we post it, it displays. We write this to the Caller as a proposed solution to his email mishap.

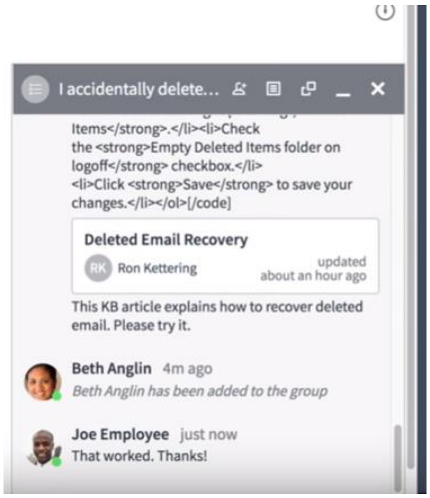
Then we may follow it in the Connect Mini window:



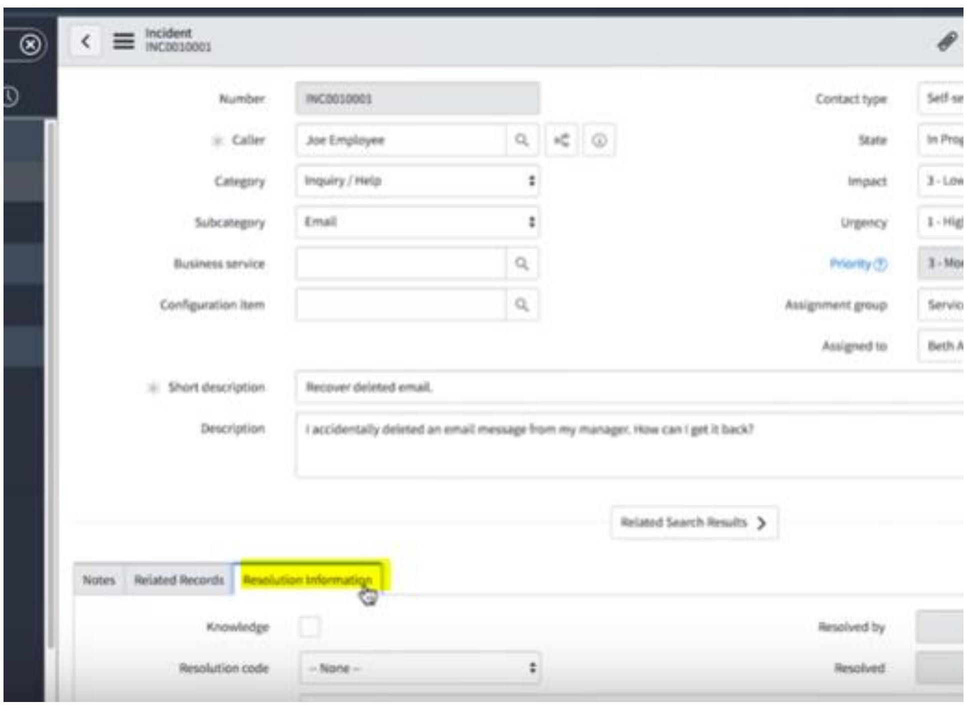
...even after we close it, we're still following the Incident as we work on other Incidents:







Now let's resolve the Incident. How? We fill out the fields for Resolution Information:



...the notes we leave behind may be useful for future reference.

Joe will receive the Notification that his Incident has been Resolved.

He has ample time to close it; otherwise, even with Joe's inaction, the Incident will close after 24 hours in the Resolved State.

If Joe feels the proposed solution didn't work, he can reopen the Incident in the future: